Faculty members are required to have the outline submitted to the Academic Affairs Office. The course outline is the form used for approval of new courses by the Academic Affairs and Standards Council.

DEPT. ADSM COURSE NUMBER: 1120

NUMBER OF CREDITS: 4 Lecture: 4 Lab: 0 OJT 0

<table>
<thead>
<tr>
<th>Course Title:</th>
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<tr>
<td>Medical Office Procedures</td>
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<tr>
<th>Catalog Description:</th>
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<td>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.</td>
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<tr>
<th>Prerequisites or Necessary Entry Skills/Knowledge:</th>
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<tr>
<td>None.</td>
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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:
### Topics to be Covered (General)
Office management, technology, ethics, professionalism, office policies, procedures and practices, office inventory, and scribing/office documentation.

### Student Learning Outcomes

*2-3 Learning outcomes per credit  
*Must be observable  
*Must be measurable  
*Must specify an action that is done by student learners  
*More specific objectives can be identified on instructor syllabi for the course  
*Must begin with an action verb  

Please remove all * instructions before submitting.

1. Understand the variety of healthcare settings in the current industry.
2. Identify administrative medical healthcare roles and their contribution to the healthcare environment.
3. Understand and exhibit professional behavior and setting career goals.
4. Develop interpersonal skills and improve communication with diverse populations.
5. Understand professional scope, ethical boundaries, and legal terminology.
6. Understand and apply HIPAA guidelines as they pertain to a healthcare environment.
7. Demonstrate preparation of a bank deposit and appropriate office documents.
8. Understand the basics of accounting in practice finances.
9. Understand importance of proactive patient education re: billing and demonstrate skills.
10. Demonstrate office management skills to include mail, faxing, memos, documentation and filing.
11. Understand and utilize computers, telephones, and other technologies appropriate to current healthcare settings.
12. Schedule an appointment and demonstrate knowledge of processing a patient’s visit.
13. Explain and utilize basic technology used in EHR implementation.
14. Demonstrate understanding of the purpose and application of an HER.
15. Demonstrate a knowledge of customer service and marketing a medical practice.
16. Demonstrate knowledge of posting adjustments, processing balances, and collection follow-up.
17. Explore the role of medical home and patient navigator.
18. Complete a medical office supply inventory.
19. Describe the role of the scribe in the healthcare environment.
20. Describe computer security and meaningful use.

See SAMPLE EXPECTED LEARNING OUTCOMES STATEMENTS and ACTION VERB LIST FOR COURSE OUTCOMES in the Minnesota West Curriculum Development Manual which can be accessed at [https://www.mnwest.edu/faculty-resources/curriculum-manual](https://www.mnwest.edu/faculty-resources/curriculum-manual)

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<thead>
<tr>
<th>Is this course part of a transfer pathway:</th>
<th>Yes ☐ No ☒</th>
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<td>*If yes, please list the competencies below</td>
<td></td>
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Revised Date: 3/1/21