

Avant for practices

Virtual Administration and Reception Service



Full-time medical secretarial support to help maximise practice efficiency

Our Virtual Administration and Reception Service can provide full-time secretarial support to your practice, enabling you to provide a high level of patient care and help ensure that staff are always available for referring doctors.

Our professional, Australian-based team can support your front desk staff by taking care of essential administration responsibilities like patient communication, diary management, data entry and filing, patient bookings and theatre list management. We work remotely and act as your team.

Outsourced telephone support

Maximise administration efficiency

Ideal for specialist practices

Reduce your administration workload

Our team can optimise the day-to-day running of your practice with accuracy and efficiency, so you can focus on patient care and meet-and-greet.

Enhance the patient experience

A small, dedicated team can work within your practice software and answer your telephone number to create a seamless patient experience.

Reduce employment cost

Reduce the cost and responsibility of employing extra staff. Our off-site team are available to support your practice.

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Speak with our team today to learn more

1800 010 236 | avant.org.au/practice/virtual-administration-reception-service



What to expect from our Virtual Administration and Reception Service

An experienced Australian-based medical receptionist will answer your calls between 9am and 5pm (Monday to Friday excluding public holidays).

We can complete the following tasks:

- telephone and in-bound tasks
- appointment bookings
- patient paperwork
- referral and results follow-up
- billing
- database and file system management
- after-hours message recording and follow-up
- theatre list management.

Our highly trained team have extensive knowledge and understanding of:

- medical terminology
- health insurance rules
- medical billing procedures
- medical practice workflows
- processes and procedures specific to your practice
- doctor and patient needs.

With professional outsourced support, you can have peace of mind that essential tasks are being completed and patients are taken care of.



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