



Medical Office Assistant

PROGRAM SYLLABUS



IN BRIEF

The Medical Office Assistant program prepares students for entry-level employment as a medical office assistant. It discusses the fundamentals of medical terminology, the duties of the medical office assistant, the role of the medical office assistant in providing patient care, professional development and medical ethics, English usage, and finding a job in healthcare.



Your Program Overview

Unit 1 Blackstone's Skills for Success

In this lesson, you will discover how you learn as well as your learning style. You will understand how you learn best by reading about intrinsic versus extrinsic motivation, field dependence and independence, self-efficacy and self-determination. Visual, auditory, and kinesthetic learners will be discussed 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.

Course Binder with printed dividers

Blackstone Typing Tutor (accessible through the Online Student Center)

Unit 2 Introduction to Computers, Keyboarding and Office Technology

Lesson 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 introduced. In this lesson you will also learn about 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.

Unit 3 Anatomy and Medical Terminology 1: An Introduction

This lesson begins your study of medical terminology. The lesson explains how medical terms are constructed and analyzed to determine meaning; the parts of medical terms, including roots, prefixes, and suffixes; the function of combining vowels; and how terms are pluralized. The lesson also introduces the basic organization of the human body and discusses the body cavities, planes of the body, and directional terms.

Stedman's Medical Dictionary for the Health Professions and Nursing Online



Unit 4 Anatomy and Medical Terminology 2

In this lesson, you will study four of the body systems—skeletal, muscular, integumentary (skin), and respiratory—and the relevant medical terms and abbreviations, as well as common injuries and diseases.

Unit 5 English Usage and Written Communication

In this lesson, you will gain knowledge about the English language and written communication. This information is important to the successful allied health professional. Begin with parts of speech, then review parts of a sentence, pronouns, verbs and agreement, and finally, sentence types and punctuation. This lesson is a great grammar tutorial. You will also learn about writing in active versus passive voice, paragraph formation, and topic sentences; and you gain some valuable tips for business communication.

Unit 6 Time and Stress Management

This lesson discusses how to minimize stress and maximize productivity in your personal and professional life by analyzing your values, habits, and daily interruptions. Multiple worksheets and exercises are included, as well as valuable tips for prioritizing and setting goals.



Unit 7 Anatomy and Medical Terminology 3

This lesson covers the anatomy and physiology of the cardiovascular, urinary, digestive, and nervous systems, including the relevant medical terms as well as common diseases, tests and procedures, and terminology abbreviations.

Unit 8 Anatomy and Medical Terminology 4

This final anatomy and medical terminology lesson completes the study of the body, covering the endocrine and sensory (eyes and ears) systems; the blood, lymphatic and immune systems; and the male and female reproductive systems. The lesson discusses diseases associated with these body systems and also lists common abbreviations for terms related to these systems.

Unit 9 Administrative Medical Assisting 1

This lesson will introduce you to the healthcare industry and the administrative medical assisting profession. You will read about professional behavior in the workplace, how to make a good first impression, and dealing with conflict. You will learn about the history of ethics in medicine and making ethical decisions. This lesson also discusses medical professional liability, negligence and physician licensure.

Kinn's The Administrative Medical Assistant

Unit 10 Administrative Medical Assisting 2

This lesson introduces the tasks of the administrative medical assistant and health information in the medical office. 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 discussed, as well as written communications and mail processing. This lesson also explores medical records and health information management, including privacy in the physician's office.

Unit 11 Professional Development and Medicolegal Ethics

In Lesson 11, you will read about professional development and medicolegal ethics. Attitude, self-esteem, professional attire, and grooming are all topics presented in this lesson. Also, business etiquette; verbal and nonverbal communication; proper introductions; and continuing education will be discussed. You will read about ethics in healthcare, codes of ethics, and the purpose of healthcare records. Important information about making corrections, timeliness, and confidentiality is explored in this lesson. This lesson also presents the HIPAA guidelines, discussing the Privacy and Security Rules, Protected Health Information, access control, de-identified information, and work area security.





Unit 12 Administrative Medical Assisting 3

This lesson discusses 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 13 Administrative Medical Assisting 4

This lesson 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 discussed. 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 14 Medical Office Practice 1

This lesson 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 covered, 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 14 student is included so you can practice navigating and using the program.

Computers in the Medical Office

Unit 15 Medical Office Practice 2

In this lesson 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 16 Medical Office Practice 3

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

Unit 17 Creating an Effective Workplace Environment

Lesson 17 provides an overview of successful workplace strategies, including how the various roles in the office can function together and how to use feedback, goals and incentives for increasing productivity. This lesson will introduce you to the fundamentals of effective communication, including maximizing your speaking and listening skills and proper use of body language to communicate messages. You will also learn about the benefits of working in a culturally diverse environment, and how to overcome barriers caused by diversity. Finally, this lesson will explore team building strategies.

Unit 18 How to Find a Job in Healthcare

This lesson discusses how to get ready for your job search. You'll learn how to write an effective resumé and cover letter. You'll learn about the different styles of resúmes and the type of language used on resúmes. This chapter also discusses job interviews in detail. You'll learn how to dress for success on an interview and how to prepare answers to commonly asked questions.

What you receive with your program

Your program consists of eighteen units, including the following commercial textbooks and resources, to assist you step-by-step through the program.

Kinn's The Administrative Medical Assistant by Alexandra P. Young

Kinn's The Administrative Medical Assistant is the most comprehensive text 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. You will receive this text with Study Unit 9 if you are on a payment plan.

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 V17 simulated practice program so that you can practice your skills using the same software used on the job.

Medical Office Assistant Study Guides

In addition to the study guides accompanying *Kinn's The Administrative Medical Assistant* and *MediSoft Made Easy: A Step-by-Step Approach*, you will receive online access to eleven exclusive Blackstone study units that will introduce you to important topics that will help prepare you for work as a medical office assistant.

Stedman's Medical Dictionary for the Health Professions and Nursing

This online reference is yours for a full year! You will have access to more than 56,000 terms and definitions, more than 42,000 audio pronunciations, anatomical videos, and over 5,600 images.

Blackstone Typing Tutor

Whether you are a novice typist or just need to brush up on your skills and increase your speed, Blackstone's Online Typing Tutor will help you succeed. Typing exercises are geared to the allied health student. Work at your own pace and take the online typing test when you are ready to assess your skill level.

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 program, 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.

