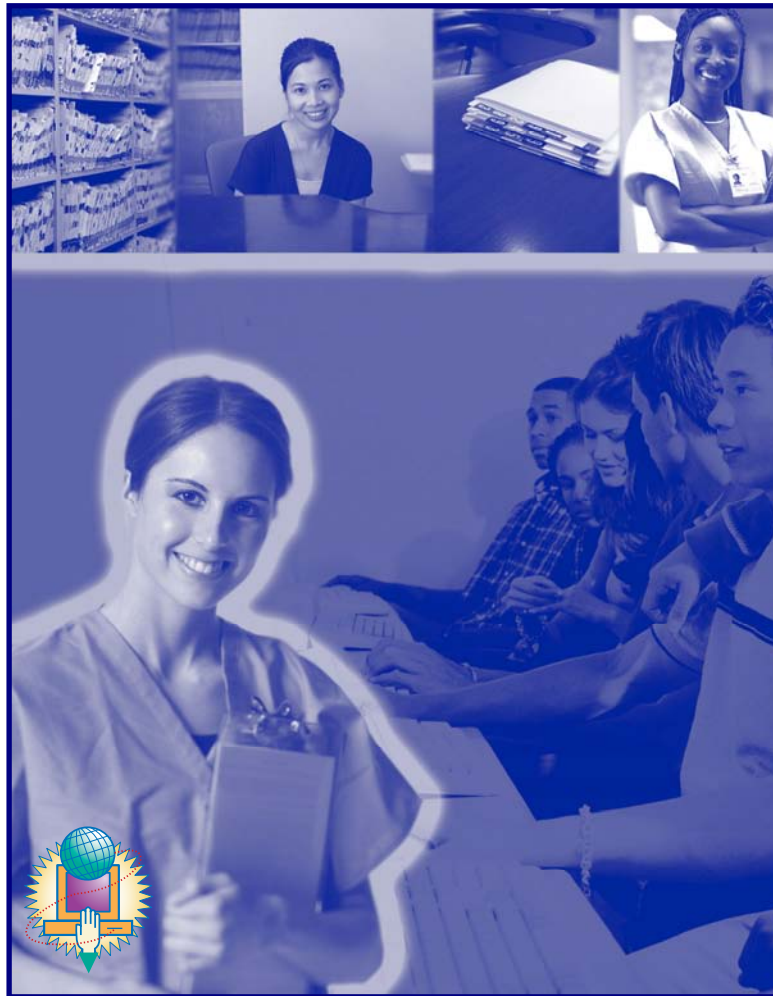


HealthCenter21: Medical Office Assistant Program Description



Instructional Areas

Medical Office Assistant
Office Environment
Office Equipment
Telephone Etiquette
Appointments

Written Communications
Medical Records
Accounting
Insurance and Coding

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Overview

HealthCenter21 is a unique classroom system that provides a means for entry into health services employment or the foundation for later career specialization via specific occupational training.

Using sound learning theory and leading-edge instructional technology, the *HealthCenter21* system features standards-based curriculum, interactive multimedia, hands-on activities, authentic assessments, teacher management tools, and curriculum customization.

HealthCenter21 includes three comprehensive courses:

- **Health Care Foundations** – Covers the essential knowledge and skills from NCHSTE's¹ National Health Care Skill Foundation Standards.
- **Multi-Skilled Assistant** – Based on federal and state OBRA² requirements for nurse assistant training and testing.
- **Medical Office Assistant** – Aligns with administrative assistant standards, including CAAHEP³ and ABHES⁴ standards for medical assistants.

¹NCHSTE – National Consortium on Health Science & Technology Education

²OBRA – Omnibus Budget Reconciliation Act (1987)

³CAAHEP - Accreditation of Allied Health Education Programs

⁴ABHES - Accrediting Bureau of Health Education Schools

Medical Office Assistant

In **HealthCenter21: Medical Office Assistant**, students prepare for an entry-level position as a medical administrative assistant. Students explore nine units of instruction based on **CAAHEP** and **ABHES** standards, including:

- Medical Office Assistant
- Office Environment
- Office Equipment
- Telephone Etiquette
- Appointments
- Written Communications
- Medical Records
- Accounting
- Insurance and Coding

In addition, an Introduction unit shows students the tools for using this course and how to be responsible for their own learning and progress. Students also build a foundation of skills through repeated exposure to important core themes, including:

- Personal Responsibility
- Communication
- Confidentiality
- Career Development

Learning Plan

Students need to understand the technical and interpersonal aspects of administrative assisting and develop the ability to apply these skills in the proper situation. They must also recognize that the role of the health care professional requires the highest standards in work ethic and personal responsibility.

HealthCenter21: Medical Office Assistant includes a comprehensive learning plan, derived from the standards, that incorporates the full range of assessment methods.

Students will:

- Discuss course topics as a class, with the teacher initiating classroom discussions via provided PowerPoint® presentations.
- Navigate through the multimedia presentations, interactive exercises, and on-screen questions at their own pace. The content is easy to understand and review, and students can quickly return to their places each class session using a bookmark feature.
- Develop an understanding of communication techniques through engaging video presentations. Students watch and analyze both poor and excellent interactions between health care workers and patients or co-workers.
- Identify the steps of critical medical office procedures, such as opening the office and filing patient records. Procedures are first explained with narration and step-by-step illustrated instructions, and then followed with activities that refine the students' understanding of the procedure.
- Reflect on their understanding of topics through regular quizzes, cumulative tests and a final exam.

Spotlight on Office Technology

Today's health care facilities require administrative assistants to be well-versed in computer applications and office technology. In **HealthCenter21: Medical Office Assistant**, students explore the numerous ways technology has transformed medical offices and identify future trends.

Students begin with an introduction to computer terminology and then progress to hands-on use of **Microsoft® Word** to create business letters and memos. Students complete other tasks, such as scheduling, with simulations of **practice-management software**. The simulations provide step-by-step on-screen student instructions right next to the software. Students practice and develop skill mastery in a safe and controlled environment.

Management System

At the heart of the **HealthCenter21** system is webTRAC, a server-based classroom management system designed to simplify Tracking, Reporting, Assessment, and Control in the lab. WebTRAC performs such functions as:

1. Course Setup

On-screen help guides teachers through the process of setting up and running a successful classroom.

2. Assessment

Automatically evaluated questions provide students with instant feedback on their progress, while procedure checklists and performance rubrics enable teachers to efficiently and consistently assess student performance. Quizzes, tests, and exams add to the overall picture of student understanding.

3. Monitoring

Student activities and progress can be monitored from the teacher's station. Teachers can also log students off of the system from the teacher's station.

4. Reporting

A wide range of reports can be generated using the electronic gradebook and electronic student journal database. Assessments are correlated directly to the standards to provide teachers with a printable record of student achievement.

5. Customization

The included *Curriculum Builder* software allows the instructor to customize content, questions, tests, and even launch software applications from within the curriculum.

Components

HealthCenter21 contains the components necessary for a successful experience for both the instructor and the students. Included with the system are:

1. Curriculum Materials

- Unit curriculum software
- Teacher Manual for each unit
- Teacher Presentations for each unit
- HealthCenter21 Course Guide

2. Laboratory Management Package

- webTRAC Management Software, including on-line Help
- webTRAC Installation Guide

3. Equipment and Supplies Package

4. Professional Development Package

- Intensive Teacher Training Seminar
- Training Seminar Guide

5. Client Services

- Toll-Free Technical Support
- Website Knowledge Base

HealthCenter21 Equipment and Materials

The following equipment and materials are required for successful implementation of the program, and are available from AES:

Consumable Items

Folder Labels
Ledger Book
Manila Folders
No. 10 Window Envelope
Petty Cash Receipt Book
Prong Fasteners
Telephone Message Book

Lab Items

Calculator
CPT-4 Manual
CMS-1500 Claim Form
Highlighters
ICD-9-CM Manual
Sorter
Telephone
Two-hole Punch

Academic Student Objectives

- Extends general and specialized reading vocabulary.
- Constructs images such as graphic organizers based on text descriptions and text structures.
- Uses discussions with peers as a way of understanding information.
- Expands vocabulary through reading, listening, and discussing.
- Adjusts message wording and delivery to particular audiences and for particular purposes.
- Applies appropriate interviewing techniques.
- Makes formal presentations to the class.
- Chooses valid evidence, proofs, or examples to support topic.
- Applies meaning of prefixes, roots, and suffixes in order to comprehend vocabulary.
- Students use precise and descriptive language that clarifies and enhances ideas and supports different purposes.
- Adds, subtracts, multiplies, divides, and simplifies rational expressions.
- Make decisions about units and scales that are appropriate for problem situations involving measurement.
- Solve problems that arise in mathematics and in other contexts.
- Communicate their mathematical thinking coherently and clearly to peers, teachers, and others.
- Use the language of mathematics to express mathematical ideas precisely.
- Recognize and apply mathematics in contexts outside of mathematics.
- Uses technology and mathematics to improve investigations and communications.

Medical Office Assistant

Unit Overview

The Medical Office Assistant unit gives students an overview of the role and responsibilities of medical office occupations. Students learn about the education and credentials needed to obtain employment. Students also explore professional and personal traits that will enable them to be successful in the field. The importance of teamwork, effective communication, and personal appearance are discussed. The last portion of the unit is focused on the Health Insurance Portability and Accountability Act (HIPAA). Students examine the legal issues that pertain to office personnel, including the HIPAA Privacy Rule.

Key Questions

What professional traits do medical office assistants need in order to be successful?

How can medical office assistants protect a patient's privacy and confidential information?

Highlights

HIPAA

Privacy Rule

Communication Barriers

Personal Qualities

Student Objectives:

- Recognize legal guidelines and requirements for health care
- Perform within legal and ethical boundaries
- Identify guidelines pertaining to HIPAA
- Recognize credentials of the medical office assistant
- Project a positive attitude
- Maintain confidentiality at all times
- Be a team player
- Be cognizant of ethical boundaries
- Exhibit initiative
- Adapt to change
- Evidence a responsible attitude
- Be courteous and diplomatic
- Conduct work within scope of education, training, and ability
- Be attentive, listen, and learn
- Be impartial and show empathy when dealing with patients
- Adapt what is said to the recipient's level of comprehension
- Exercise efficient time management
- Recognize and respond to verbal and nonverbal communications
- Understand workplace dynamics
- Adhere to standards of personal appearance
- Describe communication barriers and how to avoid barriers

Office Environment

Unit Overview

This unit focuses on the reception area of medical facilities and making a positive first impression with visitors. Students will explore office safety and design, and learn how to modify the environment to accommodate patients with special needs. Students practice opening and closing an office. Students also demonstrate greeting patients and explaining office policies in a professional manner. Finally, students follow procedure to register and check-in clients.

Key Questions

What responsibilities does the medical office assistant have in creating and maintaining a professional office environment?

Why is it important to create a safe and comfortable environment in a health care facility?

Highlights

Accommodations

Patient Registration

Opening and Closing

Safety and Security

Student Objectives:

- Perform in-person screening
- Recognize and respond to verbal and nonverbal communications
- Instruct patients to office policies and procedures
- Maintain professional office environment
- Be impartial and show empathy when dealing with patients
- Maintain office safety and security
- Review personality characteristics the office receptionist should possess
- Open and close the office
- Create a positive and caring impression
- Identify the elements important in a patient reception area
- Summarize the OSHA guidelines and regulations that pertain to a patient reception area
- Perform general housekeeping duties
- Describe how modifications to a reception area can accommodate patients with special needs
- Demonstrate procedure used to register and check-in both new and established clients

Office Equipment

Unit Overview

Students discover the many types of equipment within the typical medical office. They learn to operate, troubleshoot, and care for equipment such as photocopiers, facsimile (FAX) machines, and computers. Students explore the many uses of computers in the medical office, and learn basic computer terms and functions. Finally, students perform an inventory of supplies and equipment, and prepare a purchase requisition for new supplies.

Key Questions

Why must the medical office assistant be familiar with equipment, including how to operate and troubleshoot?

What responsibilities does the medical office assistant have in managing office supplies?

Highlights

Computer Operations

Troubleshooting

Maintenance

Inventory and Purchasing

Student Objectives:

- Perform and inventory of supplies and equipment
- Perform routine maintenance of administrative equipment
- Understand applications of electronic technology
- Evaluate and recommend equipment and supplies for practice
- Maintain liability coverage
- Demonstrate appropriate use of medical office technology
- Adapt to different types of computers and office equipment
- Prepare purchase requisitions
- Order, receive, and store office supplies
- Demonstrate the use of a calculator/adding machine, copy machine, fax machine, intercom system, cell phone, and pager
- Identify components of computer hardware
- Identify types of software programs used in a medical office
- Demonstrate the basic operation of a computer
- Use the Internet as a resource and research tool

Telephone Etiquette

Unit Overview

In this unit, students examine their verbal communication skills and learn to effectively answer and document telephone calls. Students role-play many types of telephone calls, and demonstrate handling calls appropriately and professionally, including performing triage. Students also practice leaving messages on answering machines. Lastly, students explore telephone technology common in the medical office.

Key Questions

What is the role of the medical office assistant regarding the telephone?

Why are good communication skills on the telephone crucial in a health care setting?

Highlights

Screening Calls

Triage

Taking Messages

Making Outgoing Calls

Student Objectives:

- Demonstrate principles of verbal communication
- Use proper telephone techniques
- Discuss the importance of and demonstrate proper telephone etiquette for placing and receiving calls
- Perform the procedure for taking telephone messages
- Explain the function of telephone triage
- Establish patient's identity
- Identify patient needs
- Recognize the signs and symptoms of an emergency situation and take appropriate action

Appointments

Unit Overview

This unit introduces students to the variety of methods used to schedule appointments. Students learn to set up a matrix and schedule patients according to procedure. They also discover how to handle unexpected visitors, including sales calls. Students then maintain the schedule through a series of cancellations, walk-ins, and other situations. They also arrange for appointments outside the facility, such as outpatient visits and hospitalization. Students practice their skills manually and electronically through the controlled use of practice-management software.

Key Questions

What responsibilities does the assistant have in scheduling and managing appointments?

What impacts do scheduling systems have on patients and employees in a medical facility?

Highlights

Scheduling Systems

Making Appointments

Rescheduling Appointments

Practice-Management Software

Student Objectives:

- Schedule inpatient and outpatient admissions and procedures
- Schedule and monitor appointments
- Manage physician's professional schedule and travel
- Generate daily appointment schedule
- Maintain an appointment matrix
- Prepare appointment cards
- Perform cancellation procedures
- Utilize computer software to maintain office systems

Written Communications

Unit Overview

In this unit, students use their writing skills to relay information to others. Students explore the writing process and learn basic formatting rules. They use word processing software to create, edit, and print memos and letters. Students examine their work and learn the importance of proofreading for grammar and spelling errors. They also practice a mail merge and prepare envelopes. Incoming and outgoing mail is often the responsibility of the medical office assistant, and students learn to handle these tasks with ease.

Key Questions

What responsibilities do medical office assistants have in processing mail?

Why is written communication important in the medical office?

Highlights

Incoming Mail

Writing Process

Memos and Letters

Outgoing Mail

Student Objectives:

- Understand application of electronic technology
- Demonstrate fundamental writing skills
- Respond to and initiate written communication
- Receive, organize, prioritize, and transmit information expediently
- Use correct grammar, spelling and formatting techniques in written works
- Create, edit and print memos and letters
- Recognize U.S. Post Office regulations
- Describe how to appropriately address a business envelope
- Keep up with incoming and outgoing mail in a timely manner

Medical Records

Unit Overview

In this unit, students prepare, maintain, and store medical records. They learn to organize a patient's medical record and to document accurately. Students learn to label files and documents. They also identify when and how a medical record may be released. Students describe each step in the filing process. Students explore various types of filing systems and practice filing alphabetically and numerically. They learn to find a misplaced chart and to store files. Students discuss the purging and long-term storage of files. Students will also discuss record control policies and procedures.

Key Questions

Why is it important to keep medical records orderly and accurate?

What role does the medical office assistant have in maintaining medical records?

Highlights

Electronic Medical Records

Indexing

Alphabetical Filing

Numerical Filing

Cross-References

Student Objectives:

- Prepare and maintain medical records
- Determine needs for documentation and reporting
- Document accurately
- Use appropriate guidelines when releasing records or information
- Organize a patient's medical record
- Outline the evolution of a client's medical record, including the purpose, ownership, uses, and value of the medical record and its data
- Identify the legal and ethical importance of good record keeping
- Summarize the skills of an employee who has the responsibility for initiating and maintaining patient records
- Compare and contrast different types of patient records
- Discuss the need for neatness, timeliness, accuracy, and professional tone in patient records
- Explain how to correct a medical record
- Describe the importance of labeling client files and other documents accurately
- File medical records
- Describe each step in the filing process
- Demonstrate initiation and maintenance of serial numbering and filing; unit numbering and filing; and serial-unit filing; and how to convert from serial to unit numbering
- Demonstrate straight numeric filing, terminal digit filing, middle digit filing, and how to convert to terminal from middle digit filing
- Discuss techniques for locating misfiled records
- Identify when cross-referencing is necessary and demonstrate



Accounting

Unit Overview

In this unit, students learn to manage the financial aspects of a medical office. Students begin by identifying common terms and concepts associated with accounting tasks. Students then explore the billing and collections procedures. They also perform bookkeeping procedures, such as preparing a day sheet and handling cash and receipts. Students write checks, reconcile bank statements, and prepare deposit records. Students practice their skills manually and electronically through the controlled use of practice-management software.

Key Questions

What accounting tasks might the medical office assistant be responsible for?

What is the importance of keeping accurate financial records in a medical office?

Highlights

Billing and Collections

Bookkeeping

Disbursements

Banking

Practice-Management Software

Student Objectives:

- Prepare a bank deposit
- Post entries on a daysheet
- Perform accounts receivable procedures
- Perform billing and collection procedures
- Post adjustments
- Process credit balance
- Process refunds
- Post NSF checks
- Post collection agency payments
- Perform basic secretarial skills
- Reconcile a bank statement
- Prepare a check
- Establish and maintain a petty cash fund
- Identify common terms and practices associated with patient fees
- Describe manual and computerized booking systems
- Process bank card transactions
- Follow office protocol for self-pay
- Explain the physician's fees
- Compose itemized statements



Insurance and Coding

Unit Overview

Students begin with an overview of insurance concepts, such as managed care, PPO, and HMO. They will also list the types of federal health care plans. Students explore ICD-9-CM and CPT codes and the role of the codes in processing claims. Students define the terminology necessary to interpret and submit medical insurance claims, and complete a universal health insurance claim form. They also discuss electronic claim filing. Students learn the importance of accuracy in receiving reimbursement and in case of an audit. Students practice their skills manually and electronically through the controlled use of practice-management software.

Key Questions

What impact does health insurance have on the health care services a patient seeks?

How do the codes assigned to medical diagnoses and procedures affect insurance benefits?

Highlights

Managed Care

Diagnostic Coding

Procedural Coding

Claim Form

Practice-Management Software

Student Objectives:

- Apply managed care policies and procedures
- Apply third-party guidelines
- Perform procedural coding
- Perform diagnostic coding
- Complete insurance claim forms
- Use physician fee schedule
- Define terminology necessary to interpret and submit medical insurance
- Describe the assistant's role in the insurance claim process
- Define Medicare and Medicaid
- Explain how to manage a workers' compensation case
- Explain the significance of diagnosis-related groups
- Define electronic claims processing
- Define coding and discuss its origin and function
- Examine and analyze the documentation tools used in the coding process
- Demonstrate the proper technique for determining the physician's diagnosis
- Recognize internal and external obstacles to accurate and timely reimbursement

