

## December 2025

## Module Breakdown

| Monday                                                                             | Tuesday                                                  | Wednesday                                                                              | Thursday                                                                               | Friday                                                                                            |
|------------------------------------------------------------------------------------|----------------------------------------------------------|----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| <b>1</b><br>Module 1: Patients<br>09:00 – 12:00                                    | <b>2</b><br>Module 2: Diary<br>09:00 – 12:00             | <b>3</b><br>Module 1: Patients<br>09:00 – 12:00                                        | <b>4</b><br>Module 3: Invoicing<br>09:00 – 12:00<br><br>Module 5: VBS<br>13:00 – 16:00 | <b>5</b><br>Module 4: Remittance<br>09:00 – 12:00                                                 |
| <b>8</b><br>Module 5: VBS<br>09:00 – 12:00<br><br>Module 2: Diary<br>13:00 – 16:00 | <b>9</b><br><br><br>Module 3: Invoicing<br>13:00 – 16:00 | <b>10</b><br>Module 7: EMR<br>09:00 – 12:00<br><br>Module 1: Patients<br>13:00 – 16:00 | <b>11</b><br><br><br>Module 4: Remittance<br>13:00 – 16:00                             | <b>12</b><br>Module 1: Patients<br>09:00 – 12:00<br><br>Module 6: Billing Policy<br>13:00 – 16:00 |
| <b>15</b>                                                                          | <b>16</b>                                                | <b>17</b>                                                                              | <b>18</b>                                                                              | <b>19</b>                                                                                         |
| <b>22</b>                                                                          | <b>23</b>                                                | <b>24</b>                                                                              | <b>25</b>                                                                              | <b>26</b>                                                                                         |
| <b>29</b>                                                                          | <b>30</b>                                                | <b>31</b>                                                                              |                                                                                        |                                                                                                   |

| Module                                                                                               | Description                                                                                                                                                                                                                                                                                                         |
|------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Module 1: VeriClaim setup and Medical/Private patients<br><b>(Compulsory for new Practice staff)</b> | <ul style="list-style-type: none"> <li>• Setup user preferences.</li> <li>• Capture patient information.</li> <li>• Save patient demographic information captured by the patient.</li> <li>• Manage patient profiles.</li> <li>• Send SMSs with links embedded.</li> <li>• Send emails with attachments.</li> </ul> |
| Module 2: Electronic diary and cash in rooms                                                         | <ul style="list-style-type: none"> <li>• Navigate the diary and manage the day-to-day appointments of the Practice.</li> <li>• Invoice the patient for a consultation and receipt the patient after the consultation.</li> </ul>                                                                                    |
| Module 3: Invoicing & claim responses                                                                | <ul style="list-style-type: none"> <li>• Invoice hospital procedures and submit the claims to the Medical Schemes.</li> <li>• Interpreting claim response colours.</li> <li>• Credit notes and claim cancellations to amend incorrect invoices.</li> </ul>                                                          |
| Module 4: Remittance allocation and debtor cycle                                                     | <ul style="list-style-type: none"> <li>• Capture manual remittances</li> <li>• Capture Electronic Remittance Advices (ERA).</li> <li>• Full comprehension of the suspense account.</li> <li>• Understanding the debtors' cycle.</li> </ul>                                                                          |
| Module 5: VBS - Bureau Templates<br><b>(Only for VBS Practices)</b>                                  | <ul style="list-style-type: none"> <li>• Understanding the processes of a VBS Practice and differentiating between the roles of the VBS officer and the Practice staff.</li> <li>• Generate a Bureau template from the diary and submit the template to the Bureau for billing.</li> </ul>                          |
| Module 6: Billing Policy, Financial Processes & Reports                                              | <ul style="list-style-type: none"> <li>• Understanding the Billing Policy and different tariff structures.</li> <li>• Financial Journals.</li> <li>• Key financial Reports</li> </ul>                                                                                                                               |
| Module 7: Electronic Medical Record                                                                  | <ul style="list-style-type: none"> <li>• Overview of the Electronic Medical Record (EMR) feature.</li> <li>• Setting up EMR templates.</li> <li>• Generating EMR reports.</li> </ul>                                                                                                                                |

*To get the most out of your training, we recommend completing the modules in sequence from Module 1 to Module 7. Each session builds on the skills and understanding gained in the previous module.*

| Monday                                 | Tuesday                                                                             | Wednesday                                                                         | Thursday                                                                         | Friday                                  |
|----------------------------------------|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|----------------------------------------------------------------------------------|-----------------------------------------|
|                                        |                                                                                     |                                                                                   | <b>1<br/>Public<br/>Holiday</b>                                                  | <b>2</b>                                |
| <b>5</b>                               | <b>6</b>                                                                            | <b>7</b>                                                                          | <b>8</b>                                                                         | <b>9</b>                                |
| Module 1:<br>Patients<br>13:00 –16:00  | Module 2:<br>Diary<br>09:00 –12:00<br><br>Module 5:<br>VBS<br>13:00 –16:00          | Module 1:<br>Patients<br>09:00 –12:00                                             | Module 3:<br>Invoicing<br>09:00 –12:00<br><br>Module 2:<br>Diary<br>13:00 –16:00 | Module 4:<br>Remittance<br>09:00 –12:00 |
| <b>12</b>                              | <b>13</b>                                                                           | <b>14</b>                                                                         | <b>15</b>                                                                        | <b>16</b>                               |
| Module 2:<br>Diary<br>13:00 –16:00     | Module 1:<br>Patients<br>09:00 –12:00<br><br>Module 3:<br>Invoicing<br>13:00 –16:00 | Module 6:<br>Billing Policy<br>09:00 –12:00                                       | Module 4:<br>Remittance<br>13:00 –16:00                                          | Module 1:<br>Patients<br>09:00 –12:00   |
| <b>19</b>                              | <b>20</b>                                                                           | <b>21</b>                                                                         | <b>22</b>                                                                        | <b>23</b>                               |
| Module 1:<br>Patients<br>13:00 –16:00  | Module 4:<br>Remittance<br>09:00 –12:00                                             | Module 5:<br>VBS<br>09:00 –12:00<br><br>Module 3:<br>Invoicing<br>13:00 –16:00    | Module 1:<br>Patients<br>09:00 –12:00<br><br>Module 7:<br>EMR<br>13:00 –16:00    | Module 2:<br>Diary<br>09:00 –12:00      |
| <b>26</b>                              | <b>27</b>                                                                           | <b>28</b>                                                                         | <b>29</b>                                                                        | <b>30</b>                               |
| Module 3:<br>Invoicing<br>13:00 –16:00 | Module 1:<br>Patients<br>13:00 –16:00                                               | Module 2:<br>Diary<br>09:00 –12:00<br><br>Module 4:<br>Remittance<br>13:00 –16:00 | Module 6:<br>Billing Policy<br>13:00 –16:00                                      | Module 1:<br>Patients<br>09:00 –12:00   |

| Module                                                                                            | Description                                                                                                                                                                                                                                                                                             |
|---------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Module 1: VeriClaim setup and Medical/Private patients <b>(Compulsory for new Practice staff)</b> | <ul style="list-style-type: none"> <li>Setup user preferences.</li> <li>Capture patient information.</li> <li>Save patient demographic information captured by the patient.</li> <li>Manage patient profiles.</li> <li>Send SMSs with links embedded.</li> <li>Send emails with attachments.</li> </ul> |
| Module 2: Electronic diary and cash in rooms                                                      | <ul style="list-style-type: none"> <li>Navigate the diary and manage the day-to-day appointments of the Practice.</li> <li>Invoice the patient for a consultation and receipt the patient after the consultation.</li> </ul>                                                                            |
| Module 3: Invoicing & claim responses                                                             | <ul style="list-style-type: none"> <li>Invoice hospital procedures and submit the claims to the Medical Schemes.</li> <li>Interpreting claim response colours.</li> <li>Credit notes and claim cancellations to amend incorrect invoices.</li> </ul>                                                    |
| Module 4: Remittance allocation and debtor cycle                                                  | <ul style="list-style-type: none"> <li>Capture manual remittances</li> <li>Capture Electronic Remittance Advices (ERA).</li> <li>Full comprehension of the suspense account.</li> <li>Understanding the debtors' cycle.</li> </ul>                                                                      |
| Module 5: VBS - Bureau Templates <b>(Only for VBS Practices)</b>                                  | <ul style="list-style-type: none"> <li>Understanding the processes of a VBS Practice and differentiating between the roles of the VBS officer and the Practice staff.</li> <li>Generate a Bureau template from the diary and submit the template to the Bureau for billing.</li> </ul>                  |
| Module 6: Billing Policy, Financial Processes & Reports                                           | <ul style="list-style-type: none"> <li>Understanding the Billing Policy and different tariff structures.</li> <li>Financial Journals.</li> <li>Key financial Reports</li> </ul>                                                                                                                         |
| Module 7: Electronic Medical Record                                                               | <ul style="list-style-type: none"> <li>Overview of the Electronic Medical Record (EMR) feature.</li> <li>Setting up EMR templates.</li> <li>Generating EMR reports.</li> </ul>                                                                                                                          |

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|                                                      |                                                                                   |                                                                                       |                                                                                                |                                                   |

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| <b>30</b><br>Module 2: Diary<br>09:00 –12:00             | <b>31</b><br>Module 1: Patients<br>09:00 –12:00                                        |                                                       |                                                                                                |                                                   |

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