

# Medical Office Procedures

## COURSE BROCHURE



## YOUR Course Overview

### IN BRIEF

Blackstone Career Institute's online certificate courses enables you to learn new skills at your own pace without disrupting your present job or lifestyle. Upon completion, you will have a Medical Office Procedures certificate, along with the skills and confidence necessary to achieve your professional development goals. Additionally, some employers will sponsor your training through tuition reimbursement programs.

### Unit 1 Blackstone's Skills for Success

In this unit, you will discover how you learn best as well as your learning style by reading about intrinsic versus extrinsic motivation, field dependence and independence, self-efficacy and self-determination. Visual, auditory, and kinesthetic learners will be compared along with the differences between them. You will also receive some tips regarding your study space, the best time to work, and goal setting. Learning strategies, along with note-taking and memory tricks, are also an important part of this lesson.

### Unit 2 Introduction to Computers, Keyboarding and Office Technology

Unit 2 covers how computers are used in the office today, the different types of computers, and the parts of a computer system. Basic keyboarding skills will be practiced. Become an expert on topics such as the Internet, URLs, search engines, and e-mail. Office technology will be discussed, including office telephones, different types of telephone calls, fax machines, photocopiers, multipurpose machines, transcribers, digital cameras, and wireless communication.

*Blackstone Typing Tutor (accessible through the Online Student Center)*

### Unit 3 Administrative Medical Assisting 1

Become aware of the healthcare industry and the administrative medical assisting profession in this unit. You will read about professional behavior in the workplace, how to make a good first impression, and dealing with conflict. Further explore the history of ethics in medicine and making ethical decisions. Lastly, this section underlines medical professional liability, negligence and physician licensure.

*Kinn's The Administrative Medical Assistant*

## Unit 4 Administrative Medical Assisting 2

The tasks of the administrative medical assistant and health information in the medical office are two important topics in this unit. You will learn about computers in the medical office, effective telephone techniques, scheduling appointments, and patient reception and processing. The office environment and daily operations are included, as well as written communications and mail processing. This lesson also explores medical records, health information management, and privacy in the physician's office.

## Unit 5 Administrative Medical Assisting 3

This unit reviews billing and coding procedures. You will learn about the basics of diagnostic and procedural coding. The types of health insurance and benefits are explained, as well as the processes for verifying insurance benefits, precertification, and preauthorization. The CMS-1500 Health Insurance Claim Form is presented, including data gathering guidelines and how to prevent claim rejection and check a claim status. Professional fees, billing and collection techniques are also covered.

## Unit 6 Administrative Medical Assisting 4

This unit covers financial practice management, assisting with medical emergencies, and career development. An overview of banking services and procedures, accounts payable and receivable, medical practice management, and marketing strategies are outlined. Common office emergencies are explained, as well as general rules for emergencies and tips for making the facility accident-proof. You will also explore job search techniques.

## Unit 7 Medical Office Practice 1

This unit prepares students to start using MediSoft by introducing medical informatics, or the use of computers and computer information technology in healthcare. The Windows environment is included, since it is important to be familiar with Windows terminology to fully utilize MediSoft. Then you will learn about the various uses of MediSoft, the MediSoft and Office Hours toolbars, and scheduling appointments using the Appointment Book. Access to online simulation exercises with MediSoft student is provided so you can practice navigating and using the program.

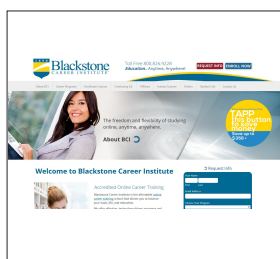
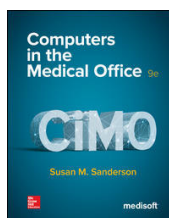
*Computers in the Medical Office*

## Unit 8 Medical Office Practice 2

In this unit you will learn how to enter, edit and save patient files and cases, as well as print reports on patient and case information. This lesson describes how to enter, edit and apply payments and charges, create and print claims, check the status of claims, and print a Deposit List report. You will also discover the process of submitting electronic claims, the information needed for an electronic claim, and the differences between paper and electronic claims.

## Unit 9 Medical Office Practice 3

This unit is composed entirely of a series of online exercises and Medisoft simulations designed to increase familiarity and skill with the program.



# What you receive with your course

Your course consists of nine units, including the following e-books and electronic resources, to assist you step-by-step through the course.

### *Kinns' The Administrative Medical Assistant*

by Alexandra P. Adams

Kinn's The Administrative Medical Assistant is the most comprehensive e-book available for medical office administration students. This edition provides current, reliable content in an engaging format, offering unparalleled coverage of the practical, real-world administrative skills needed in any healthcare environment.

### *Computers in the Workplace (CiMO)*

by Susan Sanderson, McGraw-Hill

This e-book provides a hands-on approach to learning one of the most popular medical office billing and practice management software packages available. The e-book comes with online access to a **MediSoft V19** simulated practice program so that you can practice your skills using the same software used on the job.

### *Blackstone Typing Tutor*

Blackstone's exclusive Typing Tutor will help to increase your typing speed and accuracy.

### *Online Student Center*

Included with your tuition, you will have online access to your study guides and study units, exams, grades, payment history, discussion boards, and more.

### *Graduation Documents*

Upon successful completion of the entire course, you will receive an official transcript and a certificate. A copy of your transcript will be on permanent file and available at a nominal fee.