

Medical Office Procedures

Course Outcome Summary

Course Information

Organization	Madison Area Technical College
Developers	Kathy Spahn
Development Date	9/23/2003
Course Number	10-106-165
Instructional Level	Associate Degree
Potential Hours of Instruction	54
Total Credits	3

Description

Emphasizes medical office procedures in the areas of communication, reception, appointment scheduling, record keeping, records management, telephone procedures, entering daily transactions, billing and collecting, banking procedures, preparing payroll. handling routine business correspondence, inventory/supplies, and an introduction to features in an electronic office situation.CrLf

Target Population

Medical Office Procedures is a required course for all students enrolled in the Medical Administrative Specialist program, Medical Transcriptionist Diploma program, and Medical Assistant program.CrLf

Types of Instruction

Instruction Type	Contact Hours	Credits
Classroom Presentation	54	3

Exit Learning Outcomes

Core Abilities

- A. Critical thinking
- B. Science and Technology

Competencies

A. Use computers in the medical office

Linked Core Abilities

Critical thinking
Science and Technology

You will demonstrate your competence:

- A.1. by searching the Internet for diseases and treatments
- A.2. in lab performance

Your performance will be successful when:

- A.1. you identify hardware/software components
- A.2. you examine the Internet for research purposes

- A.3. you use MS Word
- A.4. you use MediSoft Patient Accounting software

B. Follow telephone procedures to schedule appointments in the medical office

Linked Core Abilities

Critical thinking
Science and Technology

You will demonstrate your competence:

- B.1. by scheduling and rescheduling appointments using MediSoft software and paper schedules
- B.2. by recording appropriate telephone messages

Your performance will be successful when:

- B.1. you describe appropriate telephone skills and etiquette
- B.2. you identify major methods for scheduling appointments
- B.3. you demonstrate triaging skills

C. Manage records

Linked Core Abilities

Critical thinking

You will demonstrate your competence:

- C.1. by submitting the Records Management Assignment
- C.2. by submitting the Filing Practice Activities worksheet

Your performance will be successful when:

- C.1. Records Management Assignment includes indentifying consecutive number filing
- C.2. Records Management Assignment includes indentifying terminal digit filing
- C.3. Records Management Assignment includes indentifying alphabetic filing
- C.4. Filing Practice Activities worksheet includes indentifying consecutive number filing
- C.5. Filing Practice Activities worksheet includes indentifying terminal digit filing
- C.6. Filing Practice Activities worksheet includes indentifying alphabetic filing

D. Develop written communications

Linked Core Abilities

Critical thinking

You will demonstrate your competence:

- D.1. by writing a mailable business letter
- D.2. by proofreading and editing a medical report
- D.3. by selecting appropriate classes and services of mail from a list of items to be sent in the outgoing mail

Your performance will be successful when:

- D.1. you recognize good written communication skills
- D.2. you compose written communications
- D.3. you demonstrate proofreading and editing techniques
- D.4. you explain appropriate mail services and class of mail

E. Maintain patient medical records

Linked Core Abilities

Critical thinking

Science and Technology

You will demonstrate your competence:

- E.1. by transcribing medical dictation
- E.2. by identifying components of the SOAP and POMR formats

Your performance will be successful when:

- E.1. you examine components of a medical record
- E.2. you explore the components of SOAP and POMR formats
- E.3. you transcribe medical dictation
- E.4. you explore standards for quality assurance in maintaining medical records

F. Maintain supplies and inventory

Linked Core Abilities

Critical thinking

You will demonstrate your competence:

- F.1. by ordering office supplies
- F.2. by completing a purchase order

Your performance will be successful when:

- F.1. you give examples of organizing medical office supplies
- F.2. you take an inventory of medical office supplies
- F.3. you order supplies

G. Complete insurance records using the proper coding

Linked Core Abilities

Critical thinking

Science and Technology

You will demonstrate your competence:

- G.1. by correctly identifying procedural codes on a worksheet
- G.2. by entering proper procedures into MediSoft

Your performance will be successful when:

- G.1. you summarize medical insurance and coding terms
- G.2. you discuss differences of managed care options
- G.3. you explain process of diagnostic and procedural coding

H. Maintain billing, reimbursements and collections

Linked Core Abilities

Critical thinking

Science and Technology

You will demonstrate your competence:

- H.1. by posting patient payments into MediSoft
- H.2. by updating patient statements in MediSoft
- H.3. by preparing an effective collection letter

Your performance will be successful when:

- H.1. you compute charges for medical services
- H.2. you explain the process of completing and transmitting insurance forms
- H.3. you explain advantages of using electronic claims
- H.4. you explain procedures/options for collecting delinquent accounts

I. Practice finances

Linked Core Abilities

Critical thinking

Science and Technology

You will demonstrate your competence:

- I.1. by updating daily journals in MediSoft
- I.2. by completing posting transactions to patient statements
- I.3. by completing deposit slips for payments received

Your performance will be successful when:

- I.1. you use basic accounting terms
- I.2. you demonstrate basic accounting principles
- I.3. you summarize banking duties in the medical office
- I.4. you explain payroll process

J. Manage a medical office

Linked Core Abilities

Critical thinking

Science and Technology

You will demonstrate your competence:

- J.1. by making travel arrangements and creating an itinerary
- J.2. by creating an agenda

Your performance will be successful when:

- J.1. you examine qualifications of an office manager
- J.2. you explain guidelines for making travel arrangements
- J.3. you explain guidelines for arranging a meeting
- J.4. you explain the importance of a policies and procedures manual