

# Workflows for **Credit Controllers** in the Healthcare Practice

**FREE** | **Start:** Anytime

## Navigation Overview & Additional Functions of GoodX Software

1. Understanding the Healthcare Patient Journey, the Critical Business Processes and the Roles in the Healthcare Practice
2. GoodX Software Navigation Overview
3. GoodX Software Additional Functions
4. GoodX Software Minimizer/Floater & Instant Messages
5. Understanding the Diary & Booking Screen
6. myGC Patient Portal (Patient View)

### Post-consultation Phase

#### 1. ERA Management

- Module 1: Navigate to the ERA Management Screen
- Module 2: ERA Management Screen Overview
- Module 3: New ERA Imports
- Module 4: ERA Re-Import
- Module 5: View Duplicate ERA's

#### 2. ERA Manual Interventions

- Module 1: ERA Credit Amounts
- Module 2: ERA Outstanding Balance Shifts & Discounts
- Module 3: ERA Outstanding Balance Write-off
- Module 4: Enhancement Fee Processing
- Module 5: Enhancement Fee Write-off (Desktop App)

#### 3. Receipting & Payment Links

- Module 1: Medical Scheme Receipts for Single Payments
- Module 2: Create a Manual ERA (Medical Scheme Batch Payments)
- Module 3: Posting Matched ERA's
- Module 3: Payment Links

#### 4. Corrections

- Module 1: Reverse Invoices
- Module 2: Redo Invoices
- Module 3: Credit Notes
- Module 4: Journals

#### 5. Finalise Patient Accounts

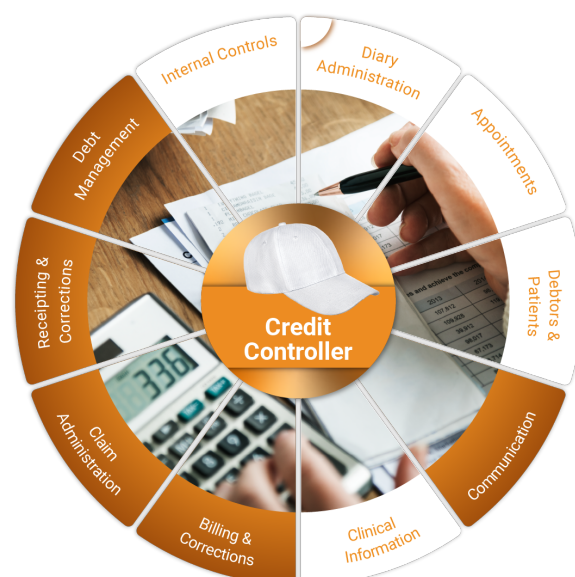
- Module 1: Email a Single Statement
- Module 2: Email Bulk Statements
- Module 3: Send Bulk SMSs for Outstanding Accounts

### Post-consultation Phase

#### 7. Reports

For details on generating reports for the Healthcare Practice, please navigate to the dedicated Click & Learn course.

Your access to reporting will be determined by your role's access control as defined in GoodX Software or provided by the Practice Manager.



# 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.