



Healthcare Practice Management

Communication

in Healthcare Practice Management

4 Ethical CEUs | **Start:** Anytime

Duration: 4 Hours | **Online CPD** Short Course

About Course

The aim of the course is to develop effective communication skills, cultivate soft skills, emphasise legally required communication, explore automation in communication, and introduce useful communication methods for healthcare practice management.

Course Structure

MODULE 1: INTRODUCTION

- Introduction & navigation
- Purpose of Communication
- Roles in Communication
- Flow of Communication
- Practice setup

MODULE 2: DEBTORS & PATIENTS

- Questionnaires, surveys & consent forms
- Electronic record update requests
- Birthday greetings

MODULE 3: APPOINTMENTS

- Appointment reminders

MODULE 4: CLINICAL INFORMATION

- Ethical consultation
- Language barriers
- Telehealth Consultations
- Children
- Sensitive diagnoses
- Pathology
- Radiology
- Issuing medical certificates
- Patient care coordination

MODULE 5: BILLING & CORRECTIONS

- Fees

MODULE 6: CLAIM ADMINISTRATION

- Claim administration

MODULE 7: RECEIPTING & CORRECTIONS

- Payment links

MODULE 8: REPORTS & INTERNAL CONTROLS

- History

MODULE 9: MARKETING

- Direct marketing
- Social media

MODULE 10: TECHNOLOGY & AUTOMATION

- Templates & automation
- VoIP calls
- Task management
- Notebook

MODULE 11: HUMAN RESOURCES

- New staff members
- Keeping employees in the know

MODULE 12: ETHICAL REQUIREMENTS

- The HPCSA on compliance

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.