DEPT. ADSM COURSE NUMBER: 1120

NUMBER OF CREDITS: 3 Lecture: 2 Lab: 1 OJT 0

Course Title:
Medical Office Procedures

Catalog Description:
Introduces medical office career information with an emphasis on medical ethics and professional liability, medical receptionist tasks, working with medical records, work processing, and bookkeeping/billing.

Prerequisites or Necessary Entry Skills/Knowledge:
None

FULFILLS MN TRANSFER CURRICULUM AREA(S)
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)
Current healthcare industry
Medical administrative assisting
Professional behavior
Interpersonal skills
### Student Learning Outcomes

1. Understand the variety of healthcare settings in the current industry.
2. Identify administrative medical assisting 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 and ethical boundaries.
6. Understand legal terms and requirements.
7. Understand and utilize computers, telephones, and other technologies appropriate to current healthcare settings.
8. Schedule an appointment and demonstrate knowledge of processing a patient’s visit.
9. Demonstrate office management skills to include mail, faxing, memos, etc.
10. Understand and demonstrate medical filing concepts and documentation procedures.
11. Understand privacy and confidentiality in medical settings.
12. Understand importance of proactive patient education re: billing and demonstrate skills.
13. Demonstrate knowledge of posting adjustments, processing balances, and collection follow-up.
14. Demonstrate preparation of a bank deposit and appropriate office documents.
15. Understand the basics of accounting in practice finances.
16. Understand the importance of management in the medical office and demonstrate knowledge of human resource procedures.
17. Demonstrate a knowledge of customer service and marketing a medical practice.

*If yes, please list the competencies below*