

Training Opportunity

Triage for Medical Receptionists

Tuesday 21 October 2025 | 5.45 pm – 8.30 pm

Brisbane North PHN in partnership with Medical Business Services is pleased to present Triage for Medical Receptionists

This interactive session is designed for frontline staff to strengthen their skills in managing patient triage safely and effectively. Staff are invited to join Riwka Hagen, Principal Consultant and Certified Leadership Coach, Medical Business Services for this training event.

With more than 20 years of experience in the health sector, Riwka will share her expertise and practical strategies to support non-clinical staff in confidently assessing patient urgency and responding appropriately.

Participants will learn:

- the key components and barriers to effective triage
- RACGP standards expectations
- structured steps to safe triage and communication
- urgency categories
- how to use POPGUNS (Prioritisation of Patients – Guide to Urgency for Non-Clinical Staff) in practice
- Medicolegal considerations

Practices are invited to submit their Expression of Interest (EOI) by **Monday, 6 October 2025**.

EVENT DETAILS

DATE AND TIME:

Tuesday 21 October 2025
5.45 pm – 8.30 pm

VENUE:

Kedron-Wavell, 21
Kittyhawk Drive, Chermside

COST:

No cost to attend. Fully sponsored by Brisbane North PHN (T&Cs apply)

SUBMIT AN EOI



Submit your EOI using the QR code or link below.

<https://myvoice.brisbanenorthphn.org.au/embeds/projects/97616/survey-tools/118023>