TAFTCOLLEGE

Medical Assisting (MEDA) 1105 Medical Office Procedures (3 Units)

Prerequisite: Admission to the Taft College Medical Assisting Program

Co-Requisite: None

Advisory: Eligibility for ENGL 1500 or 1501, completion of BIOL 2250, and a transfer level math course are strongly recommended.

Hours and Units Calculations:
48 hours lecture. 96 Outside of class hours. (144 Total Student Learning Hours) 3 Units

Catalog Description: This course enables students to gain a wide range of skills that may be required in a medical front office, which is an area that is constantly changing. It covers basic office procedures, which include receptionist, appointments, scheduling, telephone techniques, interpersonal relations, computer data entry, oral communication, and medico-legal doctrines.

Type of Class/Course: Degree Credit

Text: Bo Booth, Kathryn A., et al. *Medical Assisting: Administrative and Clinical Procedures.* 8th ed.,

McGraw Hill, 2023.

Course Objectives:

At the end of the course, a successful student will be able to
1. Differentiate between administrative (front office) and clinical (back office) roles, responsibilities, and functions.
2. Discuss verbal and nonverbal communication skills and techniques for the medical office.
3. Identify systems used in medical office settings for filing, maintaining, and utilizing medical records.
4. Develop skills in written and verbal communication regarding scheduling, patient registration and intake, dictation, answering calls and taking messages while using proper time management skills.
5. Analyze environmental safety hazards and state techniques used to maintain a safe environment for clients and staff.

Student Learning Outcomes:

1. Describe various roles and responsibilities within a medical office, including front desk duties, appointment scheduling, medical records management, and insurance processing.
2. Demonstrate proficiency in patient intake, registration, verification of insurance, scheduling, and other office procedures.
3. Evaluate the use of common medical office software and technology including Electronic Health Record systems, appointment scheduling software and billing software.
4. Articulate protocols within a medical office, including how to handle emergencies and maintain a safe environment for patients and staff.

Course Scope and Content:

Unit I. Medical Assisting as a Career
- A. Introduction to Medical Assisting
- B. Professionalism and Success
    1. Professional Appearance
    2. Professional Conduct
- C. Interpersonal Communication
    1. Reception Room and Greeting Patients
    2. Working with the Public

Unit II. Communication
- A. Written and Electronic Documents
    1. Typing
    2. Transcription
    3. Dictation
- B. Oral Communication
- C. Medical Records and Documentation
- D. Electronic Health Records
- E. Managing medical records
- F. Telephone Techniques
    1. Answering Calls/Inquiries
    2. Taking Messages
    3. Organizing Phone Directory
    4. Answering Service
    5. Specialty Call
    6. Long Distance
    7. Conference Call
    8. Skyping
- G. Patient Education

Unit III. Administrative Practices
- A. Schedule Management
    1. Scheduling Appointments
    2. Cancellations/Delays
    3. Scheduling Outside Appointments for Patients
- B. Time Management
- C. Filing Systems

Unit IV. Medical Assisting Practices
- A. Practice Management
- B. Emergency Preparedness

Learning Activities Required Outside of Class:

The students in this class will spend a minimum of 6 hours per week outside of regular class time doing the following:
1. Reading Assignments
2. Writing Assignments
3. Watch Videos

Methods of Instruction:
1. Lecture
2. Discussion
3. Videos

Methods of Evaluation:
1. Exams/Quizzes/Tests
2. Projects
3. Homework
4. Assignments
5. Online exercises

Supplemental Data:

TOP Code:	1208.00 Medical Assisting
SAM Priority Code:	C: Clearly Occupational
Distance Education:	Applicable
Funding Agency:	Y: Not Applicable (funds not used)
Program Status:	1: Program Applicable
Noncredit Category:	Y: Not Applicable, Credit Course
Special Class Status:	N: Course is not a special class
Basic Skills Status:	N: Course is not a basic skills course
Prior to College Level:	Y: Not applicable

Cooperative Work Experience:	N: Is not part of a cooperative work experience education program
Eligible for Credit by Exam:	No
Discipline:	Healthcare Ancillaries