



**DALMOR - MED**  
ADMINISTRATION TRAINING INSTITUTE



# **Medical Administration Training Workshops**

# Introduction: Who we Are

The Dalmor Medical Administration Training Institute has developed as a result of 22 years of experience providing advice to and managing medical practices.

Every medical practice, emergency care provider, nursing facility or hospital has at least one employee devoted to managing the practice or collecting outstanding accounts and bad debt.

The roles and responsibilities of these employees are broad and require detailed management of multiple processes. The overall goal of these employees should be to maximise the quality of patient care and simultaneously to facilitate profitable business operations.

Our training provides a progressive career path from administrative to managerial roles within a medical practice. Continuing education ensures that employees gain experience and practical working knowledge of medical terminology and an overall understanding of how medical practices operate.

**We offer in-house training for a minimum of 8 delegates. Special prices available for more than 8 delegates.**

# Front Desk Administration: Professional Receptionist

Today, all staff in a medical practice work together as a highly trained team and a skilled receptionist is a vital part.

As a receptionist, your duties include making appointments, welcoming new patients, maintaining records and stocking up on supplies.

Whether you operate from a private practice or clinic, medical professionals need a receptionist with specialised training.

This course is designed to advance the overall skills of the frontline staff, the receptionist, who wish to improve their proficiency levels and career prospects in the unique medical field.

## Course Outline

- ◆ Reception Duties and Practice Diary
- ◆ Dress Code
- ◆ Telephone Etiquette and Customer Service
- ◆ Avoiding inappropriate conversations
- ◆ Patient Records
- ◆ POPI Act and Consent
- ◆ Basic Conditions of Employment Act

## Course Information

Duration: One Day | 9:30am - 2:30pm

Price: R2000 pp ex VAT

# Ultimate Practice Manager: Practice Management

The goal of the medical practice manager should always be to maximise the quality of patient care and at the same time run an efficient and profitable business.

To achieve your goal as a medical practice manager it is important to have the right training and skills.

From administrative to managerial roles, this course is designed for everyone involved in the general running, billing administration and financial side of a practice and encompasses the entire billing and management process.

## Course Outline

- ◆ General Administration Duties
  - ◆ Financial Admin and Duties
- ◆ Customer Service
- ◆ Assertiveness
- ◆ Appointment Scheduling and Diary
- ◆ Patient Records
- ◆ Prescribed Minimum Benefits
- ◆ The Protection of Personal Information Act
- ◆ Consent
- ◆ Basic Conditions of Employment Act

## Course Information

Duration: One Day | 9:30am - 3:30pm

Price: R2500 pp ex VAT

# Debt Recovery: The Ethical and Legal Aspects

Debt collection is the most challenging function of the Financial Administration.

Good business requires that collection of monies be made promptly and without damage to the patient relationship.

The value of a receivable debt falls rapidly the longer the debt has been owed and the less likely it is to be paid.

This comprehensive training programme will teach you how to get on top of your unpaid accounts by developing appropriate collection methods to suit your unique patient profiles.

## Course Outline

- ◆ Credit Policies and the Role of the Accounts Department in a Medical Practice
- ◆ Pre-Legal Collections
- ◆ Planning an Effective Debt Recovery Programme
- ◆ Collecting Bad Debt
- ◆ How to Avoid Bad Debts
- ◆ Debtor's Defences
- ◆ Communication and Listening Skills
- ◆ Debt Review, Admin Orders and Credit Bureau Listings

## Course Information

Duration: One Day | 9:30am - 2:30pm

Price: R2400 pp ex VAT

# Practice Administration: Management and Collections

The efficiency of your administration staff and the selection of software and hardware employed in your practice will determine your success in collecting the professional fees you have earned as a practitioner.

To achieve this, Dalmor has developed the Ultimate Advanced Medical Administration Course incorporating receptionist training, practice management and debt collection to increase productivity and service levels.

## Course Outline

- ◆ How to Run your Medical Practice
- ◆ Reception and General Administration Duties
- ◆ Workmen Compensation Fund
- ◆ Road Accident Fund
- ◆ All About HIV
- ◆ Patient Records
- ◆ How to Avoid Bad Debts
- ◆ Communication and Listening Skills
- ◆ Pre-Legal Collections

## Course Information

Duration: Two Days | 9:30am - 3:30pm

Price: R3000 pp ex VAT

# POPI and PAIA Compliance: Being Compliant

According to the South African Constitution, everyone has the right to privacy but at the same time has the right to access any information that is held by another person and that is required for the exercise or protection of any rights.

The Promotion of Access to Information Act (PAIA) gives effect to the right to access of information.

The Protection of Personal Information Act (POPI) gives affect to the right to privacy. The POPI Act regulates the processing, collection, storage and disclosure of confidential information with justifiable limitations.

Attend our workshop to learn the rules and legislations to implement into your practice.

## Course Outline

- ◆ Introduction into POPI Act
- ◆ Purpose of the Act
- ◆ Functions of the Act
- ◆ Collection of Information
- ◆ Introduction into PAIA Act
- ◆ Privacy and Confidentiality
- ◆ When can a request for information be refused
- ◆ Disclosure of Medical Information
- ◆ Legal Consequences

## Course Information

Duration: One Day | 9:30am - 2:30pm

Price: R2000 pp ex VAT

# Introduction into Medical Coding: Tariffs and Basic Codes

Coding and billing are the invisible engines of the healthcare system. For a claim to be compiled successfully there are several pre-requisites that a medical service provider must strictly adhere to.

Besides having an effective Practice Management Application installed, expertise is fundamental for accurate billing to improve claim values by eliminating rejections and claim errors.

Our workshop will assist with improving claim values resulting in improved revenue cycles.

## Course Outline

- ◆ Impacts when not complying with the rules
- ◆ Reasons for errors
- ◆ Diagnostic Coding versus Procedural Coding
- ◆ Morphology codes uses
- ◆ NHRPL
- ◆ BHF Pricing
- ◆ HPCSA
- ◆ ICD10-CM
- ◆ ICD0-3

## Course Information

Duration: One Day | 9:30am - 1:00pm

Price: R2000 pp ex VAT