



DALMOR

**MEDICAL ADMINISTRATION
TRAINING INSTITUTE**

COURSE OVERVIEW | DENTAL PRACTICE MANAGEMENT

Introduction

- ≡ Student Resources
 - Important Websites
 - Medical Aid Contact Details
- ≡ Running a Successful Practice

Module 1. General Administration and Duties

- ≡ Appointment Scheduling and Diary Management
- ≡ Time Management
- ≡ Inventory Management
- ≡ The Basic Conditions of Employment in a Practice
- ≡ Human Resources

Module 2. Listening Skills and Communication

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

Module 3. Patient Notes and Records

- ≡ Medical Records
- ≡ Ownership and Transfer of Records
- ≡ Consent
- ≡ PAIA Act – Request for Access (PAIA Form C included)
- ≡ POPI Act
- ≡ Social Media
- ≡ In Summary

Module 4. Legal and Professional Responsibilities

- ≡ National Health Act
- ≡ Occupational Health and Safety Act
- ≡ Patients Constitutional Rights
- ≡ Workman's Compensation
- ≡ Road Accident Fund

Module 5. Billing Administration

- ≡ Conservative vs Specialised Dentistry
- ≡ Patient Information and Medical Aid Details
- ≡ Authorisation and Motivational Letters
- ≡ Rules regarding the Coding Structure
- ≡ Correct Coding – Part 1
 - Two Major Coding Systems commonly used in South Africa
(Includes print outs for Conservative Dentistry Codes and commonly used ICD10 codes)
- ≡ Correct Coding – Part 2
 - Restorative Services
- ≡ Submission of Claims

Module 6. Payments

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

Module 7. Financial Administration

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

Module 8. Age Analysis and Month End

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