Introducing our Click & Learn Courses!

Transform healthcare expertise with immersive click & learn simulation courses, optimising industry workflows for unparalleled efficiency and proficiency.

WHO WILL LEARN WHAT

The courses are designed for **two primary audiences**:

1. **New GoodX Software clients** undergoing the software onboarding process and
2. **New employees** commencing their roles in healthcare practices, also as part of their software onboarding process.

Every course is custom-designed to meet the unique **responsibilities** of each role player within the healthcare practice.
All courses use **software simulations** to guide users through the best practice workflows using GoodX Software. When required, theoretical information is incorporated into the course content before engaging in simulations.

LEARNING APPROACH

Every course is structured into manageable sections and modules, aligning with the **critical business processes** integral to the **Healthcare Patient Journey** - see page 3 of this Prospectus.

Immerse yourself in interactive online learning content to enhance your educational experience.

ABOUT GOODX ONLINE COURSES

GoodX Online Courses offers a dynamic and accessible platform catering to the educational needs of healthcare practitioners and support staff. This platform stands out by providing the flexibility to learn at any time and from anywhere, accommodating the busy schedules of healthcare professionals and health workers.

The courses concentrate on essential facets of contemporary healthcare management, particularly emphasising paperless automation and compliance. GoodX Online Courses strives to empower participants with the knowledge and skills essential for fulfilling their responsibilities within the healthcare practice.

Founded by Dr. Dirkie Wolvaardt in 1985, GoodX has become a market leader in South Africa, developing software for healthcare practice management. Years of experience, consistent research, and frequent software updates have created a trusted software package used by healthcare professionals worldwide.

TECHNICAL REQUIREMENTS

Basic Requirements
To complete this program, you'll need a current email account, access to a computer and the Internet, and a PDF Reader.

Browser Requirements
While not mandatory, we recommend using Google Chrome for the best accessibility to course material. Your preferred browser must be configured to allow pop-ups.

ABOUT THE CERTIFICATE

Earn an official certificate of completion from GoodX Online Courses to validate your expertise. Access the full potential of GoodX Software by becoming a proficient user and enjoying the myriad benefits of its functionalities.

To receive your digital certificate, you must complete the compulsory simulations within the course.

Healthcare Patient Journey

ROLES INVOLVED

- Communication is required
- Practitioner
- Practice manager
- Receptionist
- Billing expert
- Cashier
- Credit controller
- Stock controller
- Bookkeeper

The healthcare patient journey encompasses the comprehensive experience of an individual from the moment they first interact with the healthcare practice by making an appointment until the completion of their care and patient account. By understanding and addressing the various phases and touch points within the patient journey, health-care providers can deliver patient-centered care.

The healthcare patient journey encompasses various business processes within the practice and interactions with patients across the different practice settings, and the patient's journey can be divided into three basic phases:
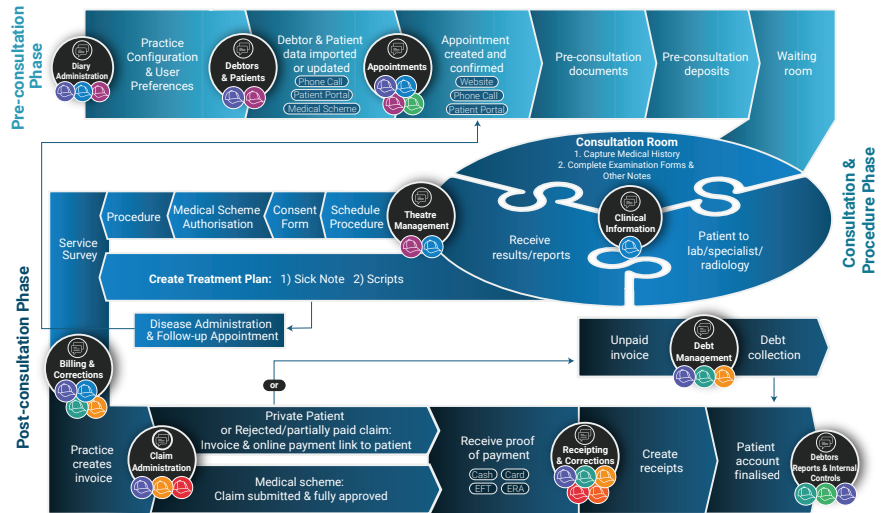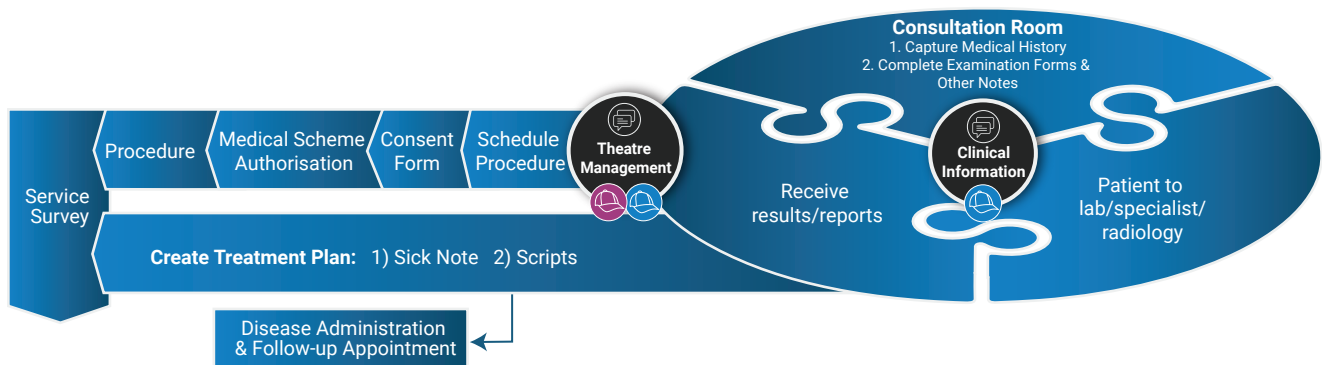

1. The Pre-Consultation Phase

- where the healthcare practice configures its physical setting, business processes and software for optimal patient care,
- appointments are managed,
- debtor and patient data is gathered and maintained, and
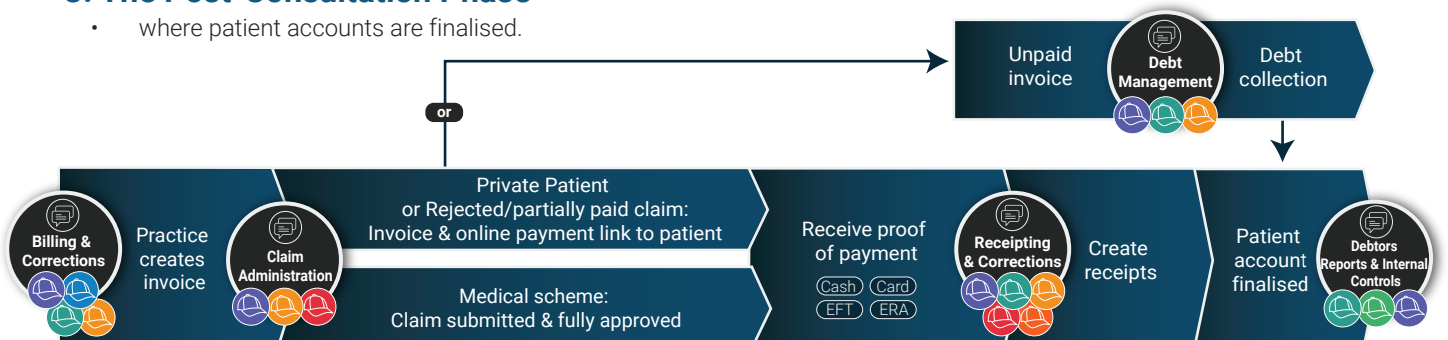- the necessary documentation and funding are obtained.
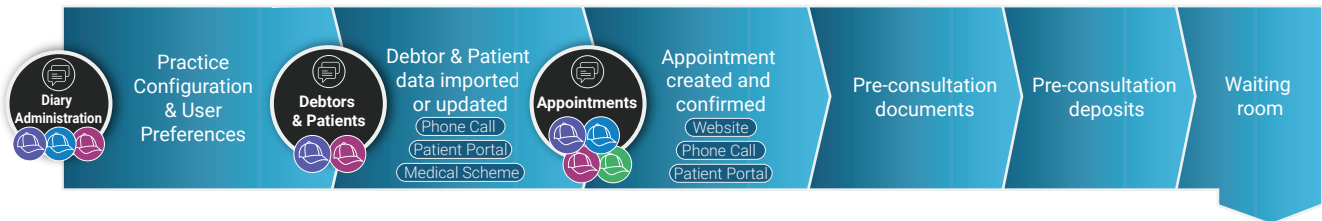
2. The Consultation & Procedure Phase

- where practitioners provide patients with the required clinical care to patients.

3. The Post-Consultation Phase

- where patient accounts are finalised.

Practitioners
in the Healthcare Practice

FREE | Start: Anytime

Course Structure

Navigation Overview & Additional Functions of GoodX Software

1. Understanding the Healthcare Patient Journey, the Critical Business Processes and the Roles in the Healthcare Practice
2. GoodX Software Navigation Overview
3. GoodX Software Additional Functions
4. GoodX Software Minimizer/Floater & Instant Messages
5. Understanding the Diary & Booking Screen
6. myGC Patient Portal (Patient View)

Consultation & Procedure Phase

1. Generate Clinical Information

Module 1: Medical History
Module 2: Quick Note: Upload Files/Images & Add Voice Recordings
Module 3: Examination Forms
Module 4: Special Investigation Forms

2. Access Clinical Information

Module 1: Patient Dashboard (Overview)
Module 2: Clinical History

3. Treatment Plans

Module 1: View, Email, Download Forms
Module 2: Referral Letters
Module 3: Create A new script
Module 4: Repeat Scripts
Module 5: Sick Notes
Module 6: Protocols - Smart Stickers

4. Theatre Management

Module 1: grandXchange Sharing Theatre Lists

Post-consultation Phase

5. Reports

For details on generating reports for the Healthcare Practice, please navigate to the dedicated Click & Learn course.

Your access to reporting will be determined by your role's access control as defined in GoodX Software or provided by the Practice Manager.
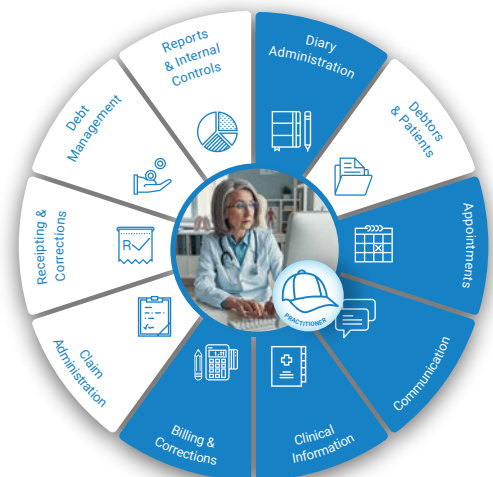
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Practice Managers
in the Healthcare Practice

FREE | Start: Anytime

Course Structure

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Pre-consultation Phase

1. Diary Configurations

Module 1: Diaries
Module 2: Booking Types
Module 3: Booking Statuses

2. Communication Configurations

Module 1: SMS Templates
Module 2: Email Templates
Module 3: Reminder SMSs/Emails
Module 4: Protocols - Smart Stickers

3. Assistant Configurations

Module 1: Add Assistant Practitioners
Module 2: Add Assistant Creditors

4. Profile Configurations

Module 1: Statement Profiles
Module 2: Debtors Drilldown Profiles
Module 3: Age Analysis Profiles
Module 4: Debtor Statistics Profiles

Post-consultation Phase

5. Reports

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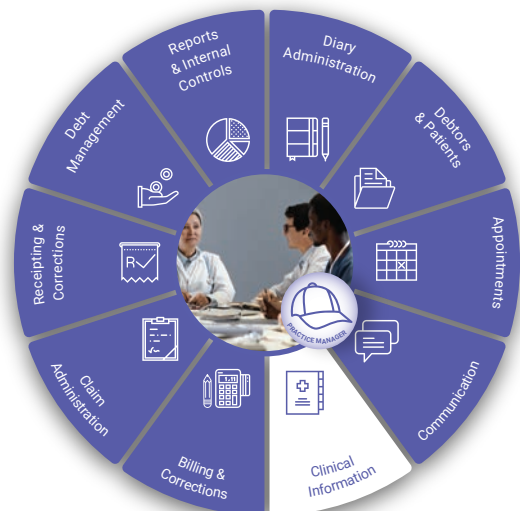
Receptionists
in the Healthcare Practice

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Course Structure

Navigation Overview & Additional Functions of GoodX Software

1. Understanding the Healthcare Patient Journey, the Critical Business Processes and the Roles in the Healthcare Practice
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4. GoodX Software Minimizer/Floater & Instant Messages
5. Understanding the Diary & Booking Screen
6. myGC Patient Portal (Patient View)

Pre-consultation Phase

1. Debtor & Patient Data

Module 1: Add a Private Debtor
Module 2: Manually Add a Medical Scheme Debtor
Module 3: Import a Debtor from the Medical Scheme Database
Module 4: Print a Debtor Cover Sheet
Module 5: Edit Debtors & Add Dependants
Module 6: Inactive Patients
Module 7: Patient Validation & Benefit Checks

2. Bookings

Module 1: Create Bookings for Existing Patients
Module 2: Create New Patient Bookings & Import Debtor
Module 3: Walk-in & Emergency Bookings
Module 4: Repeat Bookings
Module 5: Other Bookings
Module 6: myGC Bookings

3. Additional Booking Functions

Module 1: Print Diary
Module 2: Extend Bookings
Module 3: Move, Copy & Cancel Bookings
Module 4: Reminder SMSs & Emails
Module 5: Time Slot History

Consultation & Procedure Phase

4. Debtor & Patient Data

Module 1: Add & Link Authorisation
Module 2: Theatre Bookings & Lists

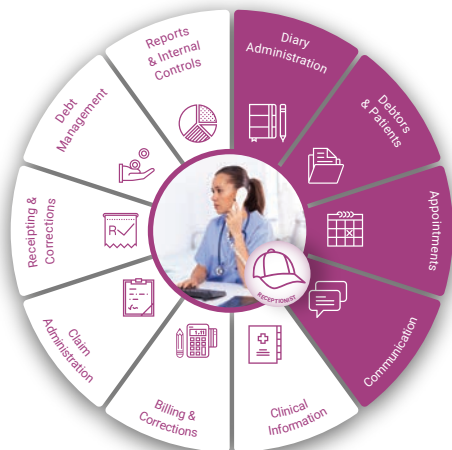### Post-consultation Phase

5. Reports

For details on generating reports for the Healthcare Practice, please navigate to the dedicated Click & Learn course.

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Billing Experts
in the Healthcare Practice

FREE | Start: Anytime

Course Structure

Navigation Overview & Additional Functions of GoodX Software

1. Understanding the Healthcare Patient Journey, the Critical Business Processes and the Roles in the Healthcare Practice
2. GoodX Software Navigation Overview
3. GoodX Software Additional Functions
4. GoodX Software Minimizer/Floater & Instant Messages
5. Understanding the Diary & Booking Screen
6. myGC Patient Portal (Patient View)

Post-consultation Phase

1. Billing (Part 1)

Module 1: Temporary Invoices
Module 2: Estimate Invoices
Module 3: Invoice by Booking Type
Module 4: Invoice using Macro Billing
Module 5: Invoice using Billing Codes

2. Billing (Part 2)

Module 1: Create Multiple Invoices
Module 2: Create Multiple Invoices with Repeat Dates
Module 3: Account Enquiries

3. Claims

Module 1: Submit a Claim to the Medical Scheme
Module 2: Electronic Data Interchange (EDI) Status
Module 3: Switch History Screen
Module 4: Resolve Claims

Post-consultation Phase

4. Reports

For details on generating reports for the Healthcare Practice, please navigate to the dedicated Click & Learn course.

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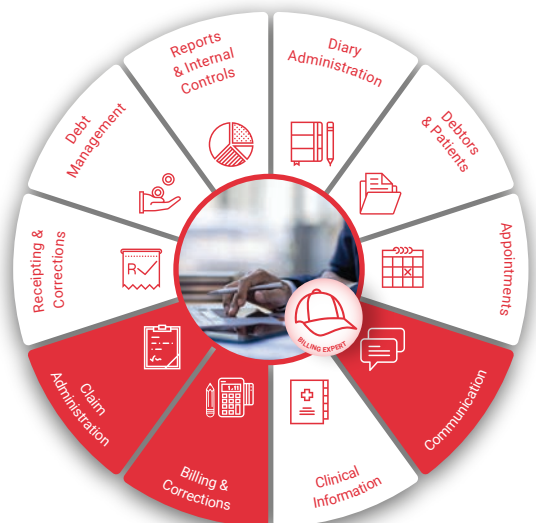
Scan for Contact Details & Website

Cashiers
in the Healthcare Practice

FREE | Start: Anytime

Course Structure

Navigation Overview & Additional Functions of GoodX Software

1. Understanding the Healthcare Patient Journey, the Critical Business Processes and the Roles in the Healthcare Practice
2. GoodX Software Navigation Overview
3. GoodX Software Additional Functions
4. GoodX Software Minimizer/Floater & Instant Messages
5. Understanding the Diary & Booking Screen
6. myGC Patient Portal (Patient View)

Post-consultation Phase

1. The Cash Register

Module 1: Open a Cash Register Session
Module 2: Error Message - No Cash Register Session has been Created
Module 3: Receipts using the Cash Register & Allocating Payments
Module 4: Cash-up & Close a Session
Module 5: Error Message - Cash-up not Balancing

2. Receipts

Module 1: Sending Payment Links
Module 2: Receipts without using the Cash Registe
Module 3: Unlinked Receipts (Deposits)
Module 4: Reallocation (Linking) of Receipts
Module 5: Partial Receipts
Module 6: Redo Receipts (Corrections)
Module 7: Receipts Written Back (Cancelled)

3. Additional Functions

Module 1: Print Diary
Module 2: Extend Bookings
Module 3: Move, Copy & Cancel Bookings
Module 4: Reminder SMSs & Emails
Module 5: Time Slot History

Post-consultation Phase

4. Reports

For details on generating reports for the Healthcare Practice, please navigate to the dedicated Click & Learn course.

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Credit Controllers
in the Healthcare Practice

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Course Structure

Navigation Overview & Additional Functions of GoodX Software

1. Understanding the Healthcare Patient Journey, the Critical Business Processes and the Roles in the Healthcare Practice
2. GoodX Software Navigation Overview
3. GoodX Software Additional Functions
4. GoodX Software Minimizer/Floater & Instant Messages
5. Understanding the Diary & Booking Screen
6. myGC Patient Portal (Patient View)

Post-consultation Phase

1. ERA Management

Module 1: Navigate to the ERA Management Screen
Module 2: ERA Management Screen Overview
Module 3: New ERA Imports
Module 4: ERA Re-Import
Module 5: View Duplicate ERA's

2. ERA Manual Interventions

Module 1: ERA Credit Amounts
Module 2: ERA Outstanding Balance Shifts & Discounts
Module 3: ERA Outstanding Balance Write-off
Module 4: Enhancement Fee Processing
Module 5: Enhancement Fee Write-off (Desktop App)

3. Receipting & Payment Links

Module 1: Medical Scheme Receipts for Single Payments
Module 2: Create a Manual ERA (Medical Scheme Batch Payments)
Module 3: Posting Matched ERA's
Module 4: Payment Links

4. Corrections

Module 1: Reverse Invoices
Module 2: Redo Invoices
Module 3: Credit Notes
Module 4: Journals

5. Finalise Patient Accounts

Module 1: Email a Single Statement
Module 2: Email Bulk Statements
Module 3: Send Bulk SMSs for Outstanding Accounts

Post-consultation Phase

7. Reports

For details on generating reports for the Healthcare Practice, please navigate to the dedicated Click & Learn course.

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Course Structure

Navigation Overview & Additional Functions of GoodX Software

1. Understanding the Healthcare Patient Journey, the Critical Business Processes and the Roles in the Healthcare Practice
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5. Understanding the Diary & Booking Screen
6. myGC Patient Portal (Patient View)

Pre-consultation Phase

1. Settings

Module 1: Module 1: Dental Activation Settings

Consultation & Procedure Phase

2. Treatment Charts

Module 1: Observation/Diagnosis & Treatment Chart

3. Periodontal Chart

Module 1: Periodontal Chart

Post-consultation Phase

4. Billing

Module 1: Billing for Dental Practitioners

5. Reports

For details on generating reports for the Healthcare Practice, please navigate to the dedicated Click & Learn course.

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GoodX ONLINE Short COURSES
Online – Anywhere – Anytime

Workflows to Optimise the Patient Journey in the Ophthalmic Practice

Click & Learn Courses

FREE | Start: Anytime

Course Structure

Navigation Overview & Additional Functions of GoodX Software

1. Understanding the Healthcare Patient Journey, the Critical Business Processes and the Roles in the Healthcare Practice
2. GoodX Software Navigation Overview
3. GoodX Software Additional Functions
4. GoodX Software Minimizer/Floater & Instant Messages
5. Understanding the Diary & Booking Screen
6. myGC Patient Portal (Patient View)

Pre-consultation Phase

1. Bookings

Module 1: Create Bookings & View Automated SMSs/ Emails Sent
Module 2: View myGC Questionnaires & Consent Forms on GoodX Software
Module 3: Patient Checking in on a myGC Kiosk

Consultation & Procedure Phase

2. Generate Clinical Information

Module 1: Eye Evaluation Form

3. Access Clinical Information & Tasks

Module 1: Task List & Protocols: Smart Stickers
Module 2: Patient Dashboard

4. Treatment Plans

Module 1: Create a Sick Note from an Active Form
Module 2: Create Task Items & Follow-ups from an Active Form
Module 3: Create an Invoice from an Active Form

Post-consultation Phase

5. Reports

For details on generating reports for the Healthcare Practice, please navigate to the dedicated Click & Learn course.

Your access to reporting will be determined by your role's access control as defined in GoodX Software or provided by the Practice Manager.

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Course Structure

Your access to reporting will be determined by your role's access control as defined in GoodX Software or provided by the Practice Manager.

1. Report/Profile Configuration

Module 1: Statement Profiles
Module 2: Debtors Drilldown Profiles
Module 3: Age Analysis Profiles
Module 4: Debtor Statistics Profiles

2. Daily Reports

Module 1: Diary Statistics Report
Module 2: Switch History

3. Weekly Reports

Module 1: Generate an Age Analysis Report

4. Monthly Reports

Module 1: Generate a Debtor Transaction Drilldown Report
Module 2: Generate a Debtor Statistics Report
Module 3: Dashboard Reports

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Details & Website

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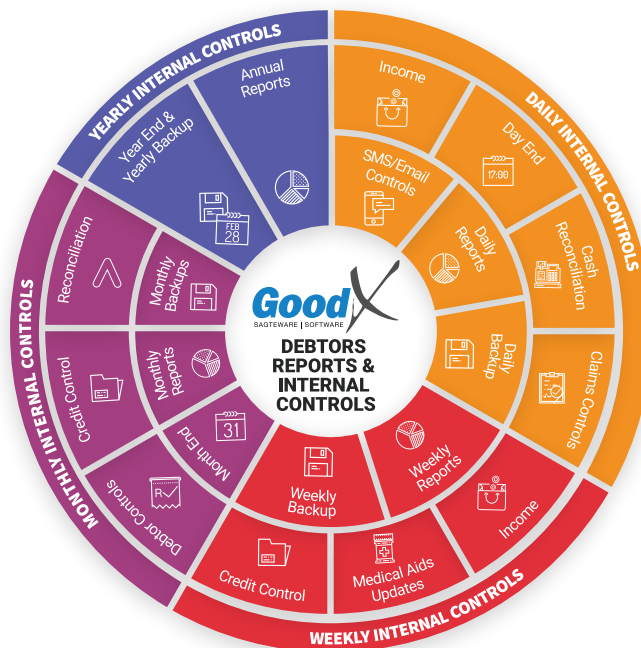
WHAT YOU WILL LEARN IN OUR COURSES

Our courses target healthcare professionals and support staff seeking a comprehensive understanding of fundamental healthcare practice management principles and their practical application. The acquired knowledge and techniques are applicable for refining management and leadership skills, positioning individuals for advancement within their practices.

LEARNING APPROACH

Each course is organised into manageable modules and lessons.
Engage with downloadable and online materials, featuring a variety of interactive content and infographics.

ABOUT GOODX ONLINE COURSES

GoodX Online Courses offers a dynamic and accessible platform catering to the educational needs of healthcare practitioners and support staff. This platform stands out by providing the flexibility to learn at any time and from anywhere, accommodating the busy schedules of healthcare professionals and health workers.

Courses focus on vital aspects of modern healthcare management, with a particular emphasis on paperless automation, optimisation and compliance. GoodX Online Courses aim to equip participants with the knowledge and skills needed to navigate the evolving landscape of the healthcare industry efficiently.

Founded by Dr. Dirkie Wolvaardt in 1985, GoodX has become a market leader in South Africa, developing software for healthcare practice management. Years of experience, consistent research, and frequent software updates have contributed to creating a trusted software package used by healthcare professionals across the world. Throughout our journey, GoodX has acquired extensive industry expertise spanning various disciplines and practices, both large and small, which we share through our comprehensive courses.

TECHNICAL REQUIREMENTS

Basic Requirements
To complete this program, you'll need a current email account and access to a computer and the internet, along with a PDF Reader.

Browser Requirements
While not mandatory, we recommend using Google Chrome for the best accessibility to course material. Your preferred browser must be configured to allow pop-ups.

ABOUT THE CERTIFICATE

Receive official recognition for your knowledge with a certificate of completion from GoodX Online Courses. Set yourself apart as a professional capable of leading operations and transforming healthcare service delivery.

Assessment is based on an online quiz. To receive your digital certificate, you must meet the outlined course requirements. Professionals registered with the HPCSA acquire Ethical CEU points. Upon successful completion, your digital certificate will be issued to your online profile.

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Configuration to Digitise the Patient Journey in the Ophthalmology Practice

This course is designed to provide insight into the functionality of the Eye Eval 2 Form within GoodX Software and guide participants in configuring the software for optimal performance in a practice setting.

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Course Structure

Module 1: Introduction
- Introduction
- Informational videos on the eye evaluation 2 form
- How to navigate and use this course?

Module 2: Configuration of the Diary
- Booking status configuration
- Booking type configuration
- Booking status changes triggers
- Booking status changes actions

Module 3: Workflow Event Template: Eye Eval 2: Import
- Importing the templates

Module 4: Workflow Event Template: Eye Eval 2: Customisation & Configuration
- Customising the templates
- Importing data from machines
- Assessment, planning & billing

Module 5: Operations
- Operations roadmap
- Operation templates

Module 6: Consent Forms
- Introduction
- Consent templates

Module 7: Custom Forms (Questionnaires)
- Custom forms roadmap
- Module 8: suggested email templates
- Email templates roadmap
- Pmb (prescribed minimum benefit) application templates
- Medical scheme specific pre-configured pmb applications
- Forms pre-configured
- Patient education forms
- Chronic motivation for medical schemes
- Miscellaneous

Module 8: Suggested Email Templates
- Email Templates Roadmap
- PMB (Prescribed Minimum Benefit) Application
- Templates

- Medical Scheme Specific Pre-configured PMB Applications
- Forms Pre-configured
- Patient Education Forms
- Chronic Motivation for Medical Schemes Miscellaneous

Module 9: Letter Templates
- Letters roadmap
- Letters templates

Module 10: Pdf Printover
- Pdf printover roadmap

Module 11: Suggested Report Templates
- Reports roadmap
- Authorisation templates
- Consent templates
- Letter templates
- Hospital appointment instructions

Module 12: Tasks
- Tasks roadmap
- Task templates

Module 13: Patient Dashboard
- Patient dashboard roadmap
- Patient dashboard configuration summary
- Assess and plan
- Complaints
- Follow-ups
- Medical history
- BCVA
- IOP
- UCVA
- Script history
- Surgery
- CMT
- CDR
- Intravitreal
- Laser
- Pentacam
- Surgery bookings

Module 14: Harmony RS
- What is Harmony RS?
- Harmony Roadmap