

I. COURSE INFORMATION

- A. Allied Health NHA 161 Medical Administrative Aspects
- B. 4 credit hours
- C. Bayes, Nenna. *Medical Office Procedures*. 9th ed. New York: McGraw Hill, 2019
- D. Prerequisites: None

II. COURSE DESCRIPTION

This course provides an introduction to the administrative skills needed for a medical office. Students learn how to maintain medical records (both paper and electronic), manage appointments, and perform routine office duties. This course focuses on the financial aspects of the medical office including accounts payable and accounts receivable. Students examine billing and collection procedures.

III. LEARNING OUTCOMES

- A. Explain general office policies
- B. Execute data management using electronic healthcare records such as the Electronic Medical Record (EMR)
- C. Perform an office inventory
- D. Document equipment maintenance
- E. Demonstrate filing procedures
- F. Demonstrate time management principles
- G. Use the Internet to access information related to the medical office
- H. Compose professional business documents
- I. Use practice management software
- J. Maintain medical records
- K. Demonstrate professional telephone techniques
- L. Manage appointment admission and procedures
- M. Apply accounting and bookkeeping principles
- N. Perform accounts payable procedures
- O. Perform accounts receivable procedures
- P. Practice collection procedures
- Q. Apply mail handling procedures
- R. Utilize computerized office billing systems
- S. Explain general office policies pertaining to practice finances
- T. Demonstrate sensitivity and professionalism in handling accounts receivable activities with clients
- U. Summarize office management duties

IV. MAJOR CONTENT AREAS

- A. Administrative responsibilities
- B. Financial responsibilities
- C. Preparing for employment

V. ASSIGNMENTS (may include but are not limited to)

- A. Attendance and participation
- B. Assignments
- C. Quizzes and exams

VI. EVALUATION METHODS (may include but are not limited to)

- A. Assignments
- B. Discussions
- C. Quizzes and exams