Course Description

This course is designed to train the student for administrative duties in the medical office. Thus, it teaches administrative office procedures as well as providing exercises in judgment, independent action, and coping with interruptions. Lecture 3 hours

General Course Purpose

This course is covers procedures, records management, preparation of medical reports, and other medical documents.

Course Prerequisites/Co-requisites

Co-requisite AST 102 ‘Keyboarding II’ or equivalent.

Course Objectives

Upon completing the course, the student should be able to:

- List qualities found in a competent medical assistant.
- Understand medical history and terminology.
- Discuss informal consent
- Explain the importance of the Hippocratic oath
- Explain the AMA Principles of Medical Ethics
- Describe the Patients’ Bill of Rights
- Explain the HIPAA Guidelines concerning patients rights to privacy
- Demonstrate effective listening
- Describe fire, electrical, mechanical, and chemical safety
- Discuss the importance of OSHA
- Demonstrate proper telephone techniques
- Discuss legal and ethical issues
- Demonstrate proper written communication skills
- Discuss computer security issues

Major Topics to be Included

- Professional Medical Assistant
- Medical Terminology and History
- Medical Ethics, Law, and Compliance
- Telephone Procedures and Scheduling
- Records Management
- Written Communications
- Listening Skills
- Safety Issues
- Telephone Techniques
- Patient Medical Records
- Insurance Coding
- Billing, Reimbursement, and Collection
- Office Management