Division: Business  Area: Medical Office Administration
Course Number: MOAD 204  Course Name: Medical Office Administration II
Prerequisite: MOAD 104
Corequisite:
Hours Required: Class: 45  Lab: Credits: 3

Course Description/Purpose
A continuation of Medical Office Administration I which covers theory and practical applications such as the use of clinical simulations and understanding of diversity and how it relates to the patient population and their care. Office management skills will be practiced, especially in the area of hiring a new medical office employee. These will be accomplished through lectures, guest speakers, and field trips.

Major Units
- Medical Office Simulator
- Hiring project
- Field Trips
- Diverse patient training
- Leadership

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...

  - problems facing patients in a simulation
  - idiosyncrasies of a diverse patient population
  - steps in hiring process
  - proper interview practices
  - methods for recruiting new employees
  - the characteristics of a leader
  - professional personnel in the field
Performance Each student will be expected to Demonstrate/Practice...

- decision-making skills in solving problems facing virtual patients
- an understanding of diverse patients
- the proper steps to follow in the hiring process
- the legal ramifications of interviewing
- an understanding of recruitment procedures
- an appreciation for leadership abilities
- decorum when visiting professionals in medical facilities

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

- the patient’s problems whether medical or based on their diverse background are reasonable
- the legal aspects of the hiring process must be followed
- they can be an effective leader

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