



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

Agenda

I. Arrival with refreshments

II. Introduction

III. Reception Duties

- Reception and Front Desk Duties
- Collecting Patient Information
- Billing and Coding

IV. Practice Diary

- Appointments
- Open Hours
- Cancellations

V. Dress Code

- The Basics
- Footwear
- Other items to avoid

VI. Telephone Etiquette

- Immediately Introduce Yourself
- Speak Clearly
- Do not use slang words or poor language
- Listen to the Caller

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Putting someone on hold

Be Honest

VII. Email Etiquette

VIII. Customer Service

What is Customer Service

IX. Avoiding Inappropriate Conversation

X. Patient Record

What is a Patient Record

XI. POPI Act

What is POPI

Failure to comply

Consent

XII. Basic Conditions of Employment Act

What are written particulars of employment

XIII. Q & A
