

September 2026

Module Breakdown

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

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 cancelations 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

To get the most out of your training, we recommend completing the modules in sequence from Module 1 to Module 6. Each session builds on the skills and understanding gained in the previous module.

October 2026

Module Breakdown

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

To get the most out of your training, we recommend completing the modules in sequence from Module 1 to Module 6. Each session builds on the skills and understanding gained in the previous module.

November 2026

Module Breakdown

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

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

To get the most out of your training, we recommend completing the modules in sequence from Module 1 to Module 6. Each session builds on the skills and understanding gained in the previous module.

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

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

To get the most out of your training, we recommend completing the modules in sequence from Module 1 to Module 6. Each session builds on the skills and understanding gained in the previous module.