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Palesa Medical Utilities

Company Profile

The Company

Palesa Medical Utilities With the ever changing medical world and medical practitioners working tirelessly to respond and provide their best and specialized assistance. Palesa Medical Utilities solely exist to respond and provide necessary support and be the backbone to the medical health care practitioners through their specialized, customized and tailor-made service.

Palesa Medical Utilities devote itself to being a relevant and growing organization, championing exceptional doctor - patient experience. We have an on the ground approach, our well planned procedures and management principles gives us the added edge to ensure efficiency, delivery and service quality.



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Board Of Direction



Palesa Kado
-Managing Director



Tebogo Setati
-Operation Specialist

Our Vision

Palesa Medical Utilities strives to be the industry's most effective and premier preferred partner by bringing, innovative, and personalized approach into the medical world. Our approach to the industry and customer is built on connecting customers and medical practitioners in a winning partnership.

We strive to be the organization our customers and suppliers can rely on for support and added - value during current and difficult times. We are dedicated to providing exceptional service and innovation solution that promote growth and a sustainable future.

Our Core Values

In our commitment to excellence, we are guided by a set of values that defines who we are and the way we work.

- Integrity, transparency, trust and respect
- Excellence and adding value
- Passion and engaged people
- Innovation and Pioneering
- Working and growing together

What We Do?

Palesa Utilities is dedicated in providing professional and exceptional service in practice management, medical billing and credit control:

Coding Advice

- Offering professional advice on Medical coding

Practice Management

- Claims management on behalf of Medical Practitioners
- Handling and attending to all raised queries from patients, medical aid & third parties
- Follow up with clients on overdue, unsettled claims and also issuing of notices to owing clients
- Daily dairy Management
- Handling all medical aid inquiries, Administration,
- Schedule, reschedule and cancel appointments,
- Contact patients and schedule overdue appointment, call patients to remind them of the upcoming appointments,
- Interact with patients and ensure that all patients forms are completed correctly,
- Maintain detailed patient and medical records,
- Management of accounts, deal with medical scheme matters are required,
- Attend to practice correspondence, dealing with queries on the phone and by email,
- Ensure daily that patients files are always up to date and correct filed after consultations,
- Preparing, organizing, and storing information in paper and digital files,
- Perform all other tasks that may be require to be performed in order to ensure smooth and effective running of the practice,
- Managing diaries, scheduling meetings and appointments,
- Prioritising workloads,
- Implementing administrative procedures (comply with office policy and procedures,
- Collating Reports,
- Claiming Reconciliation.

Claims Capturing and Billing

- Arrange of paper claims and handling electronic submissions,
- Follow up on submitted claims and rejected claims,
- Patient billing enquiries,
- Medical Billing or Invoicing,

Credit Control and Collection

- Dealing with clients on your behalf on payments of outstanding debts.

Practice Consulting

- Accounting, tax & advisory services,
- Professional online presence & voice,

We Guarantee

- We provide full and personalized attention.
- We offer customized and highly professional service that maximum your cash flow while you get enough time to focus on your patients.
- Increase your practice income based on total transparency
- Strict compliance to the industry's most up-to-date guidelines, rules and regulations to ensure ethical medical billing,
- Protection of Personal Information – Data Security
- Minimum rejections,
- Reduced turnaround time for processing of claims to increase the efficiency on your practices,
- Compliance with laws and amendments at all times
- Ever present support and advice for your queries

Our Clients



**we are
happy
when
you are.**

- *Psychologists*
- *Physiotherapists*
- *Occupational Therapists*
- *General Practitioners*
- *Social Workers*
- *Psychiatrists*



Our Rates

- *We charge below average market fees*
- *A fixed percentage rate of total income received per month,*
- *Fees are negotiable and charged on an agreed percentage on your collection not on turnover,*
- *You pay one minimal fee. That's all*