Western Technical College

10501110 Medical Administrative Procedures

Course Outcome Summary

Course Information

Description	Introduces students to office management, business administration, and the electronic medical record (EMR) in the medical office. Students learn to schedule appointments, perform filing, record keeping, telephone and reception duties, communicate effectively with patients and other medical office staff, keep an inventory of supplies, and prepare insurance claim forms.
Career Cluster	Health Science
Instructional Level	Associate Degree Courses
Total Credits	2
Total Hours	54

Textbooks

MindTap Medical Office Simulation Software 3.0. 1st Edition. Copyright 2019. Publisher: Cengage Learning. **ISBN-13:** 978-1-3376-2637-8. Required.

Learner Supplies

Webcam and headset with microphone. **Vendor:** To be discussed in class. Required.

Success Abilities

1.   Cultivate Passion: Expand a Growth-Mindset

2.   Cultivate Passion: Increase Self-Awareness

3.   Live Responsibly: Foster Accountability

4.   Refine Professionalism: Act Ethically

5.   Refine Professionalism: Improve Critical Thinking

6.   Refine Professionalism: Participate Collaboratively

Program Outcomes

1.   Perform financial practices through analysis of payer data and reimbursement methods

2.   Demonstrate professionalism in a healthcare setting

3.   Apply technology to administrative functions in a healthcare-related setting

4.   Apply HIPAA, federal and state law, and regulatory compliance in business health practices

5.   Use medical terminology and knowledge of the human body systems in performing essential functions of health business environment

Course Competencies

1.   Analyze general office policies.

Assessment Strategies
1.1.   in an oral or written response

Criteria

You will know you are successful when

1.1.   you summarize general office policies.
1.2.   you address the legal implications associated with confidentiality of patient and medical records.
1.3.   you explain how confidentiality is maintained with the use of computerized medical records.
1.4.   you apply correct medical terminology.

2.   Organize patient's medical record.

Assessment Strategies
2.1.   in a simulation
2.2.   in a written exam

Criteria

You will know you are successful when

2.1.   you identify types of records common to the healthcare setting
2.2.   you describe various types of content maintained in a patient's medical record
2.3.   you describe the differences between the components of the medical record
2.4.   you explain the term "routing" as it pertains to the medical record
2.5.   you describe the difference between source-oriented and problem-oriented medical records
2.6.   you differentiate between active, inactive, and closed files
2.7.   you specify the requirements for the retention of medical and business records in the medical office
2.8.   you compare and contrast electronic and hard copy medical record systems
2.9.   you explain why the physician is the legal owner of a patient's medical record
2.10.   you discuss how to protect patient confidentiality
2.11.   you gather and record required demographic date
2.12.   you enter patient information (e.g. on the patient registration form or in the medical office database)

3.   Demonstrate telephone techniques.

Assessment Strategies
3.1.   in a written, oral or case study response

Criteria

You will know you are successful when

3.1.   you discuss the correct technique (e.g. including proper etiquette) to use when answering the telephone for a medical practice

3.2.   you discuss how the use of the telephone can affect the image of the medical practice
3.3.   you discuss the use of "hold" with several incoming calls
3.4.   you discuss taking a message from a patient and correctly documenting the information
3.5.   you discuss how various kinds of calls should be handled according to the urgency of the situation such as emergencies, test results, referral requests, and patient appointments
3.6.   you explain how a breach of patient confidentiality can be avoided when using the telephone
3.7.   you describe the role of answering machines, answering services, pagers, and electronic mail in the medical office

4. Manage appointment schedule using established priorities.

Assessment Strategies
4.1.   in a written or oral response
4.2.   using an appointment book or appointment management software

Criteria

You will know you are successful when

4.1.   you discuss pros and cons of various types of appointment management systems
4.2.   you describe scheduling guidelines
4.3.   you identify critical information required for scheduling patient admissions and/or procedures
4.4.   you identify time management principles
4.5.   you assess simulated phone calls to determine scheduling priorities
4.6.   you schedule patient admissions and/or procedures
4.7.   you document scheduling changes in the correct location
4.8.   you include documentation of the status of the appointment: late, no show, rescheduled or cancelled
4.9.   you recognize office policies and protocols for handling appointments
4.10.   you implement time management principles to maintain effective office function

5. Demonstrate filing of medical records.

Assessment Strategies
5.1.   in a simulation
5.2.   in a written exam

Criteria

You will know you are successful when

5.1.   you describe indexing rules
5.2.   you describe the use of an out guide folder
5.3.   you identify systems for organizing medical records
5.4.   you discuss pros and cons of various filing methods
5.5.   you identify both equipment and supplies needed for filing medical records
5.6.   you discuss filing procedures
5.7.   you consider staff needs and limitations in establishment of a filing system
5.8.   you arrange a group of charts in numerical order
5.9.   you select the correct color-coded letters/numbers for color coding a patient's chart
5.10.   you apply indexing rules when preparing labels for charts
5.11.   you maintain organization by filing (e.g. medical records, business documents)
5.12.   you organize technical information and summaries

6. Perform an office inventory.

Assessment Strategies
6.1.   in a written or oral response

Criteria

You will know you are successful when

6.1.   you describe how a spreadsheet is used to track supplies in a medical practice
6.2.   you describe how to verify the receipt of a shipment of supplies with the purchase order against the packing slip
6.3.   you discuss the importance stock numbers, descriptions, quantity, and unit price
6.4.   you complete purchase order for needed supplies

7.   Perform routine maintenance of office equipment with documentation.

Assessment Strategies

7.1.   in a written or oral response

Criteria

You will know you are successful when

7.1.   you describe how a spreadsheet is used to track equipment maintenance and servicing
7.2.   you discuss the importance of routine maintenance of office equipment
7.3.   you describe troubleshooting techniques for equipment that is not operating properly
7.4.   you describe the procedure to be followed when equipment is not functioning properly
7.5.   you document the maintenance procedure performed for a piece of equipment in the administrative and/or clinical area

8.   Compose professional/business letters.

Assessment Strategies

8.1.   in the production of written documents
8.2.   in written exam

Criteria

You will know you are successful when

8.1.   you describe how to file document copies according to established procedures
8.2.   you recognize elements of fundamental writing skills
8.3.   you produce written documents using word processing software
8.4.   you respond to and initiate written communication as needed for the medical office
8.5.   you proofread and edit documents before distribution
8.6.   you format document correctly according to established guidelines
8.7.   you use correct grammar and spelling
8.8.   you address an envelope according to postal OCR guidelines

9.   Demonstrate the use of office hardware and software to maintain office systems.

Assessment Strategies

9.1.   in a written or oral response

Criteria

You will know you are successful when

9.1.   you discuss applications of electronic technology in effective communication
9.2.   you discuss principles of using Electronic Medical Records (EMR)
9.3.   you execute data management using electronic healthcare records such as the EMR
9.4.   you use internet to access information related to the medical office

10.   Integrate principles of customer service in the healthcare setting.

Assessment Strategies

10.1.   by analyzing scenarios in case studies
10.2.   in a simulated health care setting

Criteria

You will know you are successful when

10.1.   you identify both internal and external healthcare customers
10.2.   you focus on effective customer communication
10.3.   you determine responsive methods to identify and meet customer needs
10.4.   you determine effective customer follow-up procedures
10.5.   you identify cultural health beliefs and design effective methods to meet the needs of the diverse customer