

Course Description

MEA 0322 | Office Management and Professional Issues | 3 credits

This course is designed to introduce students to medical office operations and management. Emphasis will be on professional behaviors and the role and responsibility of medical assistants in performing the procedures necessary for communicating, scheduling, performing office routines and managing operations.

Course Competencies

Competency 1:

The student will demonstrate professional behaviors expected of medical assistants by:

- a. Identifying personal and professional behavior in the medical field
- b. Applying learned behaviors in mock office scenarios
- c. Describing historical prospective and credentialing for medical assistants
- d. Performing effective communication skills essential to the medical office

Learning Outcomes

- Communicate effectively using listening, speaking, reading and writing skills
- Demonstrate knowledge of diverse cultures, including global and historical perspectives
- Create strategies that can be used to fulfill personal, civic, and social responsibilities

Competency 2:

The student will demonstrate knowledge of legal responsibilities and examine behaviors commonly occurring in medical offices to determine consistency with accepted ethical practices by:

- a. Identifying the laws and regulations for the Medical Assistants
- b. Describing risk management, ethical guidelines and the physician/patient relationship

Learning Outcomes

- Communicate effectively using listening, speaking, reading and writing skills
- Demonstrate knowledge of diverse cultures, including global and historical perspectives
- Create strategies that can be used to fulfill personal, civic, and social responsibilities
- Demonstrate knowledge of ethical thinking and its application to issues in society

Competency 3:

The student will be able perform basic clerical and receptionist duties by:

- a. Understanding management of medical and office records
- b. Analyzing different care settings
- c. Identifying clerical duties

- d. Identifying managerial aspects and the role of the office manager
- e. Identifying equipment and what supplies are needed in a medical office

Learning Outcomes

- Communicate effectively using listening, speaking, reading and writing skills
- Use computer and emerging technologies effectively
- Demonstrate an appreciation for aesthetics and creative activities

Competency 4:

The student will demonstrate effective verbal and written communication by:

- a. Identifying psychological and social factors involved
- b. Identifying the considerations for special needs patients
- c. Demonstrating correct telephone etiquette for the medical office
- d. Demonstrating correct and effective verbal and written communication
- e. Creating patient appointments
- f. Analyzing policy and procedure manuals
- g. Creating patient education brochures

Learning Outcomes

- Communicate effectively using listening, speaking, reading and writing skills
- Demonstrate knowledge of diverse cultures, including global and historical perspectives
- Demonstrate knowledge of ethical thinking and its application to issues in society
- Use of computer and emerging technologies effectively
- Demonstrate an appreciation for aesthetics and creative activities

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