



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

Building 7, Parc Nicol, 3001 William Nicol Drive,

Bryanston

Private Bag X138, Bryanston, 2021

Gauteng, South Africa

Tel: 011 548 7400 / Fax: 086 683 8805

email: info@dalmor.co.za

website: www.dalmor.co.za

Practice Management for the Practice Manager Agenda

Module 1: Introduction

Module 2: General Administration and Duties

- Appointment Scheduling and Diary
- Stock Control
- Running a successful practice
- The Basic Conditions of Employment in your Practice

Module 3: Assertiveness and Listening Skills

Module 4: POPI and PAIA Act

- Requests for Access
- Medical Records
- Social Media

Module 5: Legal and Professional Responsibilities

- National Health Act
- Occupational Health and Safety Act
- Patient's Constitutional rights

Module 6: Billing Administration

- Patient Information and Medical Aid Details
- Correct Coding



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- Procedure/item code
- Rejected claims
- ICD-10 coding
 - Primary Diagnosis and code
 - Secondary Diagnosis and code
- External cause codes
- Unspecified and default codes
- Why are rules necessary
- Split Billing vs Balance Billing
- PMBs

Module 7: Payments

- Medical Aid Payments
- Private Patients
- Unpaid Accounts
- Journals

Module 8: Financial Administration

- Legal and Ethical Aspects of handling unpaid accounts
- When to handover to a Debt Collection Company

Module 9: Age Analysis and Month-End