
SECTION HEADING

ADSM 1120: Medical Office Procedures

Description

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.

Credits

4

Prerequisite

None

Corequisite

None

Topics to be Covered

1. Office management, technology, ethics, professionalism, office policies, procedures and practices, office inventory, and scribing/office documentation.

Learning Outcomes

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.

Credit Details

Lecture: 4

Lab: 0

OJT: 0

MnTC Goal Area(s): None