Prepared by the Department of Business
Date of Departmental Approval: February 12, 2013
Date approved by Curriculum and Programs: February 12, 2013   Effective: Fall 2013

1. **Course Number:** **BIT203**
    Course Title: **MEDICAL OFFICE PROCEDURES**

2. **Description**: Students prepare for immediate and long-term success as administrative assistants and medical assistants in a medical office environment. The course includes the following: an overview of the healthcare industry, client/patient relations and communication, health information management, medical practice management, and professional workplace behavior. Students acquire skills in a medical office software package and explore ethical/legal issues in modern medicine.

3. **Student Learning Outcomes (instructional objectives; intellectual skills):** Upon successful completion of this course, students are able to do the following:
    - Explain the history and current state of the healthcare industry
    - Describe scope and practice of medical assistants and administrative assistants
    - Exemplify professional behavior
    - Use interpersonal skills to communicate effectively and deal with conflict
    - Schedule and manage appointments
    - Schedule inpatient and outpatient admissions and procedures
    - Demonstrate patient reception and processing procedures
    - Organize and maintain a patient's medical record
    - Apply managed care policies and procedures
    - Apply third party guidelines
    - Perform basic procedural coding
    - Perform basic diagnostic coding
    - Complete insurance claim forms
    - File medical records
    - Perform within legal and ethical boundaries
    - Explain legal issues relating to the medical profession especially confidentiality and right to privacy as it relates to medical records.
    - Use computers effectively in the medical office for written communication
    - Use proper telephone techniques
    - Explain and exhibit fees, billing, and collection procedures
    - Explain medical practice management and customer service
    - Perform basic accounting procedures for the medical office including preparing a bank deposit, posting entries to a day sheet, processing accounts receivable, posting adjustments, processing credit balances, processing refunds, posting NSF checks, posting collection agency payments
    - Explain common medical emergencies and how to prepare and cope with these emergencies
    - Utilize computerized record keeping for both patient and financial data.

4. **Credits**: 3 credits

5. **Satisfies General Education Requirement**: No

6. **Prerequisites:** GIT110 and BIT103

7. **Semester Offered:** Spring

8. **Suggested General Guidelines for Evaluation**: Students' final grade is dependent on evaluations of lab assignments, writing assignments, a mid-term and a final.

9. **General Topical Outline (Optional):**

    - The healthcare industry
    - Medical Assisting/ administrative assistant profession
    - Professional behavior

- Interpersonal skills and human behavior
- Medicine and ethics
- Medicine and the law
- Computers in the health care professions
- Telephone Procedures
- Appointment Scheduling
- Patient reception and processing
- Written communications
- Medical Records Management
- Fees, billing, and collecting
- Bookkeeping procedures for the medical office
- Managed care policies, procedures, and third party guidelines
- Procedural and diagnostic coding
- Medical practice management and customer service
- Common medical emergencies