

MODULE 6

PRACTICE SYSTEMS & WORKFLOW DESIGN AUDIOLOGISTS AND HEARING AID ACOUSTICIANS



3 CEUs • ON-DEMAND • SELF-PACED • OPEN TO MEMBERS & NON-MEMBERS

*You trained to improve lives through better hearing and communication. But every practice is also a small business, and the quality of its systems determines how much of your time and energy reaches your patients. Small, recurring gaps drain hearing-care practices without announcing themselves: an extended intake that eats into diagnostic time, appointment reminders sent manually the morning of the visit, clinical notes reconstructed from memory after hours, and invoices batched at the end of the week instead of issued the same day. None of these look serious on their own. Together, they cost hours every week and put patient care, compliance and cash flow at risk. **This module gives you a practical, three-part system for running a practice that works for your patients and for you.***



Workflow and Patient Flow

Map the five-stage patient journey from pre-arrival to rehabilitation and identify where inefficient processes may compromise care or reduce revenue. Includes a case study of a patient lost to follow-up.



Operational Systems

Examine the five core systems every audiology practice depends on: appointment & scheduling, patient records, billing & revenue, patient communication, and compliance & documentation. Learn what HPCSA and POPIA require of each, and where PMB claims and hearing aid device records need particular care.



Efficiency and Automation

Find the waste with a structured time audit, then climb the four-rung automation ladder: templates, reminders, digital intake and integration without falling into the traps of technology sprawl, scope creep and repeated data entry.

5

Stages in the optimised patient flow, pre-arrival to rehabilitation

44

Checklist items across the five systems, in your Topic 2 self-assessment tool

52%+

Non-attendance rate for follow-up appointments found in a single South African tertiary audiology clinic study (Khan et al., 2023)

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By the end of this module, you will be able to:

- Explain the five-stage optimised patient flow and identify where your practice's processes break down.
- Map the five core operational systems in your practice and identify which need the most immediate attention.
- Complete the Operational Systems Checklist and identify your priority compliance and administrative gaps.
- Build a prioritised, dated Improvement Area Checklist covering scheduling, records, billing, communication and compliance.
- Identify where automation and AI can support the practice and where clinical judgement, patient relationships and professional discretion must remain yours.

Who it's for: Audiologists and Hearing Aid Acousticians in private practice who want to replace ad hoc administrative processes with reliable systems that free up time for diagnostic services, fittings and patient care.

Members – R800 • Non-members – R1 050

How it works: Watch the pre-recorded presentations, complete the practical activities and then pass a short, auto-marked online assessment (15 multiple-choice questions, pass mark 80%) to earn 3 CEUs. The module is practical and aligned with HPCSA requirements throughout.

Presented by



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