



Medical Office Assistant Program Overview

The Medical Office Assistant program prepares students for entry-level employment as a medical office assistant. It discusses the fundamentals of medical terminology, the duties of the medical office assistant, the role of the medical office assistant in providing patient care, professional development and medical ethics, English usage, and finding a job in healthcare.

Program Objectives

- To define and explain different learning styles and learning strategies.
- To identify the parts of a computer and explain how technology is used in the office.
- To identify common word elements in medical terms.
- To identify common medical terms related to the organization of the body and the various body systems.
- To analyze medical terms to determine their meaning.
- To identify the parts of speech, the parts of sentences, and sentence type.
- To demonstrate correct English usage by choosing the correct part of speech in a sentence.
- To evaluate written communications to identify problems and suggest solutions.
- To describe the duties of a medical office assistant.
- To identify the correct way to schedule appointments, interact with patients over the telephone, interact with patients in the reception area, register patients, file documents and records, and process mail in the medical office.
- To identify common health insurance systems used in the medical office.
- To explain the difference between a healthcare record and a medical report.
- To describe the medical office assistant's role in managing prescriptions and prescription drugs.
- To evaluate resumes and cover letters to identify problems and offer solutions.
- To consider ways to proactively search for work as a healthcare professional.

Program Outline

Unit I: Blackstone's Skills for Success

Chapter 1: Discover How You Learn

Chapter 2: Find a Place to Study

Chapter 3: Learn How to Study

Chapter 4: Keyboarding

Unit II: Introduction to Computers, Keyboarding, and Office Technology

Chapter 1: Introduction to Computers

Chapter 2: The Internet

Chapter 3: Other Types of Office Technology

Unit III: Anatomy and Medical Terminology 1: An Introduction

Chapter 1: Basic Elements of Medical Terms

Chapter 2: Prefixes

Chapter 3: Roots and Suffixes

Chapter 4: Body Structure

Unit IV: Anatomy and Medical Terminology 2

Chapter 5: The Skeletal System

Chapter 6: The Muscular System

Chapter 7: The Integumentary System

Chapter 8: The Respiratory System

Unit V: English Usage and Written Communication

Chapter 1: Parts of Speech

Chapter 2: Parts of a Sentence

Chapter 3: Pronouns, Verbs, and Agreement

Chapter 4: Sentence Types and Punctuation

Chapter 5: Written Communications

Unit VI: Time & Stress Management

- Chapter 1: LifeTime Patterns (Values)
- Chapter 2: The Power of LifeTime Habits
- Chapter 3: Goals, Objectives, and Outcomes
- Chapter 4: Choosing Your Priorities
- Chapter 5: Planning and Scheduling Activities
- Chapter 6: Interruptions, the #1 TimeThief
- Chapter 7: TimeLogs
- Chapter 8: TimeTips
- Chapter 9: Self-Esteem and Time Management
- Chapter 10: Stress Management

Unit VII: Anatomy and Medical Terminology 3

- Chapter 9: The Cardiovascular System
- Chapter 10: The Urinary System
- Chapter 11: The Digestive System
- Chapter 12: The Nervous System

Unit VIII: Anatomy and Medical Terminology 4

- Chapter 13: The Endocrine System
- Chapter 14: Eyes and Ears
- Chapter 15: Blood, Lymphatic, and Immune Systems
- Chapter 16: The Reproductive System

Unit IX: Administrative Medical Assisting 1

- Chapter 1: Becoming a Successful Student
- Chapter 2: The Healthcare Industry
- Chapter 3: The Medical Assisting Profession
- Chapter 4: Professional Behavior in the Workplace
- Chapter 5: Interpersonal Skills
- Chapter 6: Medicine and Ethics
- Chapter 7: Medicine and Law

Unit X: Administrative Medical Assisting 2

Chapter 8: Computer Concepts

Chapter 9: Telephone Techniques

Chapter 10: Scheduling Appointments

Chapter 11: Patient Reception and Processing

Chapter 12: Office Environment and Daily Operations

Chapter 13: Written Communications and Mail Processing

Chapter 14: Medical Records Management

Chapter 15: Health Information Management

Chapter 16: Privacy in the Physician's Office

Unit XI: Professional Development and Medicolegal Ethics

Chapter 1: Professional Development

Chapter 2: Medicolegal Ethics

Chapter 3: HIPAA for the Allied Healthcare Worker

Unit XII: Administrative Medical Assisting 3

Chapter 17: Basics of Diagnostic Coding

Chapter 18: Basics of Procedural Coding

Chapter 19: Basics of Health Insurance

Chapter 20: The Health Insurance Claim Form

Chapter 21: Professional Fees, Billing, and Collecting

Unit XIII: Administrative Medical Assisting 4

Chapter 22: Banking Services and Procedures

Chapter 23: Management of Practice Finances

Chapter 24: Medical Practice Management and Human Resources

Chapter 25: Medical Practice Marketing and Customer Service

Chapter 26: Assisting with Medical Emergencies

Chapter 27: Career Development and Life Skills

Unit XIII: Medical Office Practice 1

Chapter 1: Introduction to Health Information Technology and Medical Billing

Chapter 2: Introduction to Medisoft

Chapter 3: Scheduling

Chapter 4: Entering Patient Information

Chapter 5: Working with Cases

Unit XIV: Medical Office Practice 2

Chapter 6: Entering Charge Transactions and Patient Payments

Chapter 7: Creating Claims

Chapter 8: Posting Payments and Creating Patient Statements

Chapter 9: Creating Reports

Chapter 10: Collections in the Medical Office

Unit XV: Medical Office Practice 3

Chapter 11: Appointments and Registration

Chapter 12: Cases, Transactions, and Claims

Chapter 13: Reports and Collections

Chapter 14: Putting it all Together

Unit XVII: Creating an Effective Workplace Environment

Chapter 1: Aspects of a Positive Workplace Environment

Chapter 2: Communication

Chapter 3: Diversity in the Workplace

Chapter 4: Team Building

Unit XVIII: How to Find a Job in Healthcare

Chapter 1: Job Search Correspondence

Chapter 2: The Job Search

Chapter 3: Job Interviews