



**2017-2018**

# ***Medical Administrative Assistant Front Office***

**OUTLINE**

## **DESCRIPTION:**

This course is designed to prepare students for employment in the front office or reception area of any medical facility, with a focus on a physician's office. Students learn basic medical terminology, anatomy and physiology, patient interaction, appointment control, filing, bookkeeping, use of a computer to prepare correspondence, and data entry and retrieval. Activities in this course include work-based learning that connects students to industry and the local community.

## **INFORMATION:**

- A. Pre-requisite: Medical Terminology
- B. Length: One semester
- C. Sector: Health Science & Medical Technology
- D. Pathway: Healthcare Administrative Services

<b>O*Net SOC Codes</b>	
<b>Code #</b>	<b>Title</b>
31.9092.00	Medical Assistants
43.6013.00	Medical Secretaries

<b>Orientation</b>
<ul style="list-style-type: none"><li>A. Introduce the course and facilities.</li><li>B. Discuss the syllabus and major objectives.</li><li>C. Explain applicable classroom management procedures, the ROP Student Rules of Conduct, and any operational guidelines.</li><li>D. Review instructor/student expectations.</li><li>E. Explain enrollment and attendance requirements and procedures.</li><li>F. Review grading and student evaluation procedures.</li><li>G. Discuss the community classroom aspect of the program if applicable.</li><li>H. Discuss the “next steps” related to additional education, training, and employment.</li><li>I. Review classroom safety, emergency and disaster procedures.</li></ul>
<b>1. Communication Skills</b>
<ul style="list-style-type: none"><li>A. Demonstrate positive verbal communication skills using appropriate vocabulary, demeanor, and vocal tone in the classroom and/or worksite.</li><li>B. Read and interpret written information and directions.</li><li>C. Practice various forms of written communication appropriate to the occupation.</li><li>D. Practice positive body language skills.</li><li>E. Practice professional verbal skills for resolving a conflict.</li><li>F. Demonstrate active listening skills including techniques for checking for understanding, and for obtaining clarification of directions.</li></ul>
<b>2. Interpersonal Skills</b>
<ul style="list-style-type: none"><li>A. Demonstrate positive teamwork skills by contributing to a group effort.</li><li>B. Practice the importance of diversity awareness and sensitivity in the workplace.</li><li>C. Define sexual harassment in the workplace and identify the employee’s role and responsibility.</li><li>D. Practice participation skills.</li><li>E. Identify different personality types and strategies for working effectively with each type.</li><li>F. Practice business and social etiquette skills appropriate to the occupation.</li><li>G. Discuss the role of business and personal ethics in the decision-making process.</li><li>H. Evaluate various job-related scenarios and justify decisions based on ethics.</li><li>I. Demonstrate flexibility and adaptability in working with others.</li><li>J. Demonstrate the use of time management skills.</li></ul>

<b>3. Personal and Occupational Safety</b>
<ul style="list-style-type: none"><li>A. Demonstrate procedures to be followed in the case of emergencies.</li><li>B. Discuss ways to report a potential safety hazard to a supervisor.</li><li>C. Identify and discuss cyber ethics, cyber safety, and cyber security.</li><li>D. Recognize the importance of using proper body mechanics for lifting and moving in the work setting.</li><li>E. Explain the importance of CAL-OSHA.</li><li>F. Identify safety hazards commonly found in a variety of medical settings including Standard/Universal Precautions and hazardous waste.</li><li>G. Apply personal safety practices to and from the job.</li><li>H. Describe the procedure for reporting a work-related hazard or injury.</li><li>I. Recognize the effects of substance abuse in the workplace.</li><li>J. Define and discuss ergonomics in relation to the working environment.</li><li>K. Discuss the electrical hazards of working with electronic equipment.</li><li>L. Recognize good housekeeping as a safety issue.</li></ul>
<b>4. Leadership</b>
<ul style="list-style-type: none"><li>A. Define leadership and identify the responsibilities, competencies, and behaviors of successful leaders.</li><li>B. Work with peers to promote divergent and creative perspectives.</li><li>C. Demonstrate how to organize and structure work, individually and in teams, for effective performance and the attainment of goals.</li><li>D. Explain multiple approaches to conflict resolution and their appropriateness for a variety of situations in the workplace.</li><li>E. Employ ethical behaviors and actions that positively influence others.</li><li>F. Use a variety of means to positively impact the direction and actions of a team or organization.</li><li>G. Analyze the short-term and long-term effects a leader's actions and attitudes can have on productivity, morale, and organizational culture.</li></ul>
<b>5. The Role of the Administrative Medical Assistant</b>
<ul style="list-style-type: none"><li>A. Identify the professional role and responsibilities of the Administrative Medical Assistant and licensure/certifications available.</li><li>B. Identify professional associations and employment opportunities for the Administrative Medical Assistant.</li></ul>
<b>6. Medical Office Skills</b>
<ul style="list-style-type: none"><li>A. Demonstrate professional phone technique and appointment control.</li><li>B. Explain the importance of patient medical forms and health histories.</li><li>C. Identify basic office equipment (i.e. scanner, fax, etc.) and their proper use.</li><li>D. Practice customer service by greeting patients in a courteous and professional manner.</li></ul>

- E. Explain procedures used to secure authorization for patient referrals to specialists and outside tests.

## 7. Medical Terminology

- A. Analyze & define medical terms relating to major body systems & structures.
- B. Identify common abbreviations used in medical, clerical & clinical areas.
- C. Correctly spell medical terms related to basic anatomy & physiology.
- D. Identify the basic word building system used in medical terminology.
- E. Identify the anatomical descriptors and fundamental human body structures.

## 8. Medical Law and Ethics

- A. Discuss the Patients' Bill of Rights, Advance Directives, and Hospice.
- B. Define HIPAA and identify and describe Title 1 and Title 2.
- C. Demonstrate the use of specific patient consent and record release forms.
- D. Identify specific legal terms as they apply to basic medical law.
- E. Distinguish between ethical and legal issues, and the ramifications of each.

## 9. Accounts Receivables/Payables

- A. Demonstrate the ability to balance a day sheet.
- B. Identify and define financial record keeping terms.
- C. Post transactions including charges, payments, and adjustments to patient accounts.
- D. Demonstrate the ability to pay bills and reconcile bank statements, both electronically and via hard copies.
- E. Define the term "aging of accounts" and the proper procedure for monetary collection.
- F. Create payroll checks.
- G. Practice use of common accounting software (e.g., QuickBooks).

## 10. Computer Skills

- A. Demonstrate the ability to use computer skills to create, proofread, edit, and save various medical documents.
- B. Demonstrate the ability to use basic computerized medical office software (e.g., Electronic Health Records, EHR).
- C. Works independently to create various business letters used in the medical setting.

## 11. Introduction to Pharmacology

- A. Demonstrate knowledge of pharmacology by interpreting abbreviations and identifying the sections of a written prescription.

- B. Identify, correctly spell, and describe the uses of commonly used medications.
- C. Demonstrate the ability to look up medications electronically using PDR.com, PDR Health, and WebMD.
- D. Take complete and accurate telephone information for prescription refills
- E. Correctly record refills and new prescriptions.

## 12. Information Management

- A. Demonstrate the ability to file alphabetically and numerically.
- B. Accurately and efficiently chart patient information/data.
- C. Identify appropriate guidelines for releasing records or information.
- D. Demonstrate assembling contents of a patient's chart.

## 13. Basic Medical Insurance Forms

- A. Demonstrate completion of a medical insurance form.
- B. Using the CPT, ICD9, and ICD10 manuals, accurately code a medical insurance form.
- C. Demonstrate the ability to look up medical insurance codes electronically.
- D. Identify the procedure for obtaining verification and authorization regarding insurance eligibility.
- E. Demonstrate the ability to complete a State Disability form.
- F. Demonstrate the ability to complete a Workers Compensation "First Report of Occupational Injury or Illness.
- G. Differentiate between Health Maintenance Organization (HMO), Preferred Provider Organization (PPO), Independent Physicians Association (IPO), private insurance, MediCal/Medicare, and State Disability, Worker's Compensation.
- H. Identify reliable resources of information on the Affordable Care Act (ACA) and Covered California.

## 14. Advanced Skills

- A. Successfully complete on-the-job training (Community Classroom).
- B. Accurately room a patient and take vitals.

## Key Assignments

Assignment	Competencies	Career Ready Practices	Anchor Standards	Pathway Standards	CCSS
1. Students will evaluate a medical record for errors and omissions. Students will remedy errors and omissions and process claims and referrals.	1A-C 2F-H, J 3C 5A 6A-C 7A-E 8A-E 9F 10A-C 11A, B, D-E 12A-C 13A, B, D-G	1 2 5	2 5 8 10	C1.0 C2.0 C3.0 C7.0 C8.0 C11.0 C12.0 C14.0 C15.0	LS 11-12.2 LS 11-12.3 LS 11-12.6 RLST 11-12.4 WS 11-12.4
2. Using computer software, students will develop an inventory of medical office supplies needed to successfully run a medical clinic. Students will source vendors, purchase goods, and balance to a predetermined budget.	1B 2G, J 5A 6C 7A-E	11 12	2 4 5 7	C3.0 C12.0	ELA: RLST 11-12.7 RSIT 11-12.7 WS 11-12.6 WS 11-12.7

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Assignment	Competencies	Career Ready Practices	Anchor Standards	Pathway Standards	CCSS
	9B, E, F 10A, B				MATH: A-SSE 1 N-Q1

## Standards Assessed in this Program

### Career Ready Practices

1. Apply appropriate technical skills and academic knowledge.
2. Communicate clearly, effectively, and with reason.
3. Develop an education and career plan aligned to personal goals.
4. Apply technology to enhance productivity.
5. Utilize critical thinking to make sense of problems and persevere in solving them.
6. Practice personal health and understand financial well-being.
7. Act as a responsible citizen in the workplace and the community.
8. Model integrity, ethical leadership, and effective management.
9. Work productively in teams while integrating cultural/global competence.
10. Demonstrate creativity and innovation.
11. Employ valid and reliable research strategies.
12. Understand the environmental, social, and economic impacts of decisions.

### Anchor Standards

#### 2.0 Communications

- Acquire and use accurately sector terminology and protocols at the career and college readiness level for communicating effectively in oral, written, and multimedia formats.

#### 3.0 Career Planning and Management

- Integrate multiple sources of career information from diverse formats to make informed career decisions, solve problems, and manage personal career plans.

#### 4.0 Technology

- Use existing and emerging technology, to investigate, research, and produce products and services, including new information, as required in the sector workplace environment.

#### 5.0 Problem Solving and Critical Thinking

- Conduct short, as well as more sustained, research to create alternative solutions to answer a question or solve a problem unique to the sector using critical and creative thinking, logical reasoning, analysis, inquiry, and problem-solving techniques.

#### 6.0 Health and Safety

- Demonstrate health and safety procedures, regulations, and personal health practices and determine the meaning of symbols, key terms, and domain-specific words and phrases as related to the sector workplace environment.

#### 7.0 Responsibility and Flexibility

- Initiate, and participate in, a range of collaborations demonstrating behaviors that reflect personal and professional responsibility, flexibility, and respect in the sector workplace environment and community settings.

#### 8.0 Ethics and Legal Responsibilities

- Practice professional, ethical, and legal behavior, responding thoughtfully to diverse perspectives and resolving contradictions when possible, consistent with applicable laws, regulations, and organizational norms.

## **9.0 Leadership and Teamwork**

- Work with peers to promote divergent and creative perspectives, effective leadership, group dynamics, team and individual decision making, benefits of workforce diversity, and conflict resolution.

## **10.0 Technical Knowledge and Skills**

- Apply essential technical knowledge and skills common to all pathways in the sector following procedures when carrying out experiments or performing technical tasks.

# Pathway Standards

## **Health Science and Medical Technology - Healthcare Administrative Services Pathway**

**C1.0** Understand healthcare systems as the organization of people, institutions, funding, and resources as well as the broad scope of operations in which healthcare services are delivered to meet the health needs of target populations.

**C2.0** Understand the various healthcare provider and support roles in patient care as an integrated, comprehensive healthcare system, to offer the very best options for treatment of patients.

**C3.0** Understand the overarching concepts of economic and financial management systems, system and information management, and the latest innovations in healthcare as they affect healthcare delivery.

**C7.0** Follow the model of medical safety practices and processes that can help prevent system medication errors and understand the consequences of mistakes.

**C8.0** Understand the resources, routes and flow of information within the healthcare system and participate in the design and implementation of effective systems or processes.

**C11.0** Know how to schedule and manage appointments for providers.

**C12.0** Understand how to use health information effectively.

**C14.0** Understand how to transfer information to third-parties.

**C15.0** Code health information and bill payers using industry standard methods of classification of diseases, current procedural terminology, and common healthcare procedure coding system.

## Common Core State Standards

### ENGLISH LANGUAGE ARTS

#### Language Standards

**LS 11-12.2:** Demonstrate command of the conventions of standard English capitalization, punctuation, and spelling when writing.

**LS 11-12.3:** Apply knowledge of language to understand how language functions in different contexts, to make effective choices for meaning or style, and to comprehend more fully when reading or listening.

**LS 11-12.6:** Acquire and use accurately general academic and domain-specific words and phrases, sufficient for reading, writing, speaking, and listening at the (career and college) readiness level, demonstrate independence in gathering vocabulary knowledge when considering a word or phrase important to comprehension or expression.

#### Reading Standards for Information Text

**RSIT 11-12.7:** Integrate and evaluate multiple sources of information presented in different media or formats (e.g., visually, quantitatively) as well as in words in order to address a question or solve a problem.

#### Reading Standards for Literacy in Science and Technical Subjects

**RLST 11-12.4:** Determine the meaning of symbols, key terms, and other domain-specific words and phrases as they are used in a specific scientific or technical context relevant to grades 11-12 texts and topics.

**RLST 11-12.7:** Conduct short as well as more sustained research projects to answer a question (including a self-generated question) or solve a problem; narrow or broaden the inquiry when appropriate; synthesize multiple sources on the subject, demonstrating understanding of the subject under investigation.

#### Speaking and Listening Standards

**SLS 11-12.2:** Integrate multiple sources of information presented in diverse formats and media (e.g., visually, quantitatively, orally) in order to make informed decisions, and solve problems, evaluating the credibility and accuracy of each source and noting any discrepancies among the data.

**SLS 11-12.1:** Initiate and participate effectively in a range of collaborative discussions (one-on-one, in groups, and teacher-led) with diverse partners, building on others ideas and expressing their own clearly and persuasively.

**SLS 11-12.1d:** Respond thoughtfully to diverse perspectives, synthesize comments, claims and evidence made on all sides of an issue, resolve contradictions when possible, and determine what additional information or research is required to deepen the investigation or complete the work.

#### Writing Standards

**WS 11-12.4:** Produce clear and coherent writing in which the development, organization, and style are appropriate to task, purpose, and audience.

**WS 11-12.6:** Use technology, including the Internet, to produce, publish, and update individual or shared writing products in response to ongoing feedback including new arguments and information.

**WS 11-12.7:** Conduct short as well as more sustained research projects to answer a question (including a self-generated question) or solve a problem, narrow or broaden the inquiry when appropriate, synthesize multiple sources on the subject, demonstrating understanding of the subject under investigation.

## **MATHEMATICS**

### **Algebra - Seeing Structure in Expressions**

**A-SSE 1:** Interpret expressions that represent a quantity in terms of its context.

### **Number and Quantity**

**N-Q1:** Use units as a way to understand problems and to guide the solution of multi-step problems; choose and interpret units consistently in formulas; choose and interpret the scale and the origin in graphs and data displays.