

Course Objectives/Course Outline Spokane Community College

Course Title: Medical Office Reception

Prefix and Course Number: MSEC 121

Course Learning Outcomes:

By the end of this course, a student should be able to:

- Demonstrate knowledge of the administrative medical assistant's role in today's health care industry
- Apply techniques of effective oral and written communication in the ambulatory care setting with patients and the healthcare team
- Recognize and utilize information for scheduling patient appointments
- Apply telephone communication procedures used in the ambulatory care setting
- Outline the implications of HIPAA for administrative medical assistants
- Recognize federal and state medical regulations (including HIPAA) as they pertain to ambulatory care facilities
- Discuss patient consent
- Demonstrate the use of medical records management including legalities, and confidentiality requirements
- Apply knowledge of fee schedules and encounter forms
- Differentiate between Medicare and Medicaid, and demonstrate application of the most common Medicare coverage plans
- Analyze terminology and documents used with third party payers (health insurance)
- Utilize and reinforce medical terminology training for health care reimbursement, including medical coding terminology
- Examine ethical considerations in health care

Course Outline

- I. Introduction to administrative medical assisting
 - A. Define and spell key terms
 - B. Identify and discuss personal/professional attributes
 - C. Career opportunities
 - D. Responsibilities and duties of administrative medical assistant
 - E. Ethical principles
- II. Health care settings and the health care team
 - A. Define and spell key terms
 - B. Role of administrative medical assistant within the healthcare team
 - C. Roles of healthcare and allied health professionals
 - D. Function of the healthcare team
 - E. Today's health care settings

III. Coping Skills for the administrative medical assistant

- A. Define and spell key terms
- B. Analyze differences between stress and stressors
- C. Differentiate between short and long duration stress
- D. Summarize effects of stress in the work environment and ways to eliminate or cope
- E. Discuss physical illnesses and psychological symptoms of stress on the body

IV. Communication skills of the administrative medical assistant

- A. Define and spell key terms
- B. Recognize and understand the importance of proper communication techniques in a medical facility setting including telecommunication and electronic communication
- C. Demonstrate appropriate communication techniques to effectively communicate with clients, the healthcare team, and others
- D. Effectively apply communication techniques in culturally diverse situations

V. Legal considerations for the administrative medical assistant

- A. Define and spell key terms
- B. Outline the implications of HIPAA for administrative medical assistants
- C. Develop an understanding of federal and state medical acts (including HIPAA) as they pertain to the ambulatory care setting
- D. Distinguish provider and administrative medical assistant roles in terms of standard of care
- E. Recall special considerations for patients related to issues of confidentiality, the statute of limitations and public duties
- F. Discuss informed consent and classify types of minors
- G. Describe procedures to follow in reporting abuse
- H. Discuss Good Samaritan laws
- I. Recall maintenance of advance directives in the ambulatory care setting

VI. Ethical Considerations

- A. Summarize reasons for codes of ethics
- B. Discuss the role of ethical codes in healthcare and summarize professional rights and responsibilities of an administrative medical assistant
- C. Review codes of ethics, including global examples

VII. Administrative medical assistant's role in creating the facility environment

- A. Define and spell key terms
- B. Determine cultural aspects to consider in the reception area
- C. Illustrate a comfortable, welcoming and pleasing reception area
- D. Interpret HIPAA's role in patient privacy and the facility environment
- E. Recall essential elements of the Americans with Disabilities Act

VIII. The use of computers by administrative medical assistants

- A. Define and spell key terms

- B. Explain the importance of computer and network security
- C. Discuss principles of using electronic medical records and practice management systems
- D. Identify guidelines for maintaining confidentiality in safeguarding personal health information keeping with HIPAA requirements
- E. Review and create written business correspondence

IX. Telecommunications for administrative medical assistants

- A. Define and spell the key terms
- B. Compare and contrast the call types that an administrative medical assistant can take and the calls that should be referred to other members of the healthcare team, and why
- C. Discuss handling an angry client call
- D. Model the proper professionalism for answering incoming calls
- E. Discuss HIPAA regulations on telecommunication including ways to maintain patient confidentiality when using the telephone
- F. Review the use of a patient portal system and its effectiveness
- G. Define telemedicine and list two benefits

X. Patient scheduling

- A. Define and spell key terms
- B. Evaluate the various major scheduling systems
- C. Describe appointment scheduling guidelines and the importance of screening when scheduling patient appointments
- D. Review manual and electronic scheduling systems
- E. Schedule patient appointments and procedures using an electronic system
- F. Explain the move toward online scheduling and DIY appointments using electronic medical records and patient portals

XI. Medical records management

- A. Define and spell key terms
- B. List the purpose of medical records
- C. Discuss the ownership of medical records
- D. Recall the rules for filing
- E. Review filing systems most used with paper records
- F. Recall four common documents found in a patient's medical record
- G. Describe storage and purging of medical records, and state regulations
- H. Discuss privacy and confidentiality as related to medical records and explain HIPAA security standards for electronic medical records.

XII. Facility finance management

- A. Define and spell key terms
- B. Develop and demonstrate knowledge of the importance of fee schedules and main forms of payment
- C. Identify differences between group, individual, and government sponsored health benefit plans

- D. Compare and contrast Medicare and Medicaid, and review the basic Medicare plans
- E. Analyze terminology and documents used with third party payers (health insurance)
- F. Develop knowledge of medical coding terminology and usage as it pertains to reimbursement