Receipting & Corrections
in Healthcare Practice Management Course

This course aims to equip participants with the skills to configure and use their software for optimal receipting and proficiently rectify errors in receipting.

Healthcare Practice Management

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.

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Cost: R165 | **1 Ethical CEU** | **Start:** Anytime | **Duration:** 1 Hour | **Online** Short Course

Course Structure

MODULE 1: INTRODUCTION
- Introduction
- Navigation
- Roles in Receipting and Corrections
- The Purpose of Receipting and Corrections

MODULE 2: RECEIPTING BUSINESS PROCESSES
- Using an integrated double-entry financial system
- Cash books
- Cashflow & patient accounts
- Item level and invoice level allocations
- Using an integrated cash register
- Patient receipts
- Medical scheme receipts and remittance advices
- Electronic remittance advices (ERAs)
- Online patient payment requests
- Refunds
- Provide a receipt to the patient

MODULE 3: RECEIPT CORRECTIONS BUSINESS PROCESSES
- The receipt written back function
- Link unlinked receipts / amend linking
- Add to receiptMove receipt from one debtor to another

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Roles Involved

Practitioner: Operational role
- Does billing and switching whilst treating the patient.
- OR provides clear, readable, and correct descriptions or ICD10 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.)
- Keeps a record of procedures and all medicine and materials.

Practice Manager: Management role
- Designs and checks the process to get all billing notes from the practitioner to the billing expert.
- Ensures the prices on the system are always up to date.
- Adjusts private rates on the system when the practice increases/changes prices.
- Ensures that corrections are done by authorised personnel by utilising the correct functions in the practice management software.
- Checks all corrections daily and weekly to ensure no unauthorised or unnecessary corrections are made.

Billing Expert: Operational role
- Needs to have advanced knowledge of the practice's billing codes and rules to ensure accurate and optimal billing.
- Ensures all medical scheme billing is switched/submitted to the medical schemes and that all corrections are done.
- Completes all the billing daily to ensure correct figures and a healthy cash flow.
- Ensures that private patient billing is done before the patient leaves the practice to limit the need for debt collection.
- Processes all billing corrections, such as credit notes, redo transactions and edit invoice functions.
- Utilizes the appropriate functions for the different types of billing errors.

Credit Controller: Operational role
- Checks that all billing and corrections have been done and all medical scheme claims and corrections have been submitted.
- Ensures that all outstanding invoices are sent to patients timeously.

Stock Controller: Operational role
- Checks all billed stock and ensures all used stock is billed.
- Marks all stock items that will not be charged as non-chargeable.
- Checks that used non-chargeable items are billed to the patient or non-chargeable accounts.
- Checks that the correct item, strength, and pack size were used with the billing.
- Confirms that the cost of sales has been calculated and is accurate.
- Ensures all supplier invoices are up to date.
- Checks that applicable corrections were made. (Credit notes will affect the stock levels, but journals will not.)
- Ensures credit notes were made when the stock was returned or not used on patients.

Bookkeeper: Operational role
- Draws reports to check that corrections are annotated with the right reasons and that only authorised personnel have access to corrections.
- Ensures that billing is done correctly and balances with the Audit Trail.
- Ensures that VAT calculations are correct.