



## MASTER COURSE OUTLINE

Prepared By: Ryan Duvall/Trudie Roy

Date: October 2017

## COURSE TITLE

The Medical Office

## GENERAL COURSE INFORMATION

Dept.: BIM

Course Num: 113

(Formerly: )

CIP Code: 51.0705

Intent Code: 21

Program Code: 567

Credits: 5

Total Contact Hrs Per Qtr.: 66

Lecture Hrs: 44

Lab Hrs:22

Other Hrs:

Distribution Designation: General Elective (GE)

## COURSE DESCRIPTION (as it will appear in the catalog)

The course will cover the basic job skills and requirements needed to work in a medical office, making appointments, and referrals, HIPAA laws, retrieving billing and coding information, handling patient concerns and questions, proper telephone and collection techniques, managing health records and patient requirements for medical business office personnel. Additional topics include: the general flow of information, the role that computers play in a medical office, and how to use medical office software for activities such as entering data, billing, filing claims, scheduling, and printing reports. Prerequisite: HED 119 or instructor permission.

## PREREQUISITES

HED 119 and basic computer knowledge or instructor permission

## TEXTBOOK GUIDELINES

Medical Office Software text as determined by BIM faculty (Example: *Medical Office Administration* By: Brenda A. Potter)

## COURSE LEARNING OUTCOMES

*Upon successful completion of the course, students should be able to demonstrate the following knowledge or skills:*

1. Detect and correct errors in business documents
2. Apply spelling and capitalization rules
3. Apply punctuation, number, and grammar rules
4. Write clear, concise, and complete sentences

## INSTITUTIONAL OUTCOMES

IO3 **Human Relations/Workplace Skills:** Students will be able to demonstrate teamwork, professionalism, and/or workplace specific skills.

## COURSE CONTENT OUTLINE

1. Basic skills, opportunities and requirements needed for medical office work
2. Appointments, referrals, and document patients' needs
3. Release of information (HIPAA) laws

4. Retrieving billing, coding, and other patient information
5. Techniques for handling patient concerns and questions
6. Telephone and Collection techniques
7. Basic concepts of verifying credentials
8. Introduction to practice management software
9. Appointment scheduling
10. Medical insurance
11. Patient registration
12. Procedure posting
13. Insurance billing
14. Claim processing
15. Payment posting
16. Billing and collections

**DEPARTMENTAL GUIDELINES** *(optional)*

The syllabus must contain evaluation/grading guidelines, class environment/expectations/rules, course learning outcomes, and a disability services statement. A schedule must be provided to students that contains content covered (text chapters, topics, etc.), tentative test dates (to include final date/time). If an LMS or similar site is used for the course, it must be created following the Quality Matters (QM) principals outlined in the QM workbook questions. These documents should be reviewed with the BIM instructor at least two weeks prior to class start.

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**DIVISION CHAIR APPROVAL**

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**DATE**