Welcome to the
GoodX Career Academy.

The academy aims to train those wanting to **enter the job market as supporting staff in healthcare practices** to master various skills necessary for employment. This course is also highly recommended as **induction training during the staff onboarding process.**

Career Academy

PHASE 1 - COMPLETION OF THE GOODX CAREER ACADEMY COURSE
- Phase 1 requires the completion of the GoodX Career Academy Course, which you can enrol in by clicking on the course in this category.
- You can complete the modules in order as soon as the enrolment fee payment is made.
- To view the course modules, click on the course.
- GoodX Career Academy Course fee for 2024: R1 980.

PHASE 2 - JOB SHADOWING
- Phase 2 will become available to candidates who successfully completed Phase 1 and who, thereafter, apply for a shadowing position at a healthcare practice.
- Application information is available at the end of the GoodX Career Academy Course.
- Terms & Conditions apply.
  - **Take note: candidates sign a non-disclosure agreement** since they will come into contact with personal information.
- Application fee for shadow placement: R200.

PHASE 3 - PLACEMENT ON THE TALENT BANK
- Phase 3 will become available to candidates who receive positive feedback from a healthcare practice after completing the shadowing program.
- The candidate can then apply to be placed on the Talent Bank of the GoodX Career Academy, where healthcare practices can search for candidates for possible job interviews for employment purposes.
- Terms & Conditions apply.
- GoodX Career Academy advertises the Talent Bank to thousands of clients of GoodX.
- Application fee for placement on talent bank: R200.
- Our desire is for you to embark on a bright future!

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.

TECHNICAL REQUIREMENTS
You'll need a current email account and access to a computer and the internet, along with a PDF Reader.
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. Assessment is based on an online quiz. To receive your digital certificate, you must meet the outlined course requirements. Upon successful completion, your digital certificate will be issued to your online profile.

Course Structure

1. ITRODUCTION TO HEALTHCARE PRACTICE MANAGEMENT
- Introduction
- Navigation
- Terminology
- Practitioners and Registration Bodies
- The Critical Business Processes
- Summary of each Critical Business Process
- Introducing Roles & Responsibilities
- The patient journey
- Double-entry Accounting & Debtors Transactions
- Reports & Internal Controls
- The Protection of Personal Information in the Healthcare Practice
- Design of the Foundational Healthcare Practice Management Curriculum

2. FOUNDATIONAL COMPUTER LITERACY
- Terminology
- Computer Safety
- Malware and Viruses
- Phishing Scams
- Identity Theft

3. INTRODUCING GOODX SOFTWARE AND THE CLICK & LEARN COURSES
- **INTRODUCTION & NAVIGATION**

- **ABOUT GOODX SOFTWARE**
  - Complete Healthcare Practice Management Solution
  - GoodX Practice-in-a-box
  - An integrated double-entry financial system
  - The GoodX Cloud
  - The GoodX Switch
  - Features of GoodX Software

- **GOODX FAMILY OF PRODUCTS**
  - The myGC Patient Portal
  - The grandXchange Practitioners Portal
  - GXQ IT Solutions
  - GXQ Financial Solutions
  - Third-party API integrations

- **ONBOARDING & SUPPORT**
  - Embracing new technology
  - Client onboarding
  - Configuration of the software
  - Web App roles & user access
  - Authentication
  - The GoodX Client Portal & software support

- **TRAINING**
  - Introduction to Healthcare Practice Management
  - Design of the online GoodX Software Click & Learn courses
  - Continued learning
  - Ending

4. CLICK & LEARN WORKFLOWS FOR RECEPTIONISTS
- Overview of the User Screens for Receptionist in the Healthcare Practice
- User Preferences for Receptionists in the Healthcare Practice
- PART 1: Daily Workflows for Receptionists in the Healthcare Practice
- PART 2: Daily Workflows for Receptionists in the Healthcare Practice
- PART 3: Daily Workflows for Receptionists in the Healthcare Practice
- Additional Functions for Receptionists in the Healthcare Practice
- Reports for Receptionists in the Healthcare Practice

5. CLICK & LEARN WORKFLOWS FOR CASHIERS
- Overview of the User Screens for Cashiers in the Healthcare Practice
- PART 1: Daily Workflows for Cashiers in the Healthcare Practice
- PART 2: Daily Workflows for Cashiers in the Healthcare Practice
- Corrections for Cashiers in the Healthcare Practice

6. CLICK & LEARN WORKFLOWS FOR CREDIT CONTROLLERS
- Overview of the User Screens for Credit Controllers in the Healthcare Practice
- Collection Processes for Credit Controllers in the Healthcare Practice
- Receipting for Credit Controllers in the Healthcare Practice
- Corrections for Credit Controllers in the Healthcare Practice

7. SOFT SKILLS IN A HEALTHCARE PRACTICE
- Introduction & Overview of Soft Skills
- Professional Etiquette
- Written Communication
- Interpersonal Skills
- Conflict Management
- Organising Skills
- Time Management

8. HOW DO I PREPARE FOR AND PRESENT MYSELF IN AN INTERVIEW?

9. ACCESS TO PHASE 2: APPLICATION FOR A SHADOWING OPPORTUNITY

GoodX ONLINE COURSES
Online – Anywhere – Anytime