



DALMOR

**MEDICAL ADMINISTRATION
TRAINING INSTITUTE**

COURSE OVERVIEW | ULTIMATE MEDICAL ADMINISTRATION: ALL ROUNDER

The Roles and Responsibilities of the Medical Receptionist

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

Module 1. Customer Service

Module 2. Communication

- ≡ Types of Communication
- ≡ Assertive Communication

Module 3. Listening Skills

- ≡ Telephone Etiquette
- ≡ Helpful Reminders on How to Improve your Listening Skills
- ≡ Voicemail Etiquette
- ≡ Email Etiquette

Module 4. Dealing with Difficult Patients in a Practice

- ≡ What to do when Confronted by Difficult Patients
- ≡ How to Handle Rude or Impatient Callers
 - Assignment 1

Module 5. Medical Office Administration

- ≡ Appointment Scheduling and Diary Management

Module 6. Patient Notes and Records

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

Module 7. Medical Terminology

- ≡ Abbreviations

Module 8. 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 9. Payments

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

Module 10. Financial Administration

- ≡ The Ethical and Legal Aspects of Collecting Outstanding Accounts
- ≡ Ethical conduct towards Debtors
- ≡ Is it Ethical to Demand Upfront Payments?

Module 11. Age Analysis and Month-End

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

Module 12. 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 13. Basic Conditions of Employment

- ≡ Integration into a Medical Practice
 - Assignment 4

Module 14. How to Avoid Bad Debt

- ≡ Steps to take in your practice to avoid bad debt

Module 15. Collecting Debt

- ≡ Collection of Bad Debts
- ≡ Using Letters of Demands

Module 16. Pre-Legal Collections

- ≡ Procedures
 - Assignment 5

Module 17. Dealing with Difficult Debtors

- ≡ Steps to follow

Module 18. Debtors Defences

- ≡ Prescription Rule
- ≡ In Duplum

Module 19. The Litigation Process

- ≡ Introduction
- ≡ When to hand an account over to an Attorney
- ≡ An overview of the Litigation Process

Module 20. Debt Review, Admin Orders and Credit Bureau Listings

- ≡ Introduction
 - Assignment 6