

February 2026

Module Breakdown

Monday	Tuesday	Wednesday	Thursday	Friday
2 Module 2: Diary 13:00 –16:00	3 Module 1: Patients 09:00 –12:00	4 Module 4: Remittance 09:00 –12:00	5 Module 1: Patients 09:00 –12:00 Module 6: Billing Policy 13:00 –16:00	6 Module 3: Invoicing 09:00 –12:00
9 Module 1: Patients 13:00 –16:00	10 Module 2: Diary 09:00 –12:00 Module 5: VBS 13:00 –16:00	11 Module 1: Patients 09:00 –12:00	12 Module 3: Invoicing 09:00 –12:00	13 Module 4: Remittance 09:00 –12:00
16 Module 3: Invoicing 13:00 –16:00	17 Module 1: Patients 09:00 –12:00	18 Module 6: Billing Policy 09:00 –12:00	19 Module 2: Diary 09:00 –12:00 Module 4: Remittance 13:00 –16:00	20 Module 1: Patients 09:00 –12:00
23 Module 1: Patients 13:00 –16:00	24 Module 4: Remittance 09:00 –12:00	25 Module 5: VBS 09:00 –12:00 Module 3: Invoicing 13:00 –16:00	26 Module 1: Patients 09:00 –12:00 Module 7: EMR 13:00 –16:00	27 Module 2: Diary 09:00 –12:00

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

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.

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		1 Module 4: Remittance 09:00 – 12:00	2 Module 3: Invoicing 09:00 – 12:00 Module 6: Billing Policy 13:00 – 16:00	3 Public Holiday
6 Public Holiday	7 Module 2: Diary 09:00 – 12:00	8 Module 3: Invoicing 09:00 – 12:00 Module 1: Patients 13:00 – 16:00	9 Module 5: VBS 13:00 – 16:00	10 Module 4: Remittance 09:00 – 12:00
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