

MED 135 : Medical Office Procedures

Credits 4

Quarter Offered Winter

This course is designed to provide instruction in general office administration duties. Topics to be covered include telecommunications, scheduling, filing, interpersonal communications, and professional correspondence. There will be review and discussion of various machines and equipment used in the business office, as well as exercises in the maintenance of office equipment, procurement of supplies, and maintenance of inventory. Students will be instructed in the use of an educational electronic health record (EHR) system. This class may include students from multiple sections.

Prerequisites

Medical Assisting or Medical Office Assisting Program Admittance

Course Outcomes

Competencies/Objectives/Outcomes/Methods of Assessment/Assignment:

Applied Communications

V. Concepts of Effective Communication

V.C.6. Identify techniques for coaching a patient related to specific needs

V.C.7. Identify different types of electronic technology used in professional communication

V.P.1. Respond to nonverbal communication

V.P.3. Coach patients regarding:

a. office policies

b. medical encounters

V.P.4. Demonstrate professional telephone techniques

V.P.5. Document telephone messages accurately

V.P.6. Using technology, compose clear and correct correspondence

V.P.7. Use a list of community resources to facilitate referrals

V.P.8. Participate in a telehealth interaction with a patient Medical Business Practices

VI. Administrative Functions

VI.C.1 Identify different types of appointment scheduling methods

VI.C.2. Identify critical information required for scheduling patient procedures

VI.C.3. Recognize the purpose for routine maintenance of equipment

VI.C.4. Identify steps involved in completing an inventory

VI.C.5. Identify the importance of data backup

VI.C.6. Identify the components of an Electronic Medical Record, Electronic Health Record, and Practice Management System

VI.P.1. Manage appointment schedule using established priorities

VI.P.2. Schedule a patient procedure

VI.P.3. Input patient data using an electronic system

VI.P.4. Perform an inventory of supplies

A.4. Demonstrate active listening