



# **DALMOR**

**MEDICAL ADMINISTRATION  
TRAINING INSTITUTE**

## **COURSE OVERVIEW | MEDICAL DEBT COLLECTION**

### **Introduction**

- ≡ Student Resources
- ≡ Why You Should Collect Debts
- ≡ Credit Policies
  - Reasons to have a Written Credit Policy

### **Module 1. How to Avoid Bad Debt**

- ≡ Steps that your practice can follow to avoid bad debt accounts.

### **Module 2. Collecting Bad Debt**

- ≡ Useful Points to Note
- ≡ Communication
- ≡ Listening Skills
- ≡ Tone of Voice
- ≡ Record Keeping and Documentation
- ≡ Using Digital Methods to Reduce Bad Debt
- ≡ Using Letters of Demand

### **Module 3. Pre-Legal Collections**

- ≡ Procedures
  - Assignment 1 (Modules 1-3)

### **Module 4. Dealing with Difficult Debtors**

- ≡ Handling Difficult Debtors

### **Module 5. Debtors Defences**

- ≡ Defences in Common Law

### **Module 6. The Ethical and Legal Aspects of Collecting Debt**

- ≡ General Ethics of Practice
- ≡ The Doctor-Patient Relationship
  - Assignment 2 (Modules 4-6)

### **Module 7. Debt Review, Admin Orders and Credit Listings**

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

### **Module 8. Using a Debt Collector to Collect Outstanding Accounts**

- ≡ The Debt Collector's Act

- ≡ Account Debt Collector's are only Permitted to Collect
- ≡ When to consider outsourcing your debt

### **Module 9. The Litigation Process**

- ≡ When to hand an Account over to an Attorney
- ≡ An overview of the Litigation Process
  - Assignment 3 (Modules 7-9)