Course Description/Purpose

An overview of medical office procedures for the medical assistant or the medical office coordinator. Students will study theory and participate in practical applications such as preparing the office and reception area, welcoming patients, scheduling appointments, creating medical office correspondence and managing medical records. The use of computers in medical offices will be stressed throughout the course.

Major Units

- C Overview of medical office procedures
- C Overview of medical ethics and law
- C Reception area and activities
- C Telephone skills
- C Appointment scheduling
- C Medical office correspondence
- C Office equipment
- C Using computers in the medical office
- C Medical records management
- C Patient billing
- C Fee collection
- C Diversity in the medical office

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...

- C the essential duties and responsibilities of medical office information specialists
- C the essential duties and responsibilities of the medial office receptionist
- C the elements of proper telephone techniques
- C the basic types of medical office correspondence
- C the basic types of modern office equipment
- C the importance of computers in the medical office
- C the steps in the fee collection process
- C the importance of understanding diversity
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 a PC and word processing software
- using modern office equipment including copy machine, fax, dictation machines, and calculator
- preparing, correcting and updating a patient medical record
- filing medical records and maintain filing system
- using a PC and a word processor to create, edit and print collection letters
- handling emergency calls
- creating a medical office/pediatrician playroom/waiting room
- developing a patient education plan
- informing the patient of guidelines for surgery

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
- understand the rights and concerns of patients with regard to fee collection in cases of hardship

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