Introducing our Click & Learn courses!

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

Click & Learn Prospectus

WHAT YOU WILL LEARN

The courses are designed for two primary audiences: new GoodX Software clients undergoing the software onboarding process and new employees commencing their roles in healthcare practices, also as part of their software onboarding process. Each course is tailor-made to suit the specific needs of individual role players within the healthcare practice.

All courses use **software simulations** to guide users through the best practice workflows using GoodX Software. Theoretical information, when required, is incorporated into the course content prior to engaging in simulations.

LEARNING APPROACH

Each course is organised into manageable sections and modules.

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, placing particular emphasis on 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 contributed to creating a trusted software package used by healthcare professionals across the world.

### 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

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 all simulations within the course.

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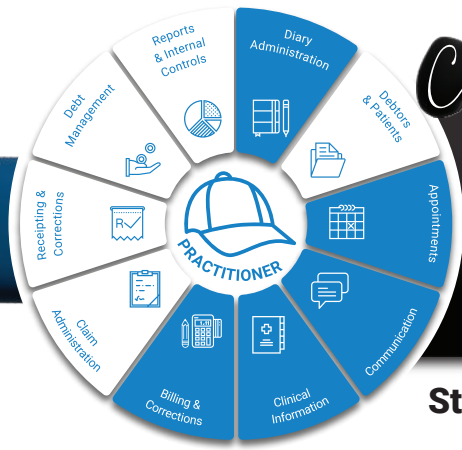
Workflows for
Practitioners
in the Healthcare Practice

Start: Anytime | Duration: 1 Week | Online CPD Course

Role Responsibilities

Diary Administration
- Confirm that the correct configuration and customisations have been done.
- Confirm that changes in processes are implemented in the software, and all personnel understand the new layout and processes that need to be followed.

Appointments
- Ensure that all their day's planning is on the electronic diary so that reception can manage patient expectations.
- Check the waiting room and manage the time per appointment with each patient.
- Inform the practice manager if some appointments must be postponed/extended.

Communication
- Ensure all tasks are completed, for example, finalising scripting, reviewing pathology reports, and communicating results to Patients.

- Complete tasks and allocate tasks to the Practice Manager.
- Add tasks for the Stock Controller to order necessary stock items.

Clinical Information
- The practitioner and other healthcare workers complete and access the clinical/medical information about the patient.
- Complete clinical Information to record the patient's health information, treatments, and medications.
- The practitioner must legally maintain patient health records for no less than six years, depending on the speciality.

Billing & Corrections
- Do billing and switching whilst treating the patient, or provide clear, readable and correct descriptions or ICD-10 codes to the Billing Expert to avoid rejections. (Timely communication and billing will ensure that patients don't leave the practice after switch rejections due to, for example, insufficient funds.)
- Keep a record of procedures and all medicine and materials.

Course Structure

Overview of the User Screens
- Module 1: Login Process
- Module 2: Navigation Bar & Navigator
- Module 3: Action Bar
- Module 4: Booking Information
- Module 5: Booking Icons
- Module 6: myGC Patient Portal

Daily Workflow: Medical History
- Module 1: Task List
- Module 2: Medical History
- Module 3: Clinical History

Daily Workflow: General Examination Forms
- Module 1: Quick Note - Upload Files/Images
- Module 2: Quick Note - Add Voice Recording
- Module 3: Examination Forms

Daily Workflow: Special Investigation Forms
- Module 1: Special Investigation Forms

Daily Workflows: Treatment Plans
- Module 1: Create a Referral Letter
- Module 2: Create a Script
- Module 3: Create a Sick Note
- Module 4: Protocols - Smart Stickers

Daily Workflows: Theatre Management
- Module 1: Create a Theatre List
- Module 2: Add a Patient/Operation to the Theatre List
- Module 3: GrandXchange Theatre List Share
- Module 4: Practitioner Authorisation

Daily Workflows: Clinical History
- Module 1: Patient Dashboard
- Module 2: Clinical History
- Module 3: View, Email, Download Forms

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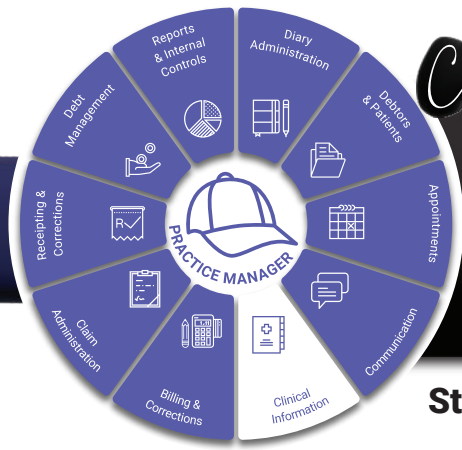
HEALTHCARE

Workflows for Practice Managers
in the Healthcare Practice

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Start: Anytime | Duration: 1 Week | Online CPD Course

Role Responsibilities

Diary Administration
- Organise competent personnel to complete the day's workload.
- Confirm all changes that have been made in the practice have also been implemented on the system.
- Manage user access control.
- Ensure all practitioners have been created on the system.
- Confirm that diaries have been created for the practitioner and practice.

Debtors & Patients
- Ensure that Reception checks all information.
- Double-check that all patients have electronic files.
- Ensure there are knowledgeable personnel available at reception to open files on a daily basis.
- Decide when electronic record update requests should be sent to ensure correct and updated patient information.

Appointments
- Ensure that all information is in the diary so that anyone can manage the day-to-day bookings regardless of the availability of specific personnel.
- Manage the waiting room and the time patients wait for consultations.
- Check the diary to see if all documents have been uploaded onto the software, all necessary processes were completed, all theatre lists were sent to hospitals, and all correct information was added for the next day.

Communication
- Ensures that all communication to and from patients and all internal communication is responded to.
- Complete all tasks and ensure all tasks of other personnel are done.

Billing & Corrections
- Design and check the process to get files and billing notes from the Practitioner to the Billing Expert and check that all billing is daily up to date.
- Ensure the prices on the system is always up to date.

- Adjust private rates on the system when the practice increases/changes prices.
- Ensure that corrections are done by authorised personnel by utilising the correct functions in the software.
- Check all corrections daily and weekly to ensure no unauthorised or unnecessary corrections are made.
- Ensure that only authorised personnel have access to do corrections.

Claim Administration
- Check that all claims were sent before the end of the business day.
- Ensure all rejections have been dealt with daily.
- Ensure no "To be sent" or "flagged for submission" claims exist.
- Ensure the Billing Expert and Credit Controller relationship is in place and maintain proper communication between them.

Receipting & Corrections
- Check the cash and card reconciliations daily.
- Ensure the correct personnel are responsible for banking the cash.
- Allocate the right cash to petty cash if the money is used for day-to-day expenses.
- Investigate any discrepancies when reconciliation is not complete or does not reconcile.
- Ensure that all ERAs are posted and balanced with the bank account.
- The Practice Manager can write incorrect receipts back.

Debt Management
- Ensure that notes on the Age Analysis are updated.
- Approve journals.
- Approve and check that all information is accurate on accounts to be handed over for debt collection.
- Ensure that the practice receives feedback on accounts handed over for debt collection.

Reports & Internal Controls
- Ensure all transactions are current before reports are generated and sent to management.
- Draw and check all reports and send them with notes (if needed) to the responsible manager(s).
- Implement management decisions to optimise operations.

Course Structure

Overview of the User Screens
- Module 1: Login Process
- Module 2: Navigation Bar & Navigator
- Module 3: Action Bar
- Module 4: Booking Information
- Module 5: Booking Icons
- Module 6: myGC Patient Portal

Software Configuration Part 1
- Module 1: Diary Configuration
- Module 2: Booking Status Configuration
- Module 3: Booking Type Configuration
- Module 4: SMS Template Configuration

Software Configuration Part 2
- Module 1: Email Template Configuration
- Module 2: Reminder SMS/Email Configuration
- Module 3: Add an Assistant Practitioner
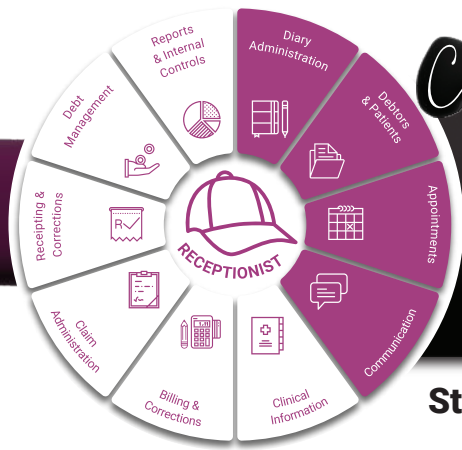- Module 4: Create a Statement Profile

Software Configuration Part 3
- Module 1: Add an Assistant as a Creditor
- Module 2: Create an Age Analysis Profile
- Module 3: Create a Debtor Drilldown Profile
- Module 4: Create a Statistic Profile

Reports
- Module 1: Generate a Debtor Drilldown Report
- Module 2: Generate a Debtor Statistic Report
- Module 3: Dashboard Reports

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Workflows for
Receptionists
in the Healthcare Practice

Start: Anytime | Duration: 1 Week | Online CPD Course

Role Responsibilities

Diary Administration
- Daily management of all available time slots on all diaries for all Practitioners.
- Confirms that the correct configuration is done on all diaries for the day-to-day functions to create an optimal workflow.

Debtors & Patients
- Open electronic files of Debtors and Patients, upload all required documents and ensure the correct demographic details of debtors and patients are on the system.
- Do validations and benefit checks before consultations.
- When dependants are deceased, acquire their own medical schemes or duplicate files are mistakenly opened, they must be marked inactive and/or moved to their own electronic files.
- Ensure all revised documents are electronically updated and available.
- Ensure all electronic record update request responses have been accepted or rejected.

Appointments
- Complete all bookings for prior telephonic appointments, walk-in patients and online bookings.
- Manage all changes in bookings. Move, extend and cancel appointments.
- When appointments are cancelled, ensure that the Waiting List is managed.
- Ensure all demographic information is correct and updated.
- Compile the theatre list, schedule patients on the theatre list and complete all pertinent information.
- Follow up on bookings beforehand.

Communications
- Ensure all communication is responded to and all tasks are completed.
- Send SMS reminders for patients to remember appointments.
- Send birthday wishes to Patients and ensure all documentation is uploaded and updated.

Course Structure

Overview of the User Screens
- Module 1: Login Process
- Module 2: Navigation Bar & Navigator
- Module 3: Action Bar
- Module 4: Booking Information
- Module 5: Booking Icons
- Module 6: myGC Patient Portal

User Preferences
- Module 1: Diary Views
- Module 2: Render Policies
- Module 3: Waiting Room

Daily Workflow Part 1
- Module 1: Task List
- Module 2: myGC Bookings
- Module 3: Create Bookings
- Module 4: Walk In & Emergency Bookings

Daily Workflow Part 2
- Module 1: Booking Types & Status Updates
- Module 2: Repeat Bookings
- Module 3: Extend, Move, Copy & Cancel Bookings
- Module 4: Reminder SMS's & Emails
- Module 4: Other Bookings

Daily Workflows Part 3
- Module 1: Update Patient Status
- Module 2: Add a New Debtor
- Module 3: Edit a Debtor & Add a Dependant
- Module 4: Patient Validation, New Debtor Import Dependant Data & Benefit Check

Additional Functions
- Module 1: Print Diary
- • Module 2: Print a Debtor Cover Sheet
- Module 3: Inactive Patients
- Module 4: Theatre Bookings & Lists

Reports
- Module 1: Day End Report
- Module 2: Weekly Report
- Module 3: Monthly Report
- Module 4: Time Slot History

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WEB APP **R450** | GoodX Client Enrolment Key

Workflows for
Billing Experts
in the Healthcare Practice

Start: Anytime | Duration: 1 Week | Online CPD Course

Role Responsibilities

Communication
- Check all tasks daily.
- Ensure all communication from the Practitioner was received, understood and completed.
- Ensure the practitioner will communicate the billing codes that should be billed, for example, by email, tasks, clinical events or the episode manager.

Billing & Corrections
- The Billing Expert must have advanced knowledge of the speciality's billing codes and rules to ensure accurate and optimal billing.
- Ensure all medical scheme billing is switched to the medical schemes and all corrections are done.
- All billing must be done daily to ensure correct figures and healthy cash flow.

- Private patient billing must preferably be done before the patient leaves the practice, so the need for debt collection is limited.
- Will process all billing corrections, for example, Credit Notes, Redo Transactions and Edit Invoice functions. Utilises the appropriate functions for the different types of billing errors.

Claim Administration
- Use validations and imported data to prevent rejections.
- Ensure all claims are sent daily.
- Follow up on all rejected claims or line items on the claims, make corrections, and resend claims to medical schemes. Complete the 4 R's: Reverse, Redo, Resend, Resolve.
- Ensure all claims are dealt with and that Approved-in-full claims are resolved to update the list, which the Credit Controller uses to follow up on outstanding claims.

Course Structure

Overview of the User Screens
- Module 1: Login Process
- Module 2: Navigation Bar & Navigator
- Module 3: Action Bar
- Module 4: Booking Information
- Module 5: Booking Icons
- Module 6: myGC Patient Portal

Billing Part 1
- Module 1: Task List
- Module 2: Invoice using Billing Codes
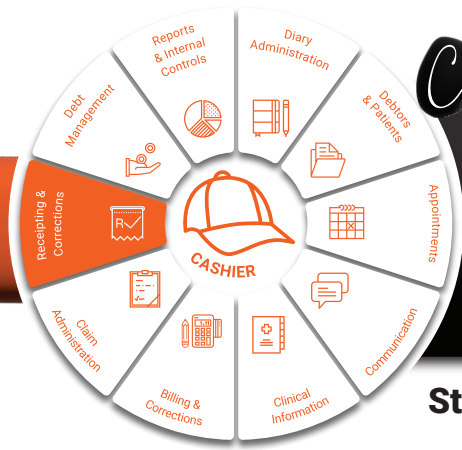- Module 3: Invoice using Macro Billing

Billing Part 2
- Module 1: Invoice by booking Type
- Module 2: Create an Estimate Invoice
- Module 3: Create a Temporary Invoice

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

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Workflows for Cashiers
in the Healthcare Practice

Start: Anytime | Duration: 1 Week | Online CPD Course

Role Responsibilities

Receipting & Corrections
- Receive all Patient payments by card and cash.
- The Cashier must allocate the payments to the correct accounts and print receipts for the patients where required.
- All cash and card payments must be reconciled daily.
- Bank the cash that was received for a certain period.

- When money is used for day-to-day expenses, it must be given to the Practice Manager and allocated to the Petty Cash cash book before it is used for daily expenses.
- Link all payments to the corresponding invoices.
- When errors occur, corrections must be requested from the Practice Manager or Credit Controller (Receipt Written Back).

Course Structure

Overview of the User Screens
- Module 1: Login Process
- Module 2: Navigation Bar & Navigator
- Module 3: Action Bar
- Module 4: Booking Information
- Module 5: Booking Icons
- Module 6: myGC Patient Portal

Daily Workflow Part 1
- Module 1: Task List
- Module 2: Open a Cash Register Session
- Module 3: Account Enquiries
- Module 4: Create a Receipt using the Cash Register & Allocating Payments

Daily Workflow Part 2
- Module 1: Create a Receipt without using the Cash Register
- Module 2: Notebook View & SMS/Email History
- Module 3: Cash Up/Close a Session

Corrections
- Module 1: Error Message 1 - No Cash Register Session has been Created
- Module 2: Error Message 2 - Cash-up not Balancing
- Module 3: Receipts Written Back
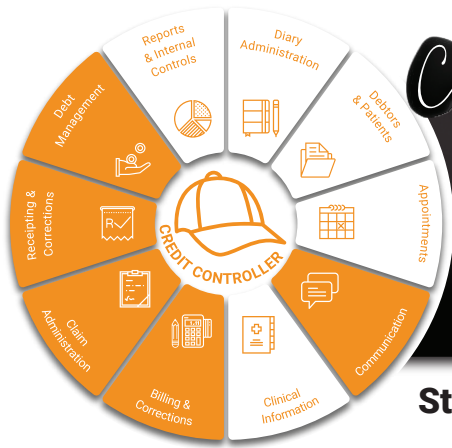- Module 4: Reallocation (linking) of Receipts
- Module 5: Redo Receipts

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Workflows for
Credit Controllers
in the Healthcare Practice

Start: Anytime | Duration: 1 Week | Online CPD Course

Role Responsibilities

Communication
- Use SMS, email, and VOIP calls to communicate with Patients with outstanding accounts.
- All communication between the credit controller and the medical scheme or patient must be documented.
- Complete all tasks.

Billing & Corrections
- Check that all billing and corrections were done and all medical scheme claims and corrections were submitted.
- Ensure that all outstanding invoices are sent as soon as possible to patients.
- Check that all billing and corrections were done and all medical scheme claims and corrections were submitted.
- Ensure that all outstanding invoices are sent timely to patients.

Claim Administration
- Ensure all possible methods are used to correct claims, and all claims are sent to medical schemes.
- Ensure medical schemes receive all claims so that payment can be obtained with the next payment run of the medical schemes.
- Ensure correct claims are marked as resolved, and those not resolved are flagged for debt collection.

Receipting & Corrections
- Allocate EFT payments to the correct patient accounts.
- ERAs must be posted daily but only when the amount is visible on the practice's bank statements.
- ERAs that have not yet been received into the practice's bank account should not be posted; otherwise, there will be no reminder to follow up on payments with medical schemes that have not been paid.
- Complete receipt corrections. The Practice Manager or the Credit Controller can perform this task.

Debt Management
- Follow a pre-designed debt collection cycle by completing tasks in each stage.
- Make notes, create daily tasks, and follow up on those tasks: contact medical schemes and private patients for outstanding accounts.
- Accounts of 60+ days or older are URGENT accounts and must be dealt with immediately.
- Collect as many outstanding accounts as soon as possible to ensure healthy cash flow in the practice.
- Hand over outstanding accounts for formal debt collection.
- Journals must be posted to the correct Ledger accounts.
- Send outstanding patient accounts by email or SMS.

Course Structure

Overview of the User Screens
- Module 1: Login Process
- Module 2: Navigation Bar & Navigator
- Module 3: Action Bar
- Module 4: Booking Information
- Module 5: Booking Icons
- Module 6: myGC Patient Portal

Collection Processes
- Module 1: Task List
- Module 2: Generate an Age Analysis Report
- Module 3: Journals
- Module 4: Email a Single Statement
- Module 5: Email Bulk Statements

Receipting
- Module 1: Create a Receipt without using the Cash Register
- Module 2: ERA(Electronic Remittance Advices)
- Module 3: Medical Aid Receipts (Single Payments)
- Module 4: Medical Aid Receipts (Batch Payments)

Corrections
- Module 1: Reverse/Redo Invoices
- Module 2: Credit Notes
- Module 3: Redo Receipts
- Module 4: Reallocation (linking) of Receipts
- Module 5: Redo Receipts

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WEB APP **R4 500**

Configuration to Optimise the Patient Journey in the
Ophthalmology Practice

Start: Anytime | Duration: 1 Week | Online CPD Course

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.

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
- Ending

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Workflows to Optimise the Patient Journey in the
Ophthalmology Practice

Start: Anytime | Duration: 1 Week | Online CPD Course

Course Structure

Overview of the User Screens
- Module 1: Login Process
- Module 2: Navigation Bar & Navigator
- Module 3: Action Bar
- Module 4: Booking Information
- Module 5: Booking Icons
- Module 6: myGC Patient Portal

User Preferences
- Module 1: Diary Views
- Module 2: Render Policies
- Module 3: Waiting Room

Daily Workflows: Part 1
- 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

Daily Workflows: Part 2
- Module 1: Eye Evaluation Form
- Module 2: Create Task Items & Follow-ups from an Active Form
- Module 3: Create an Invoice from an Active Form
- Module 4: Create a Sick Note from an Active Form

Daily Workflows: Part 3
- Module 1: Task List & Protocols: Smart Stickers
- Module 2: Patient Dashboard

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