

Sault College of Applied Arts and Technology sault ste. marie

Course Outline

MEDICAL OFFICE PROCEDURES
SPR 234

revised September/ 1979

W.A.V.C.
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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 Assistar.

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:

"15 periods at fifty minutes each"

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

You 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.

You 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 appointment 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 k

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:	<p>You will demonstrate knowledge and understanding of:</p> <ul style="list-style-type: none">(a) Ontario Health Insurance Plan(b) Ontario Medical Association Schedule of Fees(c) professional billing practices(d) OHIP coverage terms and definitions(e) basic health services under OHIP(f) terms Opt-in and Opt-out with OHIP <p>You will be able to:</p> <ul style="list-style-type: none">(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:	<p>Read the section in the Appendix in your text, <u>The Medical Office Assistant</u>, on Canadian Insurance and Law.</p> <p>Attend <u>all</u> class lectures on this Objective.</p> <p>Read <u>all</u> hand-outs given you on this Objective.</p> <p>Attend <u>all</u> tours/field-trips for this Objective</p> <p>Complete the Production and Theory Exercises for this Objective.</p>
EVALUATION:	<p>All production must be 100[^] accurate in form, set-up and proof-reading.</p> <p>You are allowed 3 undetectable corrections per page of type.</p> <p>All composition will be graded for grammar and punctuation as well as typing form.</p> <p><u>Test</u> upon completion of Objective.</p>
ESTIMATED TIME TO ACHIEVE;	25 periods at fifty minutes each