



# Receptionists

in the Healthcare Practice



**FREE | Start: Anytime**

## 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 Lists & Admin Event History
- 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: Uploading Documents
- Module 2: Print Diary
- Module 3: Print a Debtor Cover Sheet
- Module 4: Inactive Patients
- Module 5: Theatre Bookings & Lists

### Reports

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





# 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.

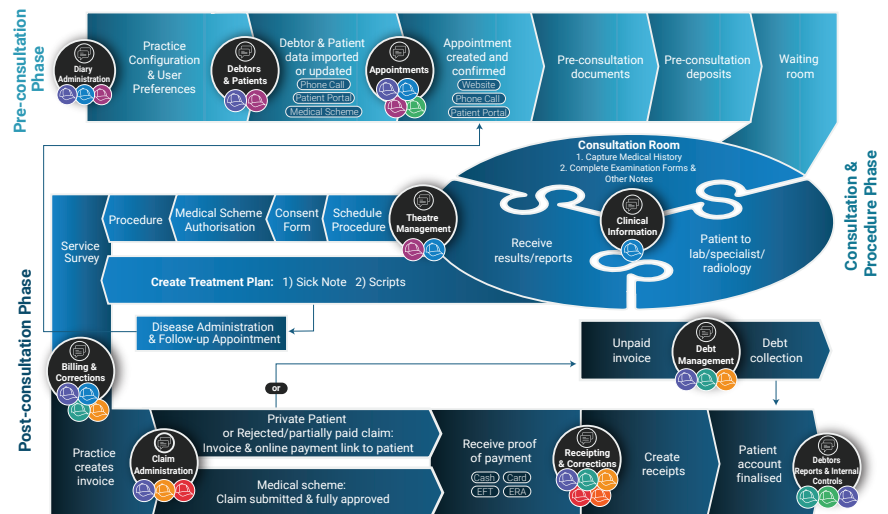
# Healthcare Patient Journey

## ROLES INVOLVED



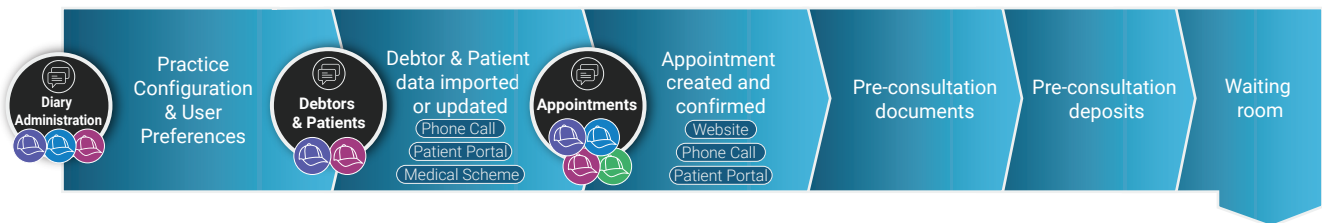
The healthcare patient journey encompasses the comprehensive experience of an individual from the moment they first interact with the healthcare practice by making an appointment until the completion of their care and patient account. By understanding and addressing the various phases and touch points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



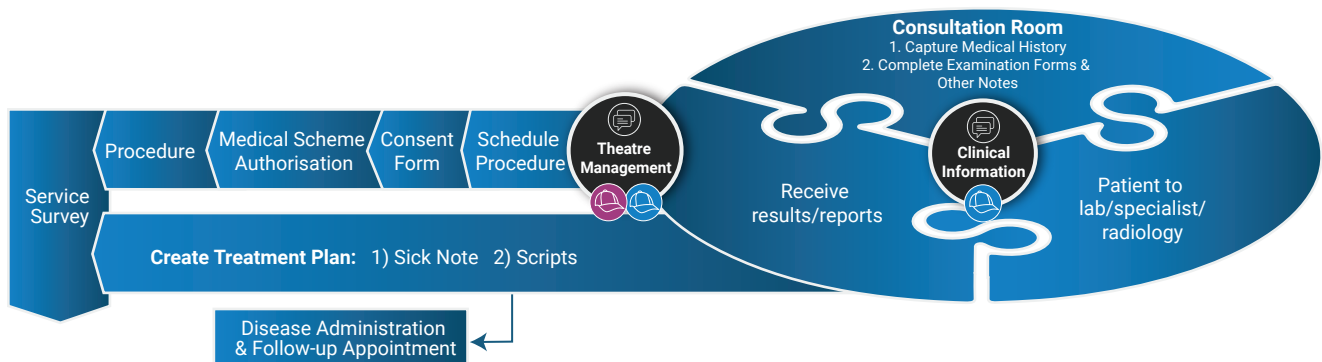
## 1. The Pre-Consultation Phase

- 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.

