



Course Description

MEA0322 | Office Management and Professional Issues for the Medical Assistant | 3.00 credits

Office management procedures, including planning and organization; financial and medical record keeping procedures; billing and collection; processing insurance claims using procedural and diagnostic coding; legal and ethical responsibilities; credentialing and other professional issues of Medical Assisting.

Course Competencies

Competency 1: The student will demonstrate professional behaviors expected of medical assistants by:

1. Identifying personal and professional behavior in the medical field
2. Applying learned behaviors in mock office scenarios
3. Describing historical perspective and credentialing for medical assistants
4. Performing practical communication skills essential to the medical office

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:

1. Identifying the laws and regulations for medical assistants
2. Describing risk management, ethical guidelines, and the physician/patient relationship

Competency 3: The student will be able to perform essential clerical and receptionist duties by:

1. Understanding the management of medical and office records
2. Analyzing different care settings
3. Identifying clerical duties
4. Identifying managerial aspects and the role of the office manager
5. Identifying equipment and what supplies are needed in a medical office

Competency 4: The student will demonstrate effective verbal and written communication by:

1. Identifying psychological and social factors involved
2. Identifying the considerations for special needs patients
3. Demonstrating correct telephone etiquette for the medical office
4. Demonstrating correct and effective verbal and written communication
5. Creating patient appointments
6. Analyzing policy and procedure manuals
7. Creating patient education brochures

Learning Outcomes:

- Communicate effectively using listening, speaking, reading, and writing skills
- Solve problems using critical and creative thinking and scientific reasoning
- Formulate strategies to locate, evaluate, and apply information
- Demonstrate knowledge of ethical thinking and its application to issues in society
- Demonstrate knowledge of diverse cultures, including global and historical perspectives
- Create strategies that can be used to fulfill personal, civic, and social responsibilities
- Use computer and emerging technologies effectively
- Demonstrate an appreciation for aesthetics and creative activities