

Medical Office Procedures PROGRAM OUTLINE



PROGRAM OVERVIEW

Medical Office Procedures covers the basics about managing the front office of a medical practice, clinic, or other healthcare setting. Legal and ethical issues, professionalism, communications, and common office procedures are covered. It also includes keyboarding skills to build typing speed and accuracy and interactive modules to practice the day-to-day skills required in a busy medical office setting.

PROGRAM OUTLINE

Unit I | Blackstone's Skills for Success

Unit II | Introduction to Computers, the Internet and Electronic Communication

Unit III | Administrative Medical Assisting 1

Unit IV | Administrative Medical Assisting 2

Unit V | Administrative Medical Assisting 3

Unit VI | Administrative Medical Assisting 4

Unit VII | Medical Office Practice 1

Unit VIII | Medical Office Practice 2

Unit IX | Medical Office Practice 3

Blackstone's Skills for Success

UNIT I



- Chapter 1: Discover How You Learn
- Chapter 2: Find a Place to Study
- Chapter 3: Learn How to Study

Introduction to Computers, the Internet and Electronic Communication

UNIT II

- Chapter 1: Introduction to Computers
- Chapter 2: The Internet
- Chapter 3: Electronic Communication

Administrative Medical Assisting 1

UNIT III



- 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

Administrative Medical Assisting 2

UNIT IV

- 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

Administrative Medical Assisting 3

UNIT V



- 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

Administrative Medical Assisting 4

UNIT VI

- 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

Medical Office Practice 1

UNIT VII



- Module 1: Telecommunication
- Module 2: Patient Registration
- Module 3: Scheduling

Medical Office Practice 2

UNIT VIII

- Module 4: Beginning the Visit
- Module 5: Coding the Visit
- Module 6: Billing the Visit
- Module 7: Ending the Visit

Medical Office Practice 3

UNIT IX



CMAA Online Study Guide:

Module 1: Foundational Knowledge

Module 2: Communication and Professionalism

Module 3: Medical Law, Ethics, and Compliance

Module 4: Scheduling

Module 5: Patient Encounter

Module 6: Billing and Revenue Cycle

Module 7: Medical Practice Administrative Procedures
and Logistics

CMAA Online Practice Test

PROGRAM OUTCOMES

Identify common learning strategies

Describe how computers, internet and electronic communication impact the workplace today

Describe the duties of a medical office assistant

Demonstrate the correct way to schedule appointments, interact with patients by phone and in person, register patients, file documents and records, and process office mail.

Compare and contrast types of health insurance

Compare and contrast types of health insurance



WHY CHOOSE BLACKSTONE

ADMISSIONS TEAM

STUDENT SERVICES

ACCREDITED SCHOOL

Blackstone Career Institute

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