

SAULT COLLEGE
of Applied Arts and Technology
Sault Ste. Marie

COURSE OUTLINE

MEDICAL OFFICE PROCEDURES

SPR 231-6

r e v i s e d SEPTEMBER 1980 BY MARY-ANN ILES

MEDICAL OFFICE PROCEDURES
SPR 231-6
COURSE OUTLINE

TEXTS; Medical Secretary-Receptionist Simulation Project, Student Manual and Forms Workbook by M. E. Frye et al.

Medical Typing Drills by M. Thomson.

Taber's Cyclopedic Medical Dictionary by F. A. Davis.

The Medical Word Book by S. B. Sloane.

Reference Manual for Secretaries & Typists by Sabin.

A good desk dictionary.

SUPPLIES;

white bond typing paper (no erasable paper)
carbon paper
yellow file copy
one package onion skin paper
correction devices (eraser, liquid paper and thinner, tape)
letter size filing folders
filing labels

MARKING SCHEME;

85 - 100 = A -

70 - 84 = B

60 - 69 = C

Below 60 = Incomplete

Daily work (production and/or theory exercises) for each Objective = /20

Test (production and/or theory) for each Objective = /25

Simulation Project = /45

Health Care Concepts topic for class presentation = /10

Marks will be penalized for late assignments. All field trips must be attended. Each Objective will be tested. A student will have an opportunity to take at least two tests on each Objective. If a student is unsuccessful on her second attempt at a test, the complete Objective (production and/or theory exercises) must be repeated before attempting the third and final test.

LENGTH OF COURSE; 14 weeks at 6 periods per week = 84 fifty minute periods

GENERAL/TERMINAL OBJECTIVES;

Upon completion of the Medical Office Procedures course, SPR 231, the student will have:

- (a) reviewed and practiced punctuation and capitalization rules as they relate to medical vocabulary
- (b) learned how to transcribe numbers, figures and abbreviations as they relate to medical vocabulary
- (c) reviewed and typed medical correspondence from handwritten and rough draft copy as well as from machine transcription
- (d) an understanding of Ontario's health care systems including OHIP, Workmen's Compensation Board and Ontario Blue Cross
- (e) completed and processed OHIP and WCB forms and claim cards
- (f) an understanding of appointment scheduling by completing an Appointment Scheduling Project
- (g) given a class presentation on an assigned topic relating to overall health care field in Ontario
- (h) completed a Secretary/Receptionist Simulation Project incorporating procedures and applications that are typical of those that are followed in many medical offices.

ESTIMATED BREAKDOWN OF OBJECTIVES IN TERMS OF WEEKS AND DATES;

WEEK I; Introduction to Course, Orientation

September 2 to 5

WEEK II; Objective I - Punctuation/Capitalization Review

5 periods for production/applications
1 period for testing

September 8 to 12

WEEK III AND IV; Objective II - Figures, Numbers, Abbreviations

10 periods for production/applications
2 periods for testing

September 15 to 26

M.O.P. COURSE OUTLINE
PAGE THREE

WEEKS V, VI AND VII: Objective III – Medical Correspondence

15 periods for production
3 periods for testing

September 29 to October 17

WEEKS VIII AND IX: Objective IV – OHIP, WCB, Blue Cross

10 periods production/lectures/guest speakers
2 periods testing

October 20 to 31

WEEK X: Objective V – Scheduling Appointments Project

4 periods

November 3 to 7

WEEKS XI TO XV: Objective VI – Receptionist/Secretary Simulation Project

approximately 36 periods including ten periods for orientation

November 10 to December 19

STUDENT RECORD OF PRODUCTION

OBJECTIVE	DATE COMPLETED	DATE RETURNED	EVALUATION
I			
TEST			
II			
TEST			
III			
TEST			
IV			
TEST			
V			
VI			

M.O.P. COURSE OUTLINE
PAGE FIVE

SPECIFIC OBJECTIVES:

OBJECTIVE I - PUNCTUATION/CAPITALIZATION REVIEW

- demonstrate an ability to use proper punctuation marks accurately, using unpunctuated medical copy
- understand the special uses of capital letters in the preparation of medical reports and correspondence
- know the reference materials available to the transcriptionist so that unfamiliar medical and business terms can be checked

OBJECTIVE II - FIGURES, NUMBERS, ABBREVIATIONS

- recognize when a number should be typed as a figure, typed in spelled-out form, or typed as a roman numeral
- know when and how to use medical and business symbols and abbreviations
- demonstrate ability to prepare accurately typed material containing numbers, symbols, and abbreviations commonly found in medical writing

OBJECTIVE III - MEDICAL CORRESPONDENCE

- demonstrate the ability to paragraph properly
- know how to type titles, degrees properly
- demonstrate the ability to type medical correspondence incorporating the rules learned in Objectives I and II from handwritten and rough draft copy and from machine transcription
- demonstrate the ability to compose and write a professional letter
- properly address an envelope using the preferred postal format

OBJECTIVE IV; OHIP, WCB, BLUE CROSS

- demonstrate knowledge and understanding of Ontario Health Insurance Plan (OHIP)
- demonstrate knowledge and understanding of Ontario Medical Association Schedule of Fees booklet and OHIP Schedule of Fees Booklet

OBJECTIVE IV: OHIP, WCB, BLUE CROSS (CONTINUED)

- understand professional billing practices
- understand the role and function of the Workmen's Compensation Board
- be able to complete OHIP and WCB claim cards by interpreting the OMA, OHIP and WCB Schedule of Fees Booklet
- demonstrate knowledge and understanding of Ontario Blue Cross, its role and function

OBJECTIVE V; SCHEDULING APPOINTMENTS

- demonstrate an understanding of the accuracy in scheduling appointments
- understand the term "double booking"
- be able to select an appropriate appointment book based upon the type of office
- demonstrate an understanding of types of patients who will need more or less of the physician's time and make their appointments accordingly
- know how to control failed appointments
- complete a Scheduling Appointment Project

OBJECTIVE VI; RECEPTIONIST/SECRETARY SIMULATION PROJECT

- completing a variety of realistic office procedures/applications
- set-up a filing system
- decision-making skills demonstrated as well as prioritizing skills demonstrated