#### 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

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Unit II | Introduction to Computers, the Internet and Electronic Communication
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Unit III | Administrative Medical Assisting 1

Unit | Blackstone's Skills for Success

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 3: Scheduling

### Medical Office Practice 2

UNIT VIII

Module 4: Beginning the Visit

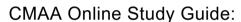
Module 5: Coding the Visit

Module 6: Billing the Visit

Module 7: Ending the Visit

# Medical Office Practice 3

#### **UNIT IX**



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

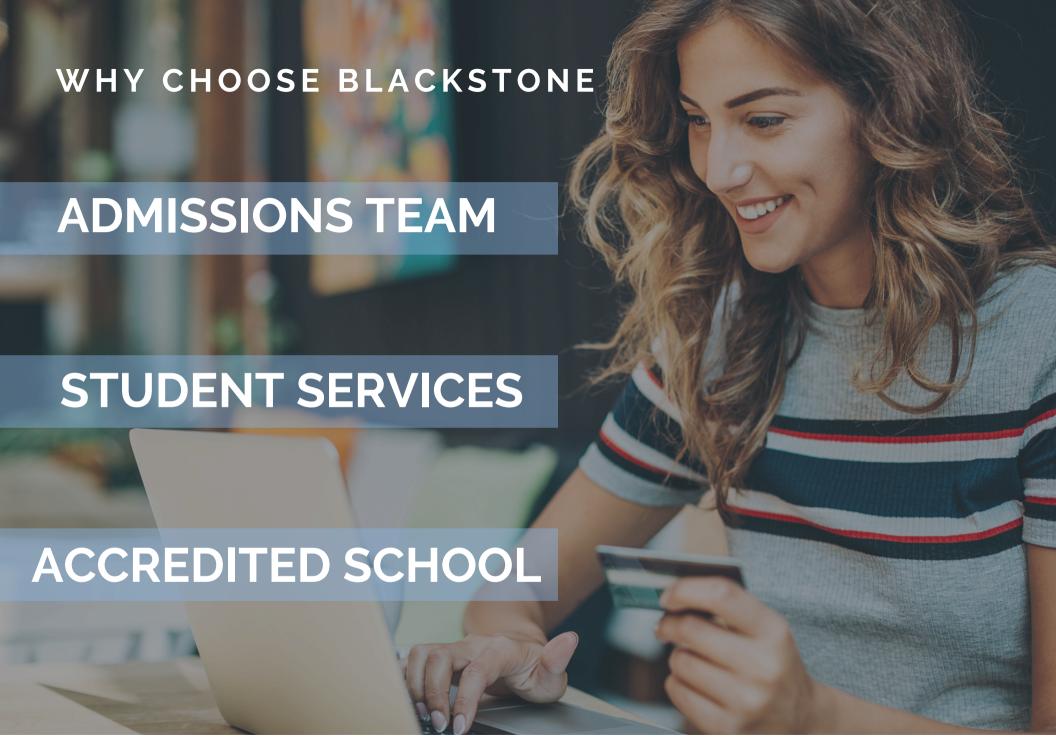
Describe how computers, internet and electronic communication impact the workplace today

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



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