Outline of Instruction

Division: Business
Area: Medical Office Administration

Course Number: MOAD 101
Course Name: Introduction to the Medical Office

Prerequisite: ADMN 101, HLTSC 110, ADMN 135, WPR 102
Corequisite:

Hours Required: Class: 45 Lab: Credits: 3

Course Description/Purpose

Students will study theory and participate in practical applications that will prepare them to successfully maintain a medical office reception area. This includes, but is not limited to, welcoming patients, scheduling appointments, creating medical office correspondence and managing electronic medical records. The use of computers in medical offices will be stressed throughout the course.

Major Units

- Overview of medical office procedures
- Overview of medical ethics and law
- Reception area and activities
- Telephone skills
- Appointment scheduling
- Medical office correspondence
- Office equipment
- Using computers in the medical office
- Medical records management
- AMT guidelines for medical transcription
- Medical terminology review
- Introduction to medical documents

Educational/Course Outcomes

Student learning will be assessed by a variety of methods, including, but not limited to, quizzes and tests, journals, essays, papers, projects, laboratory/clinical exercises and examinations, presentations, simulations, portfolios, homework assignments, and instructor observations.

Cognitive Each student will be expected to Identify/Recognize...

- the essential duties and responsibilities of the medical office receptionist
- the elements of proper telephone techniques
- the basic types of medical office correspondence
- the basic types of modern office equipment
- the importance of computers in the medical office
Performance Each student will be expected to Demonstrate/Practice...

- greeting patients and making them feel comfortable in the reception area
- creating and maintaining a professional atmosphere in the reception area
- obtaining information from patients and other professionals on the phone
- managing incoming and outgoing phone messages using voice mail or other messaging systems
- scheduling patient appointments and maintaining appointment schedules
- processing office mail
- creating, editing, formatting, and printing routine medical office correspondence
- using office equipment including copy machine, fax, dictation machines, and calculator
- preparing, correcting and updating a patient medical record
- filing medical records electronically and maintaining the filing system
- handling emergency calls
- creating a medical office/pediatrician playroom/waiting room
- developing a patient education plan

Attitudinal Each student will be expected to Believe/Feel/Think...

- understand the rights of patients with regard to confidentiality of medical information
- understand the expectations of medical professionals with regard to ethical conduct

Revised 11/2008:BG