

Las Positas College  
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## Course Outline for CIS 79

### MEDICAL OFFICE PROCEDURES

Effective: Fall 2012

#### I. CATALOG DESCRIPTION:

CIS 79 — MEDICAL OFFICE PROCEDURES — 3.00 units

Medical office principles and procedures to include telecommunications, scheduling appointments, office equipment, medical documents and word processing, managing medical records, recordkeeping, expense reports, petty cash, billing, postal services, health insurance, coding, and utilizing the Internet for online resources. The importance of medical ethics in application of professional office behavior. Overview of medical law and careers in medical office environment.

2.00 Units Lecture 1.00 Units Lab

#### **Strongly Recommended**

CIS 8 - Essential Computing Skills  
and

CIS 88A - Introduction to Microsoft Word

#### **Grading Methods:**

Letter or P/NP

#### **Discipline:**

	<b>MIN</b>
<b>Lecture Hours:</b>	36.00
<b>Lab Hours:</b>	54.00
<b>Total Hours:</b>	90.00

#### II. NUMBER OF TIMES COURSE MAY BE TAKEN FOR CREDIT: 1

#### III. PREREQUISITE AND/OR ADVISORY SKILLS:

**Before entering this course, it is strongly recommended that the student should be able to:**

- A. CIS8
- B. CIS88A

#### IV. MEASURABLE OBJECTIVES:

**Upon completion of this course, the student should be able to:**

- A. Describe the meaning of the professional role of an employee;
- B. Describe the importance of effective interaction with patients;
- C. Evaluate patient interactions and formulate appropriate responses that adhere to patient privacy regulations and medical ethics;
- D. Explain and demonstrate professional business communications techniques;
- E. Describe the process for scheduling patient appointments;
- F. Describe the usage and operation of basic business equipment including fax, photocopy and postage metering;
- G. Analyze tasks and determine the appropriate tool (software/hardware) to accomplish the task in the most efficient manner;
- H. Explain the fundamentals of financial recordkeeping, retention and storage; and
- I. Explain basic medical records management rules including HIPPA regulations for confidentiality of medical records.

#### V. CONTENT:

- A. Overview of course materials and how class will be conducted
- B. Introduction to the medical office
  - 1. The role of the employee
  - 2. The language of medicine, medical specialties, subspecialties, and dental specialties
  - 3. Medical ethics
  - 4. Medical law
  - 5. Technical/Non-Technical skills and qualities for success
- C. Patient Relations
  - 1. Interacting with the patients
  - 2. Interpersonal communications
  - 3. Managing patient activities
  - 4. Handling emergencies

- D. Telecommunications
  - 1. Identifying and using proper voice and language
  - 2. Taking messages
  - 3. Being discreet and courteous
  - 4. Using the telephone directory
  - 5. Using answering services and answering devices
- E. Scheduling Appointments
  - 1. Maintaining the appointment system
  - 2. Preparing a daily list of appointments
  - 3. Scheduling patients for other medical units
  - 4. Follow-up appointments
- F. Overview of basic office equipment
  - 1. Fax, copier, postage meter, computers and Internet access
  - 2. Changing technology
  - 3. Purposes and application
- G. Computerizing the Medical Office
  - 1. Medical Software Applications
  - 2. List and Reports
  - 3. Inventories
  - 4. Correspondence using word processing software
  - 5. Using the Internet for research and correspondence
- H. Professional Activities
  - 1. Managing travel
  - 2. Postal and delivery services
- I. Learning how to be the efficient professional
  - 1. Learn why this is important
  - 2. Tips of efficiency and effectiveness
  - 3. Time management and priority setting
- J. Managing Medical Records
  - 1. Methods of keeping records
  - 2. Creating a medical record
  - 3. Problem-oriented and source-oriented medical records
  - 4. File management
  - 5. Compliance with HIPPA regulations concerning confidentiality of medical records
  - 6. Rules of filing
- K. Financial Management
  - 1. Account management
  - 2. Billing and collections
  - 3. Health insurance coding
  - 4. Basic Recordkeeping
    - a. Expense Reports
    - b. Petty Cash
    - c. Deposits

#### VI. METHODS OF INSTRUCTION:

- A. **Discussion** -
- B. **Lecture** -
- C. **Demonstration** -
- D. Reading assignments
- E. **Projects** -
- F. Reference Notebook
- G. Hand-on exercises/problem-solving
- H. **Audio-visual Activity** -
- I. Case Studies

#### VII. TYPICAL ASSIGNMENTS:

- A. Reading
  - 1. Study the chapter on interacting with patients. Create a dialogue with an elderly patient who has asked you to explain advance directives and their purpose. Print your dialogue.
  - 2. Study the chapter on medical office correspondence. Prepare a fax message. State that Dr. William Lennart will arrive in Dr. Marisol Chile's office at 10:00 am on March 9 for consultation regarding infant Jon Verex's brain surgery. Ask for a confirmation by fax that D. Chile will be available.
- B. Problem-solving
  - 1. Create a dialogue with an elderly patient who has asked you to explain advance directives and their purpose. Print your dialogue.
  - 2. Develop an ethical situation in which a medical assistant might become involved, and role-play the scene with another class member.
  - 3. As a medical office receptionist, you will have many competing demands on your time. Review the following and determine your priority in each situation. Develop a brief explanation of how you would handle each situation.
    - a. A ringing phone or an arriving patient?
    - b. A patient with a question or a patient ready to pay a bill?
    - c. Retrieving a file for a doctor or updating a computer record?
    - d. A messy waiting room or a late report?

#### VIII. EVALUATION:

- A. **Methods**
  - 1. Quizzes
  - 2. Projects
  - 3. Lab Activities
- B. **Frequency**
  - 1. Weekly written assignments
  - 2. Weekly hands-on lab projects
  - 3. One-two group projects

#### IX. TYPICAL TEXTS:

- 1. Fordney/Frency (2012). *Administrative Medical Assisting* (7th ed.). Clifton Park, NY: Delmar/Cengage Learning.
- 2. Potter, Brenda A. BS (2009). *Medical Office Administration: A Worktext* (2nd ed.). Pennsylvania, PA: Saunders.

3. Bayes/Becklin/Crist (2011). *Medical Office Procedures* (7th ed.). Columbus, OH: Career Education.

X. OTHER MATERIALS REQUIRED OF STUDENTS:

- A. Storage media such as a USB/Flash Drive
- B. Go Print card