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DALMOR

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

Agenda

I. Arrival with refreshments

II. Introduction

III. General Administration and Duties

- Oversee Medical Office Staff
- Management Office Finances
- Maintain Legal Adherence
- Cleanliness

IV. Financial and Billing Administration

- Billing Policies
- Payment Policies
- Patient Autonomy
- The Principles of Beneficence and Non-Maleficence
- Spelling Out the Issues of Fees
- Ethical Conduct Towards Debtors
- Billing Administration
- A Few General Rules Governing the Coding Structure
- Reasons for Rejected Claims
- Medical Aid Rates
- Authorisations



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- Payments
- Guidelines When Accounts are Hand Over
- Month End Process

V. Customer Service

VI. Maintaining A Practice Diary

- New Patients
- Establishes Patients Appointments
- Special Circumstances
- Notes on Maintaining your Diary

VII. Patient Records

- Healthcare Practitioners Should Enter and Maintain At Least the Following Information
- Duration of the Retention of Health Records
- Checklist for Health Record-Keeping
- Important Documents

VIII. PMB's

- What is a PMB
- How are PMB's funded
- What is a DTPMB
- PMB – Chronic Conditions
- Definition of a DSP
- Definition of a non-DSP



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IX. POPI Act

X. Consent

XI. Basic Conditions of Employment Act
