



DALMOR

MEDICAL ADMINISTRATION
TRAINING INSTITUTE

COURSE OVERVIEW | MEDICAL PRACTICE MANAGEMENT

Module 1, Introduction

- ≡ Being a Practice Manager
- ≡ Student Resources

Module 2. Reception Duties and General Administration

- ≡ Running a Successful Practice
- ≡ The Medical Receptionist
- ≡ Maintaining a Diary
- ≡ Stock Control

Module 3. Customer Service

- Assignment 1

Module 4. Communication and Listening Skills

- ≡ Types of Communication
- ≡ Assertiveness
- ≡ Telephone Etiquette
- ≡ Reminders on How to Improve your Telephone Skills

- ≡ Voicemail Etiquette
- ≡ Email Etiquette

Module 5. Patient Notes and Records

- ≡ Medical Records
- ≡ Ownership and Transfer of Records
- ≡ Consent
- ≡ PAIA Act – Requests for Access
- ≡ POPI Act
- ≡ In Summary
- ≡ Social Media

Module 6. Basic Conditions of Employment

- ≡ Notice Periods
- ≡ What is a Written Particular of Employment
- ≡ Leave
- ≡ Disciplinary Procedures
 - Assignment 2

Module 7. Financial Administration

- ≡ Policies
- ≡ General Ethics of Practice
- ≡ The Doctor-Patient Relationship

Module 8. Billing Administration

- ≡ Patient Information and Coding

Module 9. Prescribed Minimum Benefits

- ≡ PMBs
 - Assignment 3

Module 10. Payments

- ≡ The Effect of Journals on your Month-End
- ≡ Patient Payments

Module 11. Queries

- ≡ Age Analysis

Module 12. Month-End

- ≡ The difference between “Date of Service” and “Date Posted”
- ≡ Guidelines for Month-Ends that do not balance
- ≡ Completing your Month-End
 - Assignment 4