

**I. CATALOG DESCRIPTION:**

- A. Department Information:  
Division: Business & Information Technology  
Department: Computer Information Technology  
Course ID: CIT 048  
Course Title: Medical Office Procedures  
Units: 3  
Lecture: 3 hours  
Laboratory: None  
Prerequisite: CIT 010 or CIT 009  
Departmental Advisory: CIT 020
- B. Catalog Description and Schedule Description:  
The course prepares students for employment as "front office" administrative medical assistants. Instruction is provided for both the traditional and technological medical environments. Course covers the medical environment and ethics. Students learn to input patient information, schedule appointments, handle billing, produce lists and reports, and handle insurance claims manually and electronically. (Formerly OIS 163)

**II. NUMBER OF TIMES COURSE MAY BE TAKEN FOR CREDIT: One.**

**III. EXPECTED OUTCOME FOR STUDENTS**

Upon completion of the course, the student should be able to:

- A. apply the principles of the computer program to both old and new administrative situations in the medical office
- B. formulate reports that assist doctors in keeping the office financially well managed and organized
- C. identify and process the information necessary to maintain patient accounts
- D. construct monthly statements to be sent to patients
- E. prepare claims to be sent electronically to insurance companies
- F. read and critically evaluate the most current issues in health care reform
- G. explain the administrative routines of a medical office
- H. identify the skills needed for career success as a "front office" medical assistant

**IV. CONTENT**

- A. The Medical Environment
  - 1. The medical staff
  - 2. Medical ethics
- B. Medical Law
  - 1. Patient relations
  - 2. Interacting with patients
- C. Computerizing the Medical Office
  - 1. What today's computer system means to the medical office
  - 2. The growth of user-friendly systems
  - 3. Computers and information processing
- D. Medical Documents and Word Processing
  - 1. Medical office computer software
- E. Handling Patient Records
  - 1. Patient information menu option
  - 2. How information on patients is organized
- F. Getting to the Screens
  - 1. Navigating between screens
  - 2. Patient information primary screen
  - 3. Patient information supplement screen

4. Changing information on patients
- G. Scheduling appointments
  1. Using the office hours professional scheduler
  2. Office hours screen
  3. Emergency appointments
- H. Managing Medical Records
  1. Charts
  2. Storage
  3. Privacy act
- I. Health Insurance and Alternative Financing Plans
  1. Types of health insurance
  2. Filing electronic claims
  3. Billing and collection
  4. Printing a verification report
- J. Drugs and Prescriptions
  1. Common types of medication
  2. Cultural issues regarding medicine
- K. Seeking employment in the medical office

**V. METHODS OF INSTRUCTION:**

- A. Lecture
- B. Class and group discussion
- C. Demonstrations
- D. Individual instruction

**VI. TYPICAL ASSIGNMENTS**

- A. Reading, writing, problem solving or performance
  1. Complete the patient information primary screen for Juanita Ramos, a new patient of Dr. Jessica Rudner's. She filled out the patient information.
    - a. Create a chart number for this patient
    - b. Enter the information on the patient information primary screen. Review the information to be sure it is correct. Edit it if necessary.
    - c. Save your work.

**VII. EVALUATION(S)**

- A. Methods of Evaluation
  1. Objective Examination
    - a. Describe the components of the SOAP format—the most common format used for recording medical information about patients.
    - b. Explain the process of completing and transmitting insurance claims.
  2. Subjective Examination
    - a. What qualities project a professional image in an administrative medical assistant?
    - b. When processing data concerning patients' medical records and bills, what steps can you take to ensure accuracy?
  3. Minimum five quizzes
  4. Weekly practice exercises
  5. Three examinations
  6. One final exam

San Bernardino Valley College  
Curriculum Approved: November 17, 2003  
Last updated: October 2003

**VIII. TYPICAL TEXT(S)**

Baptist, Claire and Montgomery, Nancy and Stokes, Lynn and Vantrease, Mary Ann.  
Computers In The Medical Office, Using MediSoft, Woodland Hills CA: Glencoe/McGraw-Hill, 2001.

Becklin, Karonne J. and Sunnarborg, Edith M. Medical Office Procedures, Woodland Hills, CA: Glencoe/McGraw-Hill, 2000

Davenport-Humphrey, Doris D. Contemporary Medical Office Procedures. Independence KY: Delmar Publishing, 2000.

**IX. OTHER SUPPLIES REQUIRED FOR STUDENTS**

One zip disk