Medical Office Procedures Course Outline

Unit 1: Blackstone’s Skills for Success
  Chapter 1: Discover How You Learn
  Chapter 2: Find a Place to Study
  Chapter 3: Learn How to Study

Unit 2: Introduction to Computers, Keyboarding, and Office Technology
  Chapter 1: Introduction to Computers
  Chapter 2: Keyboarding
  Chapter 3: The Internet
  Chapter 4: Other Types of Office Technology
  Chapter 8: The Respiratory System

Unit 3: 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 4: 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 5: 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 6: 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 7: 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 8: 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 9: 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