



## Welcome to the GoodX Career Academy for Health Workers

The Career Academy for Health Workers Curriculum is designed to **equip aspiring healthcare support staff** with the essential skills needed for employment in healthcare practices. This program is highly recommended during **staff onboarding** as part of **induction training**.

### The Academy consists of 3 Phases:

#### PHASE 1 - COMPLETION OF THE GOODX CAREER ACADEMY CURRICULUM

1. Phase 1 requires the completion of the GoodX Career Academy Curriculum.
2. Learners can access the curriculum at no cost and work through a structured pathway to complete free and affordable courses, helping them develop the competencies required to excel as office staff in the healthcare sector.

#### PHASE 2 - JOB SHADOWING

1. Phase 2 is for candidates who completed the Curriculum in Phase 1 and apply for a shadowing position at a healthcare practice.
2. Application information is available in the Phase 2 course.
3. Terms & Conditions apply.
4. Candidates sign a non-disclosure agreement since they will come into contact with personal information.
5. The enrolment fee serves as the application fee.

#### PHASE 3 - PLACEMENT ON THE TALENT BANK

1. Phase 3 will become available to candidates who receive positive feedback from a healthcare practice after completing the shadowing program or who have a reference letter from a healthcare practice where they were employed.
2. The candidate applies 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.
3. Terms & Conditions apply.
4. GoodX Career Academy advertises the Talent Bank to thousands of GoodX clients.
5. The enrolment fee serves as the application fee.

*Our desire is for you to embark on a bright future!*

### ABOUT GOODX ONLINE COURSES

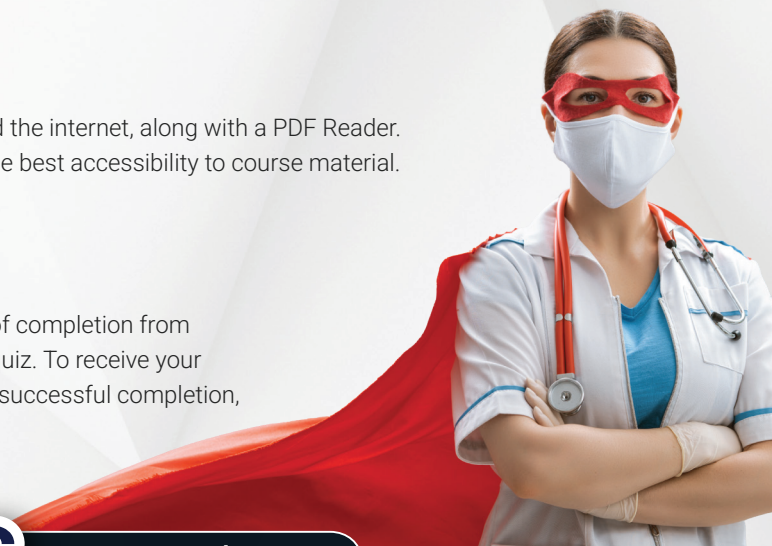
GoodX Online Courses offers a dynamic and accessible platform catering to the educational needs of healthcare practitioners and support staff. This platform stands out by providing the flexibility to learn anytime and anywhere, accommodating the busy schedules of healthcare professionals and health workers.

### 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 Short Courses. Assessment is based on an online quiz. To receive your digital certificate, you must meet the course requirements. Upon successful completion, your digital certificate will be issued to your online profile.



# Course Structure

## INTRODUCTION 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

## FOUNDATIONAL COMPUTER LITERACY

- Terminology
- Computer Safety
- Malware and Viruses
- Phishing Scams
- Identity Theft

## INTRODUCING GOODX SOFTWARE AND THE CLICK & LEARN COURSES

### 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
- The GoodX Client Portal & software support

## 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

## 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

## 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

## SOFT SKILLS IN A HEALTHCARE PRACTICE

- Introduction & Overview of Soft Skills
- Professional Etiquette
- Written Communication
- Interpersonal Skills
- Conflict Management
- Organising Skills
- Time Management

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

## ACCESS TO PHASE 2: APPLICATION FOR A SHADOWING OPPORTUNITY