

MED 130
ADMINISTRATIVE OFFICE PROCEDURES I

COURSE DESCRIPTION:

Prerequisites: Acceptance into the Medical Assisting diploma or certificate program

Corequisites: None

This course introduces medical office administrative procedures. Topics include appointment processing, written and oral communications, medical records, patient orientation, and safety. Upon completion, students should be able to perform basic administrative skills within the medical environment. Course Hours Per Week: Class, 1; Lab, 2; Semester Hours Credit, 2.

LEARNING OUTCOMES:

Upon successful completion of this course, the student should be able to demonstrate the following competencies and knowledge by written and/or competency evaluations:

- a. Discuss telecommunications and the technology
- b. Demonstrate telephone techniques.
- c. Demonstrate computer skills in word processing.
- d. Discuss patient confidentiality and guidelines for maintaining confidentiality while following HIPPA requirements.
- e. Identify the six major scheduling systems.
- f. Describe guidelines for scheduling appointments and setting up a reminder system.
- g. Explain the reasons for accurate office files.
- h. Discuss the procedure for releasing information from medical records.
- i. Compare and contrast the use of manual medical records and electronic medical records.
- j. Identify the role of the medical assistant in producing written communications.
- k. Discuss the use of new communication technology in the health care setting and discuss appropriate confidentiality issues.

OUTLINE OF INSTRUCTION:

- I. Telecommunications
 - A. Basic telephone techniques
 - B. Personality
 - C. Etiquette
 - D. Screening calls
 - E. Types of calls
 - F. Ending calls
 - G. Messaging
 - H. Angry callers

- I. English-as-a-second-language callers
 - J. Outgoing calls
 - K. Telephone documentation
 - L. Telephone Directories
 - M. Legal/Ethical considerations
- II. Telephone Technology
- A. Answering service and machines
 - B. Faxes
 - C. E-mail
 - D. Instant Messaging (IM)
 - E. Cellular services
 - F. Paging systems
 - G. Legal/Ethical considerations
- III. Computer Systems
- A. Input devices
 - B. Central processing unit (CPU)
 - C. Software
 - D. Output devices
 - E. System backup
 - F. Security
 - G. HIPPA standards
- IV. Patient Scheduling
- A. Scheduling systems
 - B. Styles
 - C. Analyzing patient flow
 - D. Legal issues
 - E. Computer scheduling
 - F. Inpatient and outpatient admissions and procedures
 - G. Cancellations
 - H. Computer/Manual schedules
- V. Medical Records Management
- A. Ownership of medical records
 - B. Authorization of Release
 - C. Accuracy and corrections
 - D. Filing
 - E. Manual and electronic medical records (EMR's)
 - F. Types of medical records
 - G. Legal/ethical considerations
- VI. Written Communications
- A. Writing tips
 - B. Spelling

- C. Components of a business letter
- D. Letter Styles
- E. Supplies
- F. Processing
- G. Technologies
- H. Legal/ethical considerations

REQUIRED TEXTBOOKS AND MATERIALS:

Texts to be selected by the instructor and made available through the bookstore.

STATEMENT OF STUDENTS WITH DISABILITIES:

Students who require academic accommodations due to any physical, psychological, or learning disability are encouraged to request assistance from a disability services counselor within the first two weeks of class. Likewise, students who potentially require emergency medical attention due to any chronic health condition are encouraged to disclose this information to a disability services counselor within the first two weeks of class. Counselors can be contacted by calling 686-3652 or by visiting the Student Development Office in the Phail Wynn Jr. Student Services Center, room 1309.