COURSE TITLE: Medical Office Procedures and Management introducing the automated medical office

COURSE OVERVIEW: This course will enable the student to learn about the different aspects of the Medical Office at different settings. It will incorporate what is and what is not appropriate in the Medical Office settings. It will start with how to become a successful student and finish with the students having the option to take the Medical Administrative Assistant Certification.

COURSE OBJECTIVES: Students will gain knowledge of best practices in the Medical office, Medical Banking and how to accurately record charges, as well as how to manage a Practice. This will be done with lectures, power points and workbooks.

INSTRUCTIONAL STRATEGIES: This course combines lecture instructions with lab application. Instructional strategies include lecture, demonstration, discussion, practical application, simulation and presentations. Multiple choice assessments are given at the end of each module.

COURSE OUTLINE:

Module 1: Introduction
- Becoming a successful Student
- The healthcare Industry

Module 2: Introduction to Medical Office Assisting
- Professional Behavior in the workplace
- Interpersonal Skills and Human Behavior
- Medicine and Ethics
- Medicine and law
- Computer Concepts
- Telephone Techniques
- Scheduling Appointments
- Patient Reception and Processing
- The office Environment and Daily Operations
- Written Communications and Mail Processing

Module 3: Health Information in the Medical Office
- Medical Records Management
- Health Information Management
- Privacy in the Physician’s Office

Module 4: Billing and Coding Procedures
- Review of codes
- Maximizing reimbursement
• Basics of Health Insurance
• Determination of fees

Module 5: Financial and Practice Management
• Banking service and procedures
• Management of Practice Finances
• Medical Practice Management and Human Resources
• Medical Practice Marketing and Customer Service

Module 6: Assisting with Medical Specialties
• Understanding common emergencies
• How to handle common emergencies
• What Supplies and equipment are need for common emergencies

*Session Course Outlines may change as needed, and shall be determined by the instructor. Content shall not change, and if so, students shall be given prior notice. However, the course breakout in sessions per week may vary, but all contact hours shall be met within the term, and within the class schedule parameters.