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