

31 July 2010



Dear Doctor/s,

PRACTICE OF THE YEAR AWARD 2010

The Association of Medical Receptionists (AMR) is a non-profit organisation that has been established since 1987. The AMR committee works hard to provide educational support and networking opportunities for practice administration staff and to promote the pursuit of excellence through professional development.

As you are aware, the role of the medical receptionist is very diverse. A medical receptionist plays an integral part in the Practice by being responsible for the daily business plan (appointment book) and the co-ordination of the Practice as a whole to ensure efficient and effective healthcare delivery.

The AMR introduced the Practice of the Year Award in 2005 to acknowledge the importance of the medical receptionist role within a Practice. The Award is presented to the Practice that demonstrates efficient and effective procedures, excellent internal communication, well maintained patient facilities, appropriate service provision and a cohesive team approach to supporting the business and the delivery of quality health care.

General Practice and Specialist practices are eligible to enter in the 2010 Practice of the Year Award however at least one of your staff must be a member of the AMR (membership form attached).

The feedback forms are to be completed by patients only and must be received by 22 October 2010.

The Award will be presented at the AMR's Annual General Meeting on 17 November 2010.

Following the AGM a photo of the presentation and an article on the Practice will feature in Medical Link and the AMR Newsletter.

I have enclosed a form for you to complete and return to me if you would like to nominate your Practice and its staff for consideration and ask that you please make available to your Practice Manager the patient feedback forms attached for completion.

Should your practice be selected to be a finalist a qualified adjudicator will contact your Practice Manager to arrange a visit prior to the final decision being made.

Previous recipients are:	2009	Winner -	Gold Coast & Northern Rivers NSW Medical Oncology & Haematology Centre
		Runner Up -	Health HQ
	2008	Winner -	Gold Coast Eye Clinic, Southport
		Runner Up -	Riverwalk Medical Centre, Robina
	2007	Winner -	Queensland Medical Centre, Paradise Point
		Runner Up -	Mermaid Beach Medical Centre, Mermaid Beach
	2006	Winner -	Skin Alert Skin Cancer Clinic, Paradise Point
		Runner Up -	Musgrave Street Medical Practice, Coolangatta
	2005	Winner -	Southport Medical Centre, Southport
		Runners Up -	Musgrave Street Medical Practice, Coolangatta Burleigh Heads Medical Centre, Burleigh Heads Grice Avenue Medical Centre, Paradise Point

We look forward to your participation this year and Good Luck!

Yours truly

Helen Turner
President

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2010 PRACTICE OF THE YEAR - ENTRY FORM

Practice Name: -----

Practice Address: -----

Contact Name:-----

Phone No.:----- Fax No.: -----

Practice Email Address:-----

Pathology Courier (Please circle) SNP QML Healthscope

No. of Doctors:----- No. of Receptionists/Secretaries:-----

No. of other Practice Staff: -----

Current AMR Member's Name: -----

If you do not have a member of the AMR currently working within the Practice this Entry Form must be accompanied with a completed Membership Application Form (Encl.)

The Association of Medical Receptionists Gold Coast
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