

TEMA 1000 - Introduction to Medical Office Receptionist (2 Credits)

Course Description

This course delves into the critical roles and responsibilities of a medical office receptionist within the healthcare team. By emphasizing professionalism, law & ethics, and effective communication, students are prepared to integrate seamlessly into healthcare settings and maintain the highest professionalism and communication standards.

Course Objectives

- Describe the structure and functions of the healthcare delivery team and the receptionist's role within it.
 - Demonstrate a deep sense of professionalism, emphasizing punctuality, appearance, and behavior suitable for healthcare environments.
 - Identify the legal and ethical responsibilities inherent in a medical receptionist role, focusing on patient rights and data protection.
 - Demonstrate strong communication skills tailored to patient interactions, intra-team dialogues, and external communications.
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Course Outline

- Orientation
 - Medical Receptionist and Healthcare Team
 - Professionalism
 - Legal and Ethical Issues
 - Communication Skills
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Textbook & Reading Materials

Cengage Unlimited Subscription, Cengage

Assignments and Assessments

Welcome
Orientation
Policies and Orientation
Syllabus and Course Agreement
Remind Sign Up
Course Timeline
Check point meeting- Module 1
Read: Chapter 1 The Medical Assistant, Health Care Team, and Medical Environment
PowerPoints: Chapter 1 The Medical Assistant, Health Care Team, and Medical Environment
The Medical Office Receptionist, Health Care Team, and Medical Environment Concept Check
Why do you want to become a Medical Office Receptionist?
Medical Office Receptionist
Healthcare Delivery Systems
Interdisciplinary Team & Medical Specialties Worksheet
Check Your Understanding: Chapter 1 The Medical Assistant, Health Care Team, and Medical Environment
Learning Lab: Health Care Roles and Responsibilities
Video Quiz: Qualities of a Successful Medical Assistant
Quiz: Chapter 1 The Medical Office Receptionist, Health Care Team and Medical Environment
Flashcards: Chapter 1 The Medical Assistant, Health Care Team, and Medical Environment
Chapter 1 Exam - Requires Respondus LockDown Browser+ Webcam
Check point meeting- Module 2
Read: Chapter 2 Professionalism
PowerPoints: Chapter 2 Professionalism
Professionalism Concept Check
Check Your Understanding: Chapter 2 Professionalism
Case Study: Interpersonal Skills (Chapter 2 Professionalism)
Emotional Intelligence
Emotional Intelligence Improvement Plan
Video Quiz: Attributes of Professionalism (Chapter 2 Professionalism)
Quiz: Chapter 2 Professionalism
Flashcards: Chapter 2 Professionalism
Chapter 2 Exam - Requires Respondus LockDown Browser+ Webcam
Check point meeting- Module 3
Read: Chapter 01 The Big Business of Health Care and You
Poll: What Can You Do? Chapter 01 The Big Business of Health Care and You
The Big Business of Health Care and You Worksheet
Case Study: Chapter 01 The Big Business of Health Care and You
The Big Business of Health Care and You Writing Assignment
Quiz: Chapter 01 The Big Business of Health Care and You
Flashcards: Chapter 01 The Big Business of Health Care and You

The Big Business of Health Care and You Exam - Requires Respondus LockDown Browser+ Webcam
Read: Chapter 02: Laws and Regulations You Will Encounter
PowerPoint: Chapter 02: Laws and Regulations You Will Encounter
Poll: A Workplace Law to Know Chapter 02: Laws and Regulations You Will Encounter
Laws and Regulations You Will Encounter Worksheet
Case Study: Chapter 02: Laws and Regulations You Will Encounter
Laws and Regulations You Will Encounter Writing Assignment
Quiz: Chapter 02: Laws and Regulations You Will Encounter
Flashcards: Chapter 02: Laws and Regulations You Will Encounter
Laws and Regulations You Will Encounter Exam - Requires Respondus LockDown Browser+ Webcam
Read: Chapter 03: From the Constitution to the Courtroom
PowerPoint: Chapter 03: From the Constitution to the Courtroom
Poll: A Threat of Litigation Chapter 03: From the Constitution to the Courtroom
From the Constitution to the Courtroom Worksheet
Case Study: Chapter 03: From the Constitution to the Courtroom
From the Constitution to the Courtroom Writing Assignment
Quiz: Chapter 03: From the Constitution to the Courtroom
Flashcards: Chapter 03: From the Constitution to the Courtroom
From the Constitution to the Courtroom Exam - Requires Respondus LockDown Browser+ Webcam
Read: Chapter 04: Criminal Acts and Intentional Torts
PowerPoint: Chapter 04: Criminal Acts and Intentional Torts
Poll: A Medication Diversion Chapter 04: Criminal Acts and Intentional Torts
Criminal Acts and Intentional Torts Worksheet
Case Study: Chapter 04: Criminal Acts and Intentional Torts
Criminal Acts and Intentional Torts Writing Assignment
Quiz: Chapter 04: Criminal Acts and Intentional Torts
Flashcards: Chapter 04: Criminal Acts and Intentional Torts
Criminal Acts and Intentional Torts Exam - Requires Respondus LockDown Browser+ Webcam
Read: Chapter 05: What Makes a Contract
PowerPoint: Chapter 05: What Makes a Contract
Poll: First Impressions Chapter 05: What Makes a Contract
What Makes a Contract Worksheet
Case Study: Chapter 05: What Makes a Contract
What Makes a Contract Writing Assignment
Quiz: Chapter 05: What Makes a Contract
Flashcards: Chapter 05: What Makes a Contract
What Makes a Contract Exam - Requires Respondus LockDown Browser+ Webcam
Read: Chapter 06: Medical Malpractice and Other Lawsuits

PowerPoint: Chapter 06: Medical Malpractice and Other Lawsuits

Poll: Informed Consent 06: Medical Malpractice and Other Lawsuits

Medical Malpractice and Other Lawsuits Worksheet

Case Study: Chapter 06: Medical Malpractice and Other Lawsuits

Medical Malpractice and Other Lawsuits Writing Assignment

Quiz: Chapter 06: Medical Malpractice and Other Lawsuits

Flashcards: Chapter 06: Medical Malpractice and Other Lawsuits

Medical Malpractice and Other Lawsuits Exam - Requires Respondus LockDown Browser+ Webcam

Read: Chapter 07: The Health Record

PowerPoint: Chapter 07: The Health Record

Poll: The Health Record Chapter 07: The Health Record

The Health Record Worksheet

Case Study: Chapter 07: The Health Record

The Health Record Writing Assignment

Quiz: Chapter 07: The Health Record

Flashcards: Chapter 07: The Health Record

The Health Record Exam - Requires Respondus LockDown Browser+ Webcam

Read: Chapter 08: Introduction to Ethics

PowerPoint: Chapter 08: Introduction to Ethics

Poll: Recognizing Ethical Dilemmas Chapter 08: Introduction to Ethics

Introduction to Ethics Worksheet

Case Study: Chapter 08: Introduction to Ethics

Introduction to Ethics Writing Assignment

Quiz: Chapter 08: Introduction to Ethics

Flashcards: Chapter 08: Introduction to Ethics

Introduction to Ethics Exam - Requires Respondus LockDown Browser+ Webcam

Read: Chapter 09: Laws and Ethics of Patient Confidentiality

PowerPoint: Chapter 09: Laws and Ethics of Patient Confidentiality

Poll: Patients and Privacy Chapter 09: Laws and Ethics of Patient Confidentiality

Laws and Ethics of Patient Confidentiality Worksheet

Case Study: Chapter 09: Laws and Ethics of Patient Confidentiality

Laws and Ethics of Patient Confidentiality Writing Assignment

Quiz: Chapter 09: Laws and Ethics of Patient Confidentiality

Flashcards: Chapter 09: Laws and Ethics of Patient Confidentiality

Laws and Ethics of Patient Confidentiality Exam - Requires Respondus LockDown Browser+ Webcam

Read: Chapter 10: Professional Ethics and the Living

PowerPoint: Chapter 10: Professional Ethics and the Living

Poll: The Ethics in Practice Chapter 10: Professional Ethics and the Living

Professional Ethics and the Living Worksheet

Case Study: Chapter 10: Professional Ethics and the Living

Professional Ethics and the Living Writing Assignment

Quiz: Chapter 10: Professional Ethics and the Living

Flashcards: Chapter 10: Professional Ethics and the Living

Professional Ethics and the Living Exam - Requires Respondus LockDown Browser+Webcam

Read: Chapter 11: Reproductive Issues and Early Life

PowerPoint: Chapter 11: Reproductive Issues and Early Life

Poll: Ethical Issues Surrounding Embryos Chapter 11: Reproductive Issues and Early Life

Reproductive Issues and Early Life Worksheet

Case Study: Chapter 11: Reproductive Issues and Early Life

Reproductive Issues and Early Life Writing Assignment

Quiz: Chapter 11: Reproductive Issues and Early Life

Flashcards: Chapter 11: Reproductive Issues and Early Life

Reproductive Issues and Early Life Exam - Requires Respondus LockDown Browser+Webcam

Read: Chapter 12: Death and Dying

PowerPoint: Chapter 12: Death and Dying

Poll: Ethics of Death Chapter 12: Death and Dying

Death and Dying Worksheet

Case Study: Chapter 12: Death and Dying

Death and Dying Writing Assignment

Quiz: Chapter 12: Death and Dying

Flashcards: Chapter 12: Death and Dying

Death and Dying Exam - Requires Respondus LockDown Browser + Webcam

Check point meeting- Module 4

Read: Chapter 4 Applying Communication Skills

PowerPoint: Chapter 4 Applying Communication Skills

Applying Communication Skills Concept Check

Check Your Understanding: Chapter 4 Applying Communication Skills

Learning Lab: Professional Communication (Chapter 4 Applying Communication Skills)

Critical Thinking Challenge 3.0: ESL - Language Barrier (Chapter 4 Applying Communication Skills)

Helping Hands Article

Language and Culture Video

Communication Process Video

Video Quiz: Communication (Chapter 4 Applying Communication Skills)

Quiz: Chapter 4 Applying Communication Skills

Flashcards: 4 Applying Communication Skills

Chapter 4 Exam - Requires Respondus LockDown Browser+ Webcam

Check point meeting- Module 5

End of Course Survey

Subject to change. Please consult your Canvas course for the most current instructions and updates.

Classroom Hours

Mo, Tu, W, Th, Fr
8:00 AM - 11:00 AM

For a full list of course hours visit: [Course Schedule](#)

Instructor Contact Information

Dusty Hunter — dhunter@stech.edu
Ashlyn Ogden — aogden@stech.edu

Office Hours: By appointment

Email is the preferred method of communication; you will receive a response within 24 hours during regular business hours.

Canvas Information

Canvas is the where course content, grades, and communication will reside for this course.

- stech.instructure.com
 - For Canvas passwords or any other computer-related technical support contact Student Services.
 - For regular Hours and Weekdays call (435) 586 - 2899.
 - For after Hours & Weekends call (435) 865 - 3929 (Leave a message if no response).
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Course Policies

Policies- Students must adhere to the Program Safety, Work Ethic, and Dress Code as outlined in the Medical Office Receptionist Policies & Orientation. Students are expected to complete coursework according to the scheduled amount of hours designated for the course. Progress is calculated by the number of scheduled hours versus the number of module hours signed off in Northstar. A course timeline will be provided to help you track this progress. You and an instructor will review this during a required weekly video meeting. All students in the program must stay on task and maintain a minimum 67% progress. Failure to meet these requirements shall result in the student completing an Academic Intervention Plan with the Medical Office Receptionist program leadership team and possibly academic warning, probation, and withdrawal from the program if not brought up by the end of each quarter. If you do not have a schedule for ten (10) consecutive scheduled days, you will be withdrawn from Southwest Tech. Excessive cell phone use can hinder progress.

Grading- Each assignment is awarded points according to how well the submission follows the assignment's requirements. Written submissions are graded according to the college writing guidelines. Students must have a minimum of 80% on each module to pass off the module and all modules must be passed off before students are allowed to sign up for the next class. Some assignments may be submitted more than once. If that is the case the assignment will clearly state this. At the end of each module, students are asked to submit a "Module Checkpoint Meeting" showing that they have completed all module requirements.

High School Power School Grades: Quarter student grades will be determined by student progress percentage. Faculty will use the higher percentage of either 1) quarter progress, or 2) cumulative progress for the current training plan year. The progress percentage will be used with the grading scale to determine the minimum grade. **High School Grade Scale:** The following grading scale will be used to determine a letter grade from the progress percentage:

• A : 94 - 100%	• B : 83 - 86%	• C : 73 - 76%	• D : 63 - 66%
• A- : 90 - 93%	• B- : 80 - 82%	• C- : 70 - 72%	• D- : 60 - 62%
• B+ : 87 - 89%	• C+ : 77 - 79%	• D+ : 67 - 69%	• F : 0 - 59%

Additional Information

InformaCast Statement: Southwest Tech uses InformaCast to ensure the safety and well-being of our students. In times of emergency, such as weather closures and delays, this app allows us to promptly deliver notifications directly to your mobile devices. To stay informed and receive real-time updates, we encourage all students to sign up for notifications. Your safety is our priority, and staying connected ensures a swift response to any unforeseen circumstances. More information and directions for signing up are available at: <https://stech.edu/emergency-notifications/>

Internet Acceptable Use Policy: The student is expected to review and follow the Southwest Technical College Internet Safety Policy at: <https://stech.edu/students/policies/>

Student Code of Conduct Policy: The student is expected to review and follow the Southwest Technical College Student Code of Conduct Policy at: <https://stech.edu/students/policies/>

Accommodations: Students with medical, psychological, learning, or other disabilities desiring accommodations or services under ADA, must contact the Student Services Office. Student Services determines eligibility for and authorizes the provision of these accommodations and services. Students must voluntarily disclose that they have a disability, request an accommodation, and provide documentation of their disability. Students with disabilities may apply for accommodations, based on an eligible disability, through the Student Services office located at 757 W. 800 S., Cedar City, UT 84720, and by phone at (435) 586-2899. No diagnostic services are currently available through Southwest Technical College.

Safety and Building Maintenance: The College has developed and follows a variety of plans to ensure the safe and effective operation of its facilities and programs. The following plans are available online:

1) Facilities Operations and Maintenance Plan; 2) Technical Infrastructure Plan; and 3) Health and Safety Plan.

Withdrawals and Refunds: Please refer to the Southwest Technical College Refund Policy at: <https://stech.edu/students/policies/>

Any high school or adult student, who declares a technical training objective is eligible for admission at Southwest Technical College (Southwest Tech). Program-specific admissions requirements may exist and will be listed on the Southwest Tech website. A high school diploma or equivalent is not required for admission but is mandatory for students seeking Title IV Federal Financial Aid.

Non-Discriminatory Policy: Southwest Technical College affirms its commitment to promote the goals of fairness and equity in all aspects of the educational enterprise, and bases its policies on the idea of global human dignity.

Southwest Tech is committed to a policy of nondiscrimination. No otherwise qualified person may be excluded from participation in or be subjected to discrimination in any course, program or activity because of race, age, color, religion, sex, pregnancy, national origin or disability. Southwest Technical College does not discriminate on the basis of sex in the education programs or activities that it operates, as required by Title IX and 34 CFR part 106. The requirement not to discriminate in education programs or activities extends to admission and employment. Inquiries about Title IX and its regulations to STECH may be referred to the Title IX Coordinator, to the Department of Education, and/or to the Office for Civil rights.

If you believe you have experienced discrimination or harassment on our campus, please contact the Title IX Coordinator, Cory Estes: cestes@stech.edu, (435) 865-3938.

For special accommodations, please contact the ADA Coordinator, Cyndie Tracy: ctracy@stech.edu, (435) 865-3944.

Southwest Technical College

757 West 800 South

Cedar City, UT 84720

info@stech.edu

(435) 586-2899