



# **DALMOR**

**MEDICAL ADMINISTRATION  
TRAINING INSTITUTE**

## **COURSE OVERVIEW | MEDICAL ADMINISTRATION MASTERCLASS**

### **Starting Up Your Practice**

- ≡ Setting up a Practice
- ≡ Running a Successful Practice

### **Office Etiquette**

- ≡ Customer Service and Communication
- ≡ Listening Skills
- ≡ Dealing with Difficult Patients in a Practice

### **General Administration and Operations**

- ≡ Billing Administration
  - Valid and Invalid Codes
  - Coding Definitions
  - Clinical Validation Rules
  - ICD-10 code Rule for Claim Data Capturing and Submission
- ≡ Basic Conditions of Employment
- ≡ Office Administration
  - Appointment Scheduling and Diary Management

## **Financial**

- ≡ Age Analysis and Month-end
- ≡ Payments and Policies
- ≡ The Ethical and Legal Aspects of Collecting Outstanding Accounts
- ≡ Preparing Monthly income and expenses for the practice

## **Legal**

- ≡ General Ethical Guidelines for Healthcare Professionals
- ≡ Patients Consent and Records
- ≡ Confidentiality: POPI and PAIA
- ≡ Withholding and Withdrawing Treatment