



# DALMOR

**MEDICAL ADMINISTRATION  
TRAINING INSTITUTE**

## **COURSE OVERVIEW | PRACTICE MANAGEMENT FOR THE PRACTICE MANAGER**

### **The Practice Manager**

- ≡ Student Resources
- ≡ Student Resources – Debt Recovery
- ≡ Introduction

### **Module 1. General Administration and Duties**

- ≡ Appointment Scheduling and Diary Management
- ≡ Stock Control
- ≡ Running a Successful Practice
- ≡ The Basic Conditions of Employment
- ≡ Human Resources

### **Module 2. Listening Skills and Communication**

- ≡ Listening Skills
- ≡ How to Handle Rude or Impatient Callers
- ≡ What to do when Confronted by Difficult Patients
- ≡ Types of Communication
- ≡ Assertive Communication

### **Module 3. Patient Notes and Records**

- ≡ Medical Records
- ≡ Ownership and Transfer of Records
- ≡ Consent
- ≡ PAIA Act – Requests for Access
- ≡ POPI Act
- ≡ In Summary
- ≡ Social Media
  - Assignment 1

### **Module 4. Legal and Professional Responsibilities**

- ≡ National Health Act
- ≡ Occupational Health and Safety Act
- ≡ Patients Constitutional Rights
- ≡ HIV – Disclosure to a Sexual Partner
- ≡ Workman’s Compensation
- ≡ Road Accident Fund

### **Module 5. Billing Administration**

- ≡ Patient Information and Medical Aid Details
- ≡ Correct Coding – part 1
- ≡ Correct Coding – part 2
- ≡ Rules Regarding the Coding Structure
- ≡ Prescribed Minimum Benefits (PMB)

## **Module 6. Payments**

- ≡ Medical Aid Payments
- ≡ Private Patients
- ≡ The Effect of Journals on your Month – End
- ≡ Credit Policy
- ≡ Billing and Payment Policies
  - Assignment 2

## **Module 7. Financial Administration**

- ≡ The Ethical and Legal Aspects of Collecting Debt
- ≡ Is it Ethical to Demand Upfront Payments?
- ≡ Ethical conduct towards Debtors
- ≡ When to Consider Outsourcing to a Debt Collection Company

## **Module 8. Age Analysis and Month-End**

- ≡ Age Analysis
- ≡ Record Keeping and Documentation
- ≡ Month-End
  - Assignment 3

## **Module 9. Age Analysis and Month-End**

- ≡ Age Analysis
- ≡ Record Keeping and Documentation
  - Assignment 3