

# MINNESOTA WEST COMMUNITY & TECHNICAL COLLEGE

## COURSE OUTLINE

**DEPT. ADSM**

**COURSE NUMBER: 1120**

**NUMBER OF CREDITS: 4**

**Lecture: 4 Lab: 0 OJT 0**

<b>Course Title:</b>
Medical Office Procedures

<b>Catalog Description:</b>
Medical Office Procedures introduces organization, technical, personal, and leadership skills critical to the integration of medical office tasks in today's fast paced healthcare environment. Topics explored include medicolegal regulations, telephone etiquette and techniques, scheduling, medical records management, word processing, accounting, banking and finance management principles. Content also includes computer security. Students will utilize a fully online integrated electronic health record system.

<b>Prerequisites or Necessary Entry Skills/Knowledge:</b>
None.

**FULFILLS MN TRANSFER CURRICULUM AREA(S) (*Leave blank if not applicable*)**

Goal 1: Communication: \_\_\_\_ by meeting the following competencies:

Goal 2: Critical Thinking: \_\_\_\_ by meeting the following competencies:

Goal 3: Natural Sciences: \_\_\_\_ by meeting the following competencies:

Goal 4: Mathematics/Logical Reasoning: \_\_\_\_ by meeting the following competencies:

Goal 5: History and the Social and Behavioral Sciences: \_\_\_\_ by meeting the following competencies:

Goal 6: The Humanities and Fine Arts: \_\_\_\_ by meeting the following competencies:

Goal 7: Human Diversity: \_\_\_\_ by meeting the following competencies:

Goal 8: Global Perspective: \_\_\_\_ by meeting the following competencies:

Goal 9: Ethical and Civic Responsibility: \_\_\_\_ by meeting the following competencies:

Goal 10: People and the Environment: \_\_\_\_ by meeting the following competencies:

<b>Topics to be Covered</b>
Office management, technology, ethics, professionalism, office policies, procedures and practices, office inventory, and scribing/office documentation.

<b>Student Learning Outcome</b>
Understand the variety of healthcare settings in the current industry.
Identify administrative medical healthcare roles and their contribution to the healthcare environment.
Understand and exhibit professional behavior and setting career goals.
Develop interpersonal skills and improve communication with diverse populations.
Understand professional scope, ethical boundaries, and legal terminology.
Understand and apply HIPAA guidelines as they pertain to a healthcare environment.

Demonstrate preparation of a bank deposit and appropriate office documents.
Understand the basics of accounting in practice finances.
Understand importance of proactive patient education re: billing and demonstrate skills.
Demonstrate office management skills to include mail, faxing, memos, documentation and filing.
Understand and utilize computers, telephones, and other technologies appropriate to current healthcare settings.
Schedule an appointment and demonstrate knowledge of processing a patient's visit.
Explain and utilize basic technology used in EHR implementation
Demonstrate understanding of the purpose and application of an HER.
Demonstrate a knowledge of customer service and marketing a medical practice.
Demonstrate knowledge of posting adjustments, processing balances, and collection follow-up.
Explore the role of medical home and patient navigator.
Complete a medical office supply inventory.
Describe the role of the scribe in the healthcare environment.
Describe computer security and meaningful use.

**Is this course part of a transfer pathway:** Yes ☐ No ☒

Revised Date: 3/1/21