

HEALTHCARE

COMPLIANCE MANAGEMENT

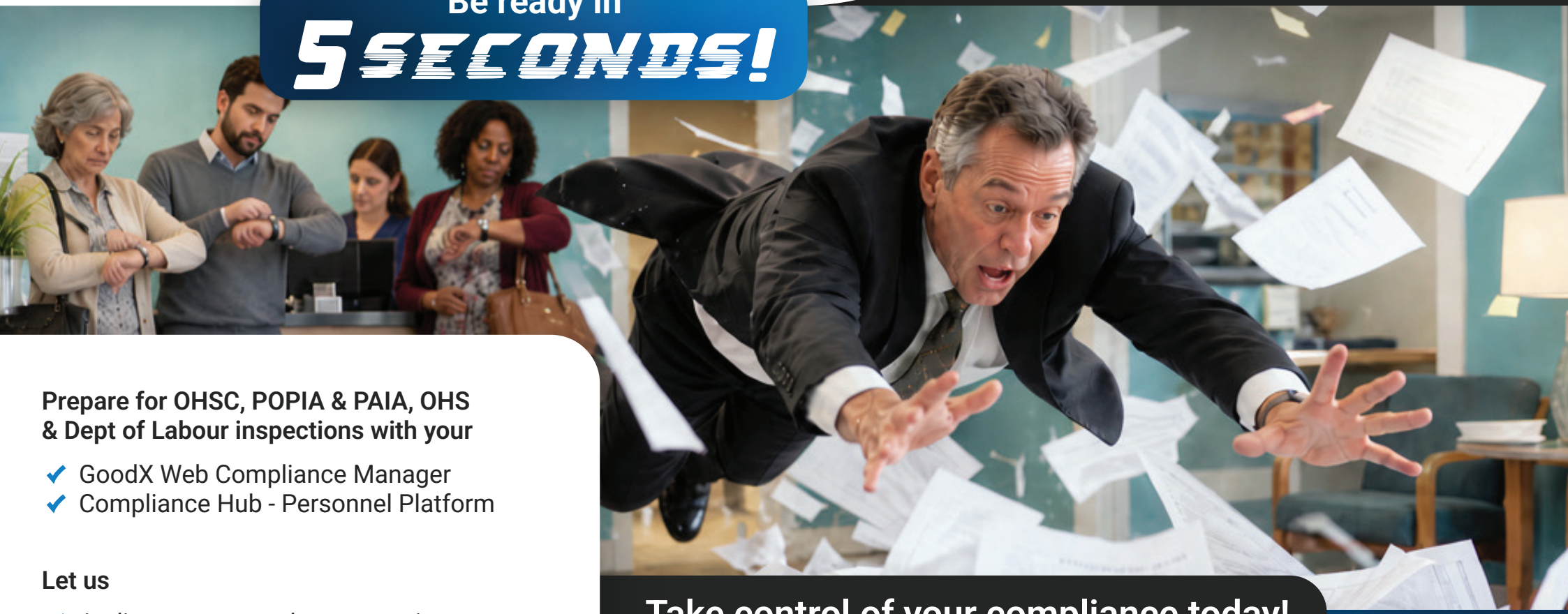
SOLUTIONS

Good Compliance SOLUTIONS

Stop playing hide-and-seek with your compliance files while inspectors wait at reception.

Three regulators are watching—say goodbye to "we have that policy somewhere." GoodX gives you total compliance control with zero scramble.

Be ready in 5 SECONDS!



Prepare for OHSC, POPIA & PAIA, OHS & Dept of Labour inspections with your

- ✔ GoodX Web Compliance Manager
- ✔ Compliance Hub - Personnel Platform

Let us

- ✔ Audit your current documentation
- ✔ Assist with additional documentation
- ✔ Review & correct your compliance status
- ✔ Train your staff to be inspection ready

Take control of your compliance today!

compliance.goodx.international

compliance@goodx.co.za

GoodX SOFTWARE

bsi ISO 9001 Quality Management Systems CERTIFIED ISO/IEC 27001 Information Security Management CERTIFIED

Compliance Solutions

Everything you need for a compliant, well-managed practice.

Regulator Requirements

OHSC, OHS, DOL, POPIA, PAIA



GoodX Web Compliance Manager

Standards checklist, proof of evidence, reviews, automated reminders.

***PACKAGES**

CORE | PLUS | COMPLETE

Evidence link



Compliance Hub

A centralised digital solution for managing staff and compliance information, with secure document storage for evidence of standards and all other practice documents.

Published on the Hub



Documents

Posters, Documents, Forms and SOPs.

**See document inclusions by package*

The standard checklist includes the requirements of the:

1. Office of Health Standards Compliance
2. National Health Act
3. Occupational Health and Safety Act
4. Department of Labour
5. Protection of Personal Information Act
6. Promotion of Access to Information Act

Each item links to the corresponding evidence on the Compliance Hub. When an inspector arrives, you open the requirement and access the supporting evidence with one click.

Additional Services



Compliance Training | Gap Analysis | Annual Review | HIRA/SHEMP Register Management | Interactive Course Development | Custom Designed Graphics

TWO IMPORTANT

QUESTIONS

QUESTION 1

Can you produce evidence of all applicable legal requirements for an inspection, and how easily and confidently could you find everything quickly?

QUESTION 2

Can you show the evidence of the procedures and forms your staff are actually following consistently?

Healthcare compliance is about much more than having files full of policies and processes.

A practice can have excellent professional and administrative staff and provide outstanding patient care, but if required documentation is missing, policies are outdated, staff have not been trained, required checks are not being completed or evidence cannot be produced, the practice is still exposed to compliance risk.



KEY AREAS ADDRESSED BY OUR

COMPLIANCE MANAGEMENT SOLUTIONS

1| KNOW

- Know what is required to be compliant — what you are measured against.
- GoodX Web Compliance brings the different requirements together to track them individually.
- It provides a structured view of what the practice needs to comply with.

2| PROVE

- Need to be able to prove compliance.
- For every applicable requirement, there must be supporting evidence.
- Compliance Hub (Personnel Platform) where evidence is maintained and linked to GoodX Web Compliance Manager.

3| MONITOR

- Having a policy or process does not necessarily mean it is being followed.
- The system allows a practice to move from “we have the policy, we comply” to “we have the policy, our staff understand it, follow it, and we have proof of compliance”.

4| IMPROVE

- The two systems can identify gaps early, assign responsibility, take corrective action, and monitor them until they are resolved.
- Compliance becomes an ongoing process of improvement rather than an emergency project before an inspection.



WHY SHOULD YOU
INVEST IN THIS

REASON 1

Compliance should not be something you suddenly worry about only when you hear that an inspector is coming.

REASON 2

You should not have to spend weeks trying to find documents, update policies, train staff, and determine whether everything is in place.

REASON 3

You should be able to answer the following questions at any time:

- *What must we have?*
- *Do we have it?*
- *Where is the proof?*
- *Are the staff following it?*
- *Where can we improve?*

GoodX Web Compliance Manager Packages

The GoodX Compliance Manager is a digital module within GoodX Software that lists all your primary healthcare compliance requirements and lets you manage implementation, reviews, and risks.

**Enjoy FREE hosting as an exclusive benefit of being an existing GoodX Software Practice Management client.*

These prices are applicable to Primary Care practices only (excludes hospitals).

PACKAGE 1

Compliance Core

GoodX Web Compliance Manager Only

- Installation & Configuration
- 5-User Configuration
- Training & Support (2 hours)

R2 400
excl VAT
ONCE OFF FEE



PACKAGE 2

Compliance Plus

GoodX Web Compliance Manager + Documentation & Templates

- Installation & Configuration
- 5-User Configuration
- Training & Support (4 hours)
- Documentation
  SOPs, forms, posters, documents, and self-customisable templates.

R6 000
excl VAT
ONCE OFF FEE

PACKAGE 3

Compliance Complete

GoodX Web Compliance Manager + Documentation & Templates + Gap Analysis & Report

- Installation & Configuration
- 5-User Configuration
- Training & Support (4 hours)
- Documentation
  SOPs, forms, posters, documents, templates. Includes all documentation and customisation up to the agreed time cap.
- Gap Analysis (16 hours - Online)
  - *» Audit of current practice policies, SOPs, statutory documentation and forms*
  - *» Review and assessment of compliance audit findings*
  - *» Management feedback report with a corrective action plan for non-compliant items*

R16 500
excl VAT
ONCE OFF FEE

MONTHLY

Monthly Licence / Fee

Your monthly Compliance Manager licence and support services.

License

- Compliance Module Licence
- ***Enjoy 2 FREE hours per month of Compliance Support for your first 3 months.***

MONTHLY LICENCE
R650
excl VAT

Hosting & Technical Support

- Technical Support (1 hour per month)
- ***FREE for existing GoodX Software Practice Management clients***
- *A monthly hosting and technical support fee applies to non-GoodX Software Practice Management clients.*

MONTHLY FEE
R300
excl VAT
**FREE for existing GoodX clients*

GoodX Web Compliance Manager - Additional Services

Extend your **Compliance Manager** with additional services.

These prices are applicable to Primary Care practices only (excludes hospitals).

Additional Training

- Online training sessions can be booked

R650
excl VAT p/hour

Staff Compliance and Process Training
(Full Day – 8 hours, Online)

- Digital training to prepare staff for inspections, including guidance on inspection readiness and how to confidently respond to common inspector questions.

Available as an in-person service upon request. Excludes travel and travel-related expenses.

1 - 4 Staff Members
R1 300
excl VAT per Person

5+ Staff Members
R850
excl VAT per Person

Gap Analysis *(16 hours, Online)*

- Audit of current practice policies, SOPs, statutory documentation and forms.
- Review and assessment of compliance audit findings.
- Management feedback report with a corrective action plan for non-compliant items.

Available as an in-person service upon request. Excludes travel and travel-related expenses.

R8 800
excl VAT

Annual Review *(20 hours, Online)*

- Review all SOPs and supporting documentation to ensure they are accurate, up to date and aligned with applicable requirements.

R11 000
excl VAT

HIRA / SHEMP Register Management
(8 hours, Online)

- Assist with setting up the risk register, assessing and scoring risks, and transferring identified risks to SHEMP for ongoing management and control. Includes updating the register following incidents and conducting an annual review.

R4 500
excl VAT

Individual Documentation / Templates

- SOPs, forms, posters, documents and templates can be purchased individually on request.

Request a Quote



Compliance Hub - Personnel Platform

The Compliance Hub - Personnel Platform is a centralised, online digital solution designed to help your practice manage all aspects of its staff and compliance-related information and resources.

COMPLIANCE HUB

ONCE OFF

- **Installation & Configuration**
- **5-User Configuration**
- **Customisation of platform**
  - » *Logo & colour updates according to brand guidelines*
  - » *Home page design*
  - » *Footer design*
- **Training & Support** (4 hours)
  - » *User profile creation & update*
  - » *Cohorts (create & add users)*
  - » *User access*
  - » *Section creation*
  - » *Uploading of files and images*
  - » *Editing of documents*
  - » *Add links to cloud documents*

R4 500
excl VAT
ONCE OFF FEE

HOSTING & SUPPORT

MONTHLY

Hosting & Technical Support

- **Hosting**
- **Technical Support** (1 hour per month)
- ***Enjoy 2 FREE hours per month of Compliance Support for your first 3 months***

MONTHLY FEE
R650
excl VAT



Additional Services

Extend your **Compliance Hub** with additional services.

Additional Training

- Online training sessions can be booked

PRICE
R650
excl VAT p/hour

Course Development

- We develop engaging, digital interactive courses for LMS platforms
- **10 lessons per course**, based on up to 15 pages of client-provided content per course
- Additional content can be accommodated and will be quoted separately

STARTING FROM
R3 500
excl VAT

Custom Designed Graphics

- Any additional design & design customisation (Infographics, Logos, Corporate Identity, Flyers, Company Profile etc.)

PRICE
R450
excl VAT p/hour

PRICE LIST

GRAPHIC DESIGN

**All designs include 3 revisions. Prices excludes VAT.*

Design per hour	R450
Additional Revisions	*p/change @* R150
New Logo	R1 800
Logo Re-design (High resolution)	R950
Business Card Design	R650
Business Card (Detail changes)	*p/name @* R150
A5 Flyer (Single sided)	R650
A5 Flyer (Double sided)	R1 200
A4 Flyer (Z-fold / U-fold)	R1 600
Poster Design	Price on Request
Email Signature Template	R450
Email Signature (Detail Changes)	*p/name @* R150

Letterhead	R450
Calendar Design	from R1 500
Signage Design	Price on Request
Professional CV Design	Price on Request
*Brochures / Catalogues	*p/page @* R80 - R150
*Convert material to digital format	*p/page @* @ R80 - R150

*Price dependant on the overall page quantity and the amount of content per page.



Terms and Conditions apply | Price lists serves as a guideline

Subject to change depending on the complexity of the design, content and information provided.

Which documentation is included in your package?

	Name of Document	Price *excl VAT*	Package Included		
			Core	Plus	Complete
Poster	How to handrub	R150	✓	✓	✓
Poster	How to handwash	R150	✓	✓	✓
Poster	Needle prick injury / blood or body fluid exposure process	R250			✓
Poster	Triage protocol - Nurse / Dr responsibilities: Adult	R250		✓	✓
Poster	Triage protocol - Nurse / Dr responsibilities: Child	R250		✓	✓
Poster	Triage protocol - Reception responsibilities	R250		✓	✓
Poster	POPI Act summary	R100			✓
Document	Appointment letter: Fire Fighter	R100			✓
Document	Appointment letter: First Aider	R100			✓
Document	List of required building signage	R100			✓
Document	Section 16.1 Record of statutory responsibility	R100			✓
Document	Section 16.2 Appointment letter	R100			✓
Document	Section 17.1 Appointment letter	R100			✓
Document	SHE Rep monthly checklist	R200			✓
Document	OHS Policy statement	R100			✓
Document	Working sheet HIRA / SHEMP	R500			✓
Document	PAIA manual example	R200			✓
Document	Privacy notice (Handout)	R150			✓
Form	Privacy notice (Display)	R100			✓
Form	Event register	R100		✓	✓
Form	Procedural consent	R150		✓	✓
Form	Research: Participant information sheet	R100		✓	✓
Form	Research: Participant consent form	R100		✓	✓
Form	Triage protocol calculating TEWS	R150		✓	✓
Form	Autoclave quality control record	R100			✓
Form	Fridge daily temperature record	R100			✓

Which resources are included in your package?

	Name of Document	Price *excl VAT*	Package Included		
			Core	Plus	Complete
Form	Medication storage area daily temperature chart	R100			✓
Form	POPIA form 2 - Request for correction or deletion of personal information	FREE			✓
Form	PAIA form 2 - Request for copies of records	FREE			✓
Form	Emergency trolley daily check log	R200		✓	✓
Form	Linen count sheet	R100			✓
Form	First aid box monthly checklist	R100			✓
Form	Confidentiality undertaking by staff	R100			✓
SOP	Safe injection practices	R300		✓	✓
SOP	Surgical procedures	R300		✓	✓
SOP	Conducting health research in the healthcare facility	R300		✓	✓
SOP	Complaints management	R550		✓	✓
SOP	Urgent care triage and patient prioritisation	R550		✓	✓
SOP	Event reporting and management	R550		✓	✓
SOP	Adverse drug reaction and emergency trolley management	R550		✓	✓
SOP	Preventative maintenance plan and Schedule for medical equipment	R225		✓	✓
SOP	Health records and informed consent management	R1 100			✓
SOP	Infection prevention and control	R1 100			✓
SOP	Decontamination and sterilisation of instruments	R550			✓
SOP	Occupational health and safety and facility management	R1 650			✓
SOP	Healthcare waste management	R550			✓
SOP	Stock management	R1 100			✓
SOP	Management of occupational injuries and diseases	R550			✓
SOP	Occupational health and safety policy	R1 650			✓
SOP	POPIA and PAIA compliance	R1 100			✓
SOP	Data protection policy	R550			✓
SOP	Information request handling procedure	R550			✓
SOP	Human resources policy	R550			✓

Posters Overview

Poster | Core | Plus | Complete

How to handrub | R150
Example of a WHO handrub poster to display.

Poster | Core | Plus | Complete

How to handwash | R150
Example of a WHO handwash poster to display.

Poster | Complete

Needle prick injury / blood or body fluid exposure process | R250
Process to follow after a needlestick injury or blood or body fluid exposure incident.

Poster | Plus | Complete

Triage protocol - Nurse / Dr responsibilities: Adult | R250
Process to follow for adult symptoms during triage.

Poster | Plus | Complete

Triage protocol - Nurse / Dr responsibilities: Child | R250
Process to follow for child symptoms during triage.

Poster | Plus | Complete

Triage protocol - Reception responsibilities | R250
Process to follow for reception to identify an emergency.

Poster | Complete

POPI Act summary | R100
Example of a POPI Act summary to display.



Documents Overview

Document Complete

Appointment letter: Firefighter | R100
Example of a firefighter appointment letter.

Document Complete

Appointment letter: First Aider | R100
Example of a first aider appointment letter.

Document Complete

List of required building signage | R100
Guideline for OHS-required building signage that needs to be displayed.

Document Complete

Section 16.1 Record of statutory responsibility | R100
Example of a Section 16.1 responsibility letter.

Document Complete

Section 16.2 Appointment letter | R100
Example of a Section 16.2 appointment letter.

Document Complete

Section 17.1 Appointment letter | R100
Example of a Section 17.1 SHE representative appointment letter.

Document Complete

SHE Rep monthly checklist | R200
Example of a monthly checklist for SHE representative responsibilities.

Document Complete

OHS Policy statement | R100
Example of a policy to be displayed.

Document Complete

Working sheet HIRA / SHEMP | R500
Risk register management tool.

Document Complete

PAIA manual example | R200
Example of a PAIA manual to be made available.

Document Complete

Privacy notice (Handout) | R150
Example of a POPIA privacy notice to hand out.

Document Complete

Privacy notice (Display) | R100
Example of a POPIA privacy notice to display.

Forms Overview

Form Plus Complete

Event register | R100
Example of a register for recording events and incidents.

Form Plus Complete

Procedural consent | R150
Example of an informed consent form for the patient and GP to complete.

Form Plus Complete

Research: Participant information sheet | R100
Example of an information sheet for a research participant to complete.

Form Plus Complete

Research: Participant consent form | R100
Example of a consent form for a research participant to complete.

Form Plus Complete

Triage protocol calculating TEWS | R150
Example of calculating TEWS to determine the patient's triage colour.

Form Complete

Autoclave quality control record | R100
Examples of autoclave quality control tests.

Form Complete

Fridge daily temperature record | R100
Example of daily medicine fridge temperature monitoring and management.

Form Complete

Medication storage area daily temperature chart | R100
Example of daily medicine stock room temperature monitoring and management.

Form Complete

POPIA form 2 - Request for correction or deletion of personal information | FREE
Official POPIA form.

Form Complete

PAIA form 2 - Request for copies of records | FREE
Official PAIA form.

Form Plus Complete

Emergency trolley daily check log | R200
Example of an emergency trolley checklist.

Form Complete

Linen count sheet | R100
Example of a linen count sheet.

Form Complete

First aid box monthly checklist | R100
Example of a monthly first aid box checklist.

Form Complete

Confidentiality undertaking by staff | R100
Example of a POPIA confidentiality undertaking.

SOPs Overview

SOP Plus Complete

Safe injection practices | R300

To establish standardised procedures for the safe preparation, administration and post-administration management of injectable medications and vaccines within the practice, reducing the risk of healthcare-associated infections, medication errors, needlestick injuries and adverse patient reactions, while ensuring patient safety and compliance with infection prevention and control standards.

SOP Plus Complete

Surgical procedures | R300

This SOP describes the requirements and processes for performing minor surgical and other invasive procedures safely and consistently at the facility, whether under local anaesthesia or without anaesthesia.

SOP Plus Complete

Conducting health research in the healthcare facility | R300

This SOP sets out the requirements and processes for conducting health research within the healthcare facility, ensuring that research is independently and ethically reviewed, properly authorised and carried out in a manner that protects the rights, safety, dignity and confidentiality of research participants.

SOP Plus Complete

Complaints management | R550

This SOP sets out how the facility receives, documents, investigates and resolves complaints from patients, family members and other service users, ensuring that every complaint is handled with empathy, efficiency and fairness.

SOP Plus Complete

Urgent care triage and patient prioritisation | R550

This SOP describes how staff at the facility recognise, prioritise (triage) and respond to patients who present as walk-ins, including those requiring urgent or emergency care.

SOP Plus Complete

Event reporting and management | R550

This SOP describes the requirements and processes for recognising, classifying, escalating, reporting, investigating and learning from events occurring at the facility, including occupational health and safety events, infection prevention and control events, adverse drug reactions and other medicine-related events, information security and POPIA breaches, patient safety events, dead-on-arrival presentations and resuscitation events.

SOP Plus Complete

Adverse drug reaction and emergency trolley management | R550

This SOP sets out the facility's approach to recognising, immediately managing, documenting and reporting adverse drug reactions, including anaphylaxis and other severe or life-threatening reactions, as well as maintaining, checking and displaying the emergency trolley.

SOP Plus Complete

Preventative maintenance plan and schedule for medical equipment | R225

The purpose of this Preventive Maintenance Plan is to ensure that all medical equipment within the healthcare facility remains safe, reliable, accurate and available for patient care. The plan aims to minimise equipment downtime, extend equipment lifespan, ensure compliance with regulatory standards and reduce risks to patients and staff.

SOP Complete

Health records and informed consent management | R1 100

This SOP describes the requirements and processes for managing patient health records at the facility throughout their full lifecycle, including creation and content, obtaining and documenting informed consent, filing, confidentiality and security, retention, patient access, preparation and release of documentation to third parties, archiving and final disposal.

SOP Complete

Infection prevention and control | R1 100

This SOP describes the requirements and processes for preventing and controlling infections at the healthcare facility, covering:

- Standard and transmission-based precautions
- Hand hygiene and glove management
- Personal protective equipment (PPE)
- Safe injection and sharps practices
- Aseptic technique
- Decontamination and sterilisation of reusable equipment
- Environmental cleaning
- Linen management
- Tuberculosis infection control
- Occupational health protection for staff
- Healthcare-associated infection surveillance and outbreak management
- Antimicrobial stewardship



SOPs Overview

SOP Complete

Decontamination and sterilisation of instruments | R550

To provide a standardised procedure for the safe handling, cleaning, decontamination, sterilisation, packaging, storage and monitoring of reusable medical instruments in the healthcare facility.

SOP Complete

Occupational health and safety and facility management | R1 650

This SOP provides the facility with a documented basis for fulfilling its general duty of care under Sections 8 and 9 of the Occupational Health and Safety Act 85 of 1993, by ensuring, as far as reasonably practicable, a safe working environment that is without risk to the health of employees, patients and visitors, and that the premises are kept free of hazards. It also supports compliance with the infrastructure norms for private health establishments under the National Health Act 61 of 2003.

SOP Complete

Healthcare waste management | R550

This SOP describes the requirements and processes for managing healthcare risk waste (HCRW) generated at the facility, from the point of generation through segregation, handling, storage, collection and disposal.

SOP Complete

Stock management | R1 100

This SOP describes the requirements and processes for managing stock in a primary healthcare facility, from ordering and receiving to storage, distribution, stock control, cold chain management, and the eventual destruction and disposal of medicines and related waste. It also covers the dispensing of medicines, including patient counselling, medicine labelling and the validity of the dispensing licence.

SOP Complete

Management of occupational injuries and diseases | R550

This SOP describes the requirements and processes for managing occupational injuries and diseases arising in the course of employment at the facility, from initial reporting and Compensation Fund (COIDA) administration to medical reporting, compensation claims, return-to-work support and record-keeping.

SOPs Overview

SOP Complete

Occupational health and safety policy | R1 650

Together with the Occupational Health and Safety and Facility Management SOP, this Policy show commitment to the OHS governance framework.

SOP Complete

POPIA and PAIA compliance | R1 100

This SOP describes the requirements and processes for complying with the Protection of Personal Information Act 4 of 2013 (POPIA) and the Promotion of Access to Information Act 2 of 2000 (PAIA) in the facility's day-to-day processing of patient, staff and other personal information.

SOP Complete

Data protection policy | R550

Under the POPIA, every practice owner is automatically their practice's Information Officer - personally accountable for how patient information is handled. A documented Data Protection Policy is the clearest, most practical step toward demonstrating that accountability. Together with the POPIA and PAIA compliance SOP and the Information Request Handling Procedure SOP, it forms the compliance framework an inspector normally request.

SOP Complete

Information request handling procedure | R550

This SOP describes, step-by-step, how the facility receives, verifies, assesses, and responds to a request touching personal information or facility records - whether it is a patient asking for their own file at reception, a formal request for access under the Promotion of Access to Information Act 2 of 2000 (PAIA), or a request to correct, delete, or object to the processing of personal information under the Protection of Personal Information Act 4 of 2013 (POPIA).

SOP Complete

Human resources policy | R550

This SOP describes the requirements and processes for managing human resources at a primary care health facility, from workforce planning and recruitment through appointment, professional registration and credentialing, performance management, training, leave, discipline and grievance handling, to exit management.

INSPECTION READY

Taking the Guesswork out of Compliance



Picture this: an OHSC inspector, a Department of Employment and Labour inspector, or a request from the Information Regulator arrives at your practice with no warning. Could your receptionist or Practice Manager find every policy, safety file and consent form in the next five minutes?

For most doctors, practice managers, or receptionists, the honest answer is "not immediately." That's not because anyone is careless—it's because South African practices must satisfy at least three separate regulators, each with its own documentation requirements, and almost none of that documentation is stored in the medical software you use day-to-day.

Three regulators, one filing cabinet

The Office of Health Standards Compliance (OHSC) now inspects not only hospitals, but private clinics and GP practices too, assessing seven domains ranging from patient rights and clinical governance to facilities and infrastructure.

In 2023/24 alone, the OHSC carried out close to 800 inspections and issued 45 written warnings to establishments that could not show compliance.

The Department of Employment and Labour enforces the Occupational Health and Safety Act, the Compensation for Occupational Injuries and Diseases Act, and basic labour law. Its inspectors can walk in unannounced and ask, on the spot, for attendance registers, safety policies, first-aid records, and proof of UIF and COIDA payments.

Then there is the Information Regulator, which oversees compliance with the POPIA. Patient health records contain "special personal information" under the Act, requiring healthcare providers to take appropriate steps to protect confidentiality and security, process information lawfully, and notify the relevant parties when a data breach occurs.

The consequences of non-compliance are real. In 2024, the Information Regulator issued an enforcement notice to Lancet Laboratories following concerns about data breaches and the notification of affected individuals.

After the company failed to comply with the notice, it was fined R100,000. In addition, new regulations governing the processing of health information by certain responsible parties took effect on 6 March 2026.

None of this is unique to South Africa. European regulators have fined hospitals hundreds of thousands of Euros for the same failure that catches out South African practices: not being able to produce the right document to the right person, at the right time. Regulators want to see evidence, not promises.

Where GoodX comes in

This is the gap GoodX's compliance tools are built to close: a Compliance Hub - Personnel Platform paired with a Compliance Manager.

You don't have to be a current GoodX client to benefit from these tools -

If you are an existing GoodX client, you can add these tools.

What is a Compliance Hub - Personnel Platform and Compliance Manager?

Think of the Compliance Hub - Personnel Platform as a secure online filing cabinet for your practice.

It's one place where all your staff and compliance documents live — things like policies, procedures, HR forms, training certificates and compliance records. Instead of digging through emails, shared drives or an actual filing cabinet, you or your staff can log in and find the right document in seconds.

The Compliance Manager works alongside it, like a running checklist for your practice. It lays out everything you're required to have in place, tracks what's been done, flags what still needs attention, and helps you monitor risks before they become problems. It can also remind you when routine tasks fall due — for example, when your fire extinguishers need their next service, or when a piece of medical equipment is due for calibration or maintenance — so these things don't quietly slip past unnoticed.

Together, they mean your practice always knows what it needs to comply with, when it's due, and exactly where the proof of that lives.

Why do you need a Compliance Hub - Personnel Platform and Compliance Manager?

The healthcare industry is inundated with compliance requirements, and managing them and storing documents can be a massive headache if done manually. As a result, most practices overlook compliance areas that don't directly affect their ability to practice.

When considering compliance in the healthcare practice, several acts and regulations immediately come to mind. For example, the requirements of the POPIA, our labour laws and the accreditation of all healthcare facilities by the Office of Health Standards Compliance, not just hospital facilities, must be managed with due diligence.

How it works in practice

Every requirement tracked in the Compliance Manager can include supporting evidence: a signed policy, a training certificate, a risk assessment, a consent form, and a service certificate. Instead of that evidence living in a drawer, an inbox, or on someone's personal laptop, it is attached directly to the relevant requirement, and that attachment points straight to the actual document sitting securely in your Compliance Hub - Personnel Platform. When it is time for a review, a renewal, or an unannounced visit, you, your Practice manager, or Receptionist open the module, click the requirement, and the supporting document is right there.

This does not remove the responsibility to actually meet each requirement; that still rests with you and your team. What it does remove is the hunt: the frantic search through filing cabinets and shared drives while an inspector waits in reception, and the quiet uncertainty about what might have been missed.

Less admin, fewer surprises

For doctors, this means less time lost to paperwork and more time with patients. For Practice managers and staff, it means one place to keep documentation current, instead of chasing signatures and expiry dates across several systems. For the practice as a whole, it means you can walk an inspector through what is in place, calmly and clearly, whichever regulator happens to be at the door.

Compliance in healthcare is not going away. As the OHSC extends its inspections to private practices and the Information Regulator sharpens its enforcement, it will only matter more. GoodX's Compliance Hub - Personnel Platform and Compliance Manager are built to make staying on top of it manageable, so your practice is ready, not scrambling, whenever that knock comes.

Not sure where to start?

GoodX can help by drafting SOPs and documentation templates for your practice, so you're not building your compliance library from a blank page.

Know. Prove.
Monitor. Improve.

Because compliance is what happens between inspections.

compliance@goodx.co.za

Good Compliance SOLUTIONS

