



DALMOR

**MEDICAL ADMINISTRATION TRAINING INSTITUTE
A DIVISION OF DALY MORGAN & ASSOCIATES**

Building 7, Parc Nicol, 3001 William Nicol Drive,

Bryanston

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Gauteng, South Africa

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Agenda

Arrival with refreshments

Introduction

Credit Policies

- i) Reasons to have a written credit policy.

How to Avoid Bad Debts

- Preparing invoices and statements

Collecting Bad Debt

- Communication
- Listening Skills
- Record keeping and documentation
- Using letters of demands (Templates provided)

Pre-legal Collections

Dealing with Difficult Debtors

- Contacting the right person
- Be Firm
- Be Professional
- Be Focused
- Ask Questions
- Report bad debtors to Credit Agencies



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- Litigation

Debtors Defence

- Prescription
- In-Duplum

The Ethical and Legal Aspects of Collecting Debt

- General Ethics of Practice
- The Doctor-Patient Relationship – Spelling out the Issue of Fees
- Ethical Conduct towards Debtors

Debt Review, Admin Orders and Credit Bureau Listings

- What is Debt Review
- What is Administration Order
- What is the difference between an Admin Order and Debt Review?
- Credit Bureau Listings