

COURSE OUTLINE

Course: 30903 MEDICAL FRONT OFFICE

Total Course Hours: 180.00

CBEDS Title: MEDICAL OFFICE SERVICES CONTINUING SERVICES

CBEDS #: 4225

Job Title(s):

Medical Records/Health Information Assistants, Medical Receptionist

Prerequisites:

TB Clearance, Keyboarding Skills

Course Description:

This course prepares students for employment in the front office of a medical facility. Skills learned will include insurance, billing, receptionist duties and office equipment operation. The course completes with a clinical experience. Integrated throughout the course are Academic and CTE standards, which include safety, communication, technology, ethics, career planning and other employability skills.

Hours	
Class	OJT

Occupational Competencies

1-7 on the Course Outline are generic to all BVROP courses and include the BVROP Student Outcomes

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| 3.00 | | 1 | <u>ORIENTATION</u> | <ul style="list-style-type: none"> A Identifies and discusses course objectives and competencies. B Discusses ROP Student Outcomes. C Explains class attendance and behavior objectives. |
| 3.00 | 3.00 | 2 | <u>HEALTH, SAFETY AND ENVIRONMENTAL MANAGEMENT</u> | <ul style="list-style-type: none"> A Describes accident procedure. B Demonstrates appropriate safety practices (e.g. bending, lifting, etc.). C Demonstrates knowledge of classroom procedures and drills (e.g. earthquake, fire and emergency). |
| 5.00 | 5.00 | 3 | <u>ETHICS AND LEGAL RESPONSIBILITIES</u> | <ul style="list-style-type: none"> A Defines sexual harassment and discusses tactics for handling harassment situations. B Applies appropriate workplace behavior and standards. |
| 5.00 | 10.00 | 4 | <u>LEADERSHIP AND TEAMWORK</u> | <ul style="list-style-type: none"> A Describes the characteristics and benefits of teamwork and leadership. B Demonstrates ability to make appropriate decisions. C Works well with others and gives/takes constructive criticism. |
| 12.00 | 3.00 | 5 | <u>CAREER PLANNING</u> | <ul style="list-style-type: none"> A Prepares a finished, professional portfolio showing the best work that has been completed during the class. B Locates job opportunities through the use of want-ads and placement agencies. C Visits at least one facility related to area of training and observes jobs performed. D Completes a job application correctly. E Prepares for and critiques a simulated employment interview. F Discusses employee benefits and rights as related to the specific occupational job area including gender equity and equal opportunity. G Identifies acceptable procedures to leave a job. H Applies for a scholarship. I Completes a professional resume. J Demonstrates appropriate personal grooming and dress. |

Hours	
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30903 MEDICAL FRONT OFFICE

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|-------|-------|-----------|---|---|
| 10.00 | 10.00 | 6 | <u>COMMUNICATION</u> | <ul style="list-style-type: none"> A Uses effective workplace conversation. B Reads and interprets written information and directions. C Practices various forms of written communication appropriate to the occupation. |
| 5.00 | | 7 | <u>STUDENT OUTCOMES</u> | <ul style="list-style-type: none"> A Demonstrates Occupational Specific, Communication and Critical Thinking Skills B Demonstrates Responsible Work Ethics C Demonstrates Career/Employment Literacy D Demonstrates Effective Use of Technology |
| 5.00 | | 8 | <u>EMERGENCY CARE</u> | <ul style="list-style-type: none"> A Identifies and demonstrates proper care for medical front office emergencies |
| 15.00 | 5.00 | 9 | <u>MEDICAL TERMINOLOGY</u> | <ul style="list-style-type: none"> A Defines medical prefixes, suffixes, plural and singular forms, roots and combining forms B Defines medical abbreviations |
| 3.00 | | 10 | <u>MEDICAL AND SURGICAL ASEPSIS</u> | <ul style="list-style-type: none"> A Demonstrates knowledge of infection control procedures |
| 10.00 | 10.00 | 11 | <u>MEDICAL OFFICE ORAL AND WRITTEN COMMUNICATION</u> | <ul style="list-style-type: none"> A Demonstrates effective telephone techniques and communication B Performs appointment scheduling C Processes written communications |
| 10.00 | 5.00 | 12 | <u>RECORD MANAGEMENT</u> | <ul style="list-style-type: none"> A Interprets medical records content B Demonstrates multiple filing techniques |
| 10.00 | 5.00 | 13 | <u>ACCOUNTING AND BANKING</u> | <ul style="list-style-type: none"> A Demonstrates basic bookkeeping techniques B Demonstrates use of various forms of payment C Performs basic checking account procedures |
| 10.00 | 5.00 | 14 | <u>THIRD PARTY PROCEDURES</u> | <ul style="list-style-type: none"> A Demonstrates understanding of various Health Care Plans B Prepares insurance claims C Demonstrates third party verification procedures |
| 10.00 | 3.00 | 15 | <u>GENERAL TRAINING SITE KNOWLEDGE</u> | <ul style="list-style-type: none"> A Demonstrates knowledge of Student Training Plan B Discusses security, safety and accident procedures for training site C Creates a professional and favorable image of health worker |

TOTAL HOURS

Class	OJT	Course
116.00	64.00	180.00