



MEDICAL OFFICE PROCEDURES — ADMS 1057

A. Course Description

- **Credits:** 4.00
- **Lecture Hours/Week:** 4.00
- **Lab Hours/Week:** 0.00
- **OJT Hours/Week:** 0
- **Prerequisites:** None
- **Corequisites:** None
- **MnTC Goals:** None

This course is an overview of duties that are performed by a medical administrative assistant and a medical assistant. Emphasis will be on medical/legal issues, patient registration, standard patient forms, medical forms, telephone/communication skills, appointment procedures, medical records. Other topics included in the course will be accounting statements, professional reports/manuscripts, preparing meeting announcements, agendas and minutes. Prerequisites: ADMS1018 or ADMS1030

B. Course Effective Dates: 7/1/16 – Present

C. Outline of Major Content Areas

As noted on course syllabus

D. Learning Outcomes

1. compare different filing methods
2. complete clinical data sheets
3. complete meeting minutes
4. complete monthly summary report
5. complete simulation notebook
6. define legal terms
7. define medical ethics
8. define pharmaceutical/physicians' orders abbreviations
9. define pharmacological terms
10. demonstrate Physicians' Desk Reference usage
11. demonstrate canceling appointments
12. demonstrate greeting patients
13. demonstrate incoming calls

14. demonstrate making appointments
15. demonstrate outgoing calls
16. demonstrate telephone screening
17. describe additional medical office responsibilities
18. describe appropriate telephone procedures
19. describe career opportunities and responsibilities
20. describe expressed consent
21. describe financial records
22. describe implied consent
23. describe informed consent
24. describe medical record charts
25. describe medical society committees
26. describe office manager duties
27. describe office procedures manual
28. describe professional reports
29. describe travel arrangements
30. explain appointment time allotment
31. explain scheduling guidelines
32. identify reprint materials
33. prepare appointment calendar
34. prepare appointment cards
35. prepare bibliography
36. prepare biographical sketch
37. prepare business correspondence
38. prepare final manuscript
39. prepare medical correspondence
40. prepare meeting agenda
41. prepare meeting announcements
42. prepare patient billing statements
43. prepare referral letters
44. prepare release of information forms
45. prepare telephone messages
46. prepare travel itinerary
47. present medical/legal issues
48. research medical/legal issues

E. Minnesota Transfer Curriculum Goal Area(s) and Competencies

F. Learner Outcomes Assessment

As noted on course syllabus

G. Special Information

None noted