

November 2025

Module Breakdown

Monday	Tuesday	Wednesday	Thursday	Friday
3 Module 1: Patients 09:00 – 12:00	4 Module 2: Diary 09:00 – 12:00	5 Module 1: Patients 09:00 – 12:00	6 Module 3: Invoicing 09:00 – 12:00	7 Module 4: Remittance 09:00 – 12:00 Module 6: Billing Policy 13:00 – 16:00
10 Module 2: Diary 13:00 – 16:00	11 Module 3: Invoicing 13:00 – 16:00	12 Module 1: Patients 13:00 – 16:00	13 Module 5: VBS 09:00 – 12:00 Module 4: Remittance 13:00 – 16:00	14 Module 1: Patients 13:00 – 16:00
17 Module 1: Patients 09:00 – 12:00	18 Module 4: Remittance 09:00 – 12:00	19 Module 2: Diary 09:00 – 12:00 Module 6: Billing Policy 13:00 – 16:00	20 Module 1: Patients 13:00 – 16:00	21 Module 3: Invoicing 09:00 – 12:00
24 Module 3: Invoicing 09:00 – 12:00	25 Module 5: VBS 09:00 – 12:00 Module 1: Patients 13:00 – 16:00	26 Module 4: Remittance 13:00 – 16:00	27 Module 2: Diary 09:00 – 12:00 Module 7: EMR 13:00 – 16:00	28 Module 1: Patients 09:00 – 12:00

Module	Description
Module 1: VeriClaim setup and Medical/Private patients (Compulsory for new Practice staff)	- 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	- 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	- 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	- 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)	- 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	- Understanding the Billing Policy and different tariff structures. - Financial Journals. - Key financial Reports
Module 7: Electronic Medical Record	- 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.

December 2025

Module Breakdown

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

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

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February 2026

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

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