



DALMOR

**MEDICAL ADMINISTRATION
TRAINING INSTITUTE**

COURSE OVERVIEW | PRACTICE MANAGEMENT AND THE MEDICAL SECRETARY

The Medical Receptionist Roles and Responsibilities

- ≡ Student Resources
- ≡ Introduction

Module 1. Customer Service

Module 2. Communication

- ≡ Types of Communication
 - Assertive Communication
- ≡ Listening Skills
- ≡ How to Handle Rude or Impatient Callers
- ≡ Dealing with Difficult Patients in the Practice

Module 3. Office Administration

- ≡ Appointment Scheduling and Diary Management
- ≡ Telephone Etiquette
- ≡ Voicemail Etiquette
- ≡ Email Etiquette

- ≡ Assisting the Accounts Department
 - Assignment 1

Module 4. Patient Notes and Records

- ≡ Medical Records
- ≡ Ownership and Transfer of Records
- ≡ Consent
- ≡ PAIA Act – Requests for Access
- ≡ POP Act
- ≡ In Summary
- ≡ Social Media

Module 5. Medical Terminology

- ≡ Abbreviations

Module 6. Billing Administration

- ≡ Patient Information and Medical Aid Details
- ≡ Correct Coding – part 1
- ≡ Correct Coding – part 2
- ≡ Rules Regarding the Coding Structure
- ≡ Prescribed Minimum Benefits
 - Assignment 2

Module 7. Payments

- ≡ Medical Aid Payments
- ≡ Private Patients
- ≡ The Effect of Journals on your Month-End
- ≡ Credit Policy
- ≡ Billing and Payment Policies

Module 8. Financial Administration

- ≡ Is it Ethical to Demand Upfront Payment?
- ≡ Ethical conduct towards Debtors
- ≡ The Ethical and Legal Aspects of Collecting Outstanding Accounts

Module 9. Age Analysis and Month-End

- ≡ Age Analysis
- ≡ Record Keeping and Documentation
- ≡ Month-End
 - Assignment 3

Module 10. Legal and Professional Responsibilities

- ≡ National Health Act
- ≡ Occupational Health and Safety Act
- ≡ Patients Constitutional Rights
- ≡ HIV – Disclosure to a Sexual Partner
- ≡ Workman's Compensation
- ≡ Road Accident Fund



Module 11. Basic Conditions of Employment

≡ Integration into a Medical Practice

▪ Assignment 4