

Sault College of Applied Arts and Technology sault ste. marie

Course Outline

MEDICAL OFFICE PROCEDURES I

SPR 231-10

revised

September 137 ^~

MEDICAL OFFICE PROCEDURES

REQUIRED TEXTS

The Medical Office Assistant – Administrative and Clinical, Kinn and Bradley, W. B, Saunders Company.

Workbook to accompany above text.

Encyclopedia and Dictionary of Medicine and Nursing, Miller/Keane, W. B. Saunders Company.

The Medical Word Book, Sloane, W. B. Saunders Company.

Reference Manual for Secretaries and Typists, Sabin, McGraw-Hill.

A good dictionary.

EVALUATION;

Each objective will be evaluated and given a grade of A, B, C, Incomplete or Repeat. Each objective will be tested. A student may attempt a test two times; if the student does not pass after the second attempt, the objective must be repeated before the test is attempted for the third and final time.

GENERAL:

All students must attend classes, field trips and tours. Failure to attend all classes and tours could result in the student losing the privilege of attending the make-up period.

SUPPLIES:

Typing paper, carbon paper, correction devices, paper clips, filing folders, pens, ruler, pencils, three-ring binder for procedure manual, subject dividers with tabs.

M.O.P.

INTRODUCTION

OBJECTIVE: You will understand and discuss job possibilities, skills required and personal assets necessary for a medical secretary.

LEARNING EXPERIENCE:

Read Chapter 1 in your text. Medical Office Assistan-

Discuss and participate in the lecture given by instructor and complete the various exercises given by the instructor to analyze your personality and make-up.

EVALUATION: Personal evaluation.

No test – this is an introductory objective,

ESTIMATED TIME
TO ACHIEVE:

2 periods of fifty minutes each

M.O.P.

OBJECTIVE 1

OBJECTIVE;

You will be able to:

- (a) distinguish between ethics and etiquette
- (b) give a brief history of medical ethics
- (c) explain points of medical ethics with patients

You will be able to type:

- (a) unarranged manuscript in justified style
- (b) and compose letters withdrawing from the care of a patient by physician, confirming patient discharge, informing patient of missed appointment
- (c) an article from transcription machine

LEARNING EXPERIENCE:

Read Chapters 4 and 5 in your text. The Medical Office Assistant.

Complete the Production Exercises for this Objective.

EVALUATION;

All production (typing) must be 100[^] accurate in form, set-up and proofreading.

You are allowed 3 undetectable corrections per page of type.

Test upon completion of Objective.

ESTIMATED TIME
TO ACHIEVE:

periods at fifty minutes each[^]f

OBJECTIVE;

You will be able to:

- (a) know the reasons for keeping patient records
- (b) make necessary additions or corrections to the patient record
- (c) keep records orderly, in correct form, and current

Tou will be able to:

- a) transcribe medical histories from machine
- b) transfer information onto various types of forms

LEARNING EXPERIENCE:

Read Chapter 13 in your text, The Medical Office Assistant.

Complete theory assignment in workbook for this chapter.

Complete the Production Exercises for this Objective.

EVALUATION:

All production must be 100[^] accurate in form, set-up and proofreading.

lou are allowed 3 undetectable corrections per page of typing.

Test upon completion of Objective.

ESTIMATED TIME
TO ACHIEVE:

12 periods at fifty minutes each

M.O.P.

OBJECTIVE 3

OBJECTIVE;

You will be able to:

- (a) schedule appointments so as to have a smoothly running office
- (b) understand and decide upon an appropriate appointment book based on type of office
- (c) handle cancelled appointments, non-patient visitors with or without appointments
- (d) handle other appointments for the doctor

You will be able to type:

- (a) and compose letters cancelling appointments for the physician

You will:

- (a) indicate that you know how to handle various human relation/office related problems

LEARNING EXPERIENCE:

Read Chapter 7 in your text. The Medical Office Assistant,

Complete the theory exercise from your workbook.

Complete the Production Exercises for this Objective.

EVALUATION;

All production must be 100[^] accurate in form and set-up and proofreading.

You are allowed 3 undetectable corrections per page.

Test upon completion of Objective.

ESTIMATED TIME
TO ACHIEVE:

15 periods of fifty minutes each

M.O.P.

OBJECTIVE 4

OBJECTIVE:

You will understand and be able to:

- (a) plan a day's activities in a one-girl office
- 'b) plan and prepare an office procedure manual
- c) use the postal code book

You will demonstrate ability to:

- (a) type mailable medical correspondence from rough handwritten notes, shorthand or/ and machine transcription
- (b) compose a variety of business letters and type them properly
- (c) type in good form a manuscript complete with footnotes, bibliography and cover page

You will:

- (a) indicate your ability to understand problems by handling office situations and demonstrating good secretarial judgment

LEARNING EXPERIENCE:

Read Chapters 6 and 11 in your text. The Medical Office Assistant.

Complete the theory review sheets for this Objective.

Complete the Production Exercises for this Objective.

EVALUATION:

All production must be 100[^] accurate in form, set-up and proofreading.

You are allowed 3 undetectable corrections per page.

Test upon completion of this Objective.

ESTIMATED TIME
TO ACHIEVE:

20 periods at fifty minutes each

OBJECTIVE: You will demonstrate knowledge and understanding of:

- (a) Ontario Health Insurance Plan
- (b) Ontario Medical Association Schedule of Fees
- ^c) professional billing practices
- jd) OHIP coverage terms and definitions
- .e) basic health services under OHIP
- (f) terms Opt-in and Opt-out with OHIP

You will be able to:

- (a) complete accurately OHIP claims
- 'b) use the Schedule of Fees booklet correctly
- c) transcribe medical histories from machine
- (d) transcribe medical correspondence

LEARNING EXPERIENCE: Read -the section in the Appendix in your text, The Medical Office Assistant, on Canadian Insurance and Law.

Attend all class lectures on this Objective.

Read all hand-outs given you on this Objective.

Attend all tours/field-trips for this Objective.

Complete the Production and Theory Exercises for this Objective.

EVALUATION: All production must be 100^ accurate in form, set-up and proof-reading.

You are allowed 3 undetectable corrections per page of type.

All composition will be graded for grammar and punctuation as well as typing form.

Test upon completion of Objective.

ESTIMATED TIME TO ACHIEVE:

25 periods at fifty minutes each