



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