

Avant for practices

Virtual Administration Temporary Services

Flexible, short-term support to help practices stay efficient

Our Virtual Administration Temporary Services can provide secretarial support to help your practice run smoothly during staff shortages or as you establish a new practice. Our experienced, Australia-based team can help manage your patient bookings, emails, tasks and electronic messaging – working remotely as part of your team.

Free up your time

When short-staffed, our receptionists can step in on short notice to manage the daily operations of your practice, helping you focus on patient care.

Improve the patient experience

From answering calls to rescheduling appointments, we can help ensure operations remain smooth and patients feel supported.

Reduce employment costs

We can help you avoid hiring extra staff with flexible pay-as-you-go services tailored to your needs.

Choose the service that suits your needs

We offer three pay-as-you-go services offering varying levels of support:

Temp Reception Service

Ideal for practices with some on-site secretarial staff, this service offers back-up support during staff shortages, including:

- Answering calls and booking review appointments
- Rescheduling and cancelling appointments
- Sending messages via your practice management system.



Outsourced phone support

Maximise admin efficiency

Pay-as-you-go services

Choose from 3 options

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Speak with our team today to learn more

1800 010 236 | practicesolutions@avant.org.au



Temp Administration Service

Designed for small specialist practices, this includes everything in the Temp Reception Service, plus:

- Task management
- Calling to confirm appointments
- Filing appointment cancellations
- Optional: Booking appointments and sending confirmation letters from the practice software.

Temp Messaging Service

Perfect for doctors starting a practice, this service helps you maintain a professional presence while your systems are being set up or during staff absences. Services include:

- Dedicated phone line for inquiries
- Recording and relaying patient messages
- Providing reassurance to patients awaiting follow-up.

What to expect from our Virtual Administration Temporary Services

Our highly trained, Australian-based medical receptionists are available Monday to Friday, 9am to 5pm (excluding public holidays) in both Victorian and Western Australian time zones. They bring extensive expertise in:

- Health insurance rules
- Medical billing procedures
- Medical practice workflows
- Processes and procedures specific to your practice
- Doctor and patient needs.

With professional support, you can help ensure patients and staff are always supported while maintaining practice efficiency.



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