

In the *Medical Office Technology CPU*, students explore administrative medical office career opportunities and develop essential skills while focusing on the medical office environment.

Students learn how to deal with patients and information in an efficient and effective manner. Activities involve handling telephone calls, health insurance claims, and financial records. Students also practice scheduling appointments, preparing medical records, and much more.



### Areas Covered

- ◆ Telephone procedures and etiquette
- ◆ Computerized appointment scheduling
- ◆ Creating written communication documents
- ◆ Preparing medical records
- ◆ Various aspects of health care billing
- ◆ Transcription of messages and medical dictation
- ◆ Essentials for completing claims forms such as the HCFA-1500
- ◆ Exploration of procedural and diagnostic codes necessary for claim submittal
- ◆ Proper maintenance of patient records and handling
- ◆ Skills and knowledge to aid students in various HOSA competitions



\* Skills Cart™ optional



### Career Pathway Unit Includes (This CPU requires Microsoft Office®):

Medical Office Technology CD and Instructor's Overview Booklet, Assorted Labels, Acrylic Display Stand, Medical Office Practice Textbook, Phone Message Worksheet Pad, Printer, Worksheets

# Medical Office Technology Goals & Activities

- Define terms associated with the medical office.
- Develop an understanding of different types of medical office careers.
- Determine some qualifications that are necessary for success in the medical office.
- Identify basic telephone procedures used in a medical office.
- Practice proper telephone etiquette.
- Develop an understanding of call screening and how it is used in medical office scenarios.
- Practice screening several calls and situations in the medical office.
- Determine methods for handling a complaint.
- Take a prescription refill using proper terminology and procedures.
- Understand how appointment scheduling is important to the medical office.
- Define phone triage and discover how it is used.
- Identify different types of scheduling.
- Practice triage as it pertains to office appointment scheduling.
- Roleplay situations following proper scheduling procedures.
- Explore the different kinds of written communication found in medical offices.
- Create a professionally formatted referral letter.
- Discover the importance of patient history records.
- Explore why medical records are so important and how they're classified.
- Explain what progress notes are.
- Prepare, label, and arrange patient file folders.
- Simulate filling out receipts, writing in a checkbook, and filling out daily log sheets.
- Enter hours worked for employees at a simulated medical office and compute the FICA tax to be withheld.
- Discover how computer billing is used in a medical office.
- Identify forms of office communication.
- Identify various forms required for employment and recognize benefits offered by employers.
- Recognize the responsibility medical assistants have in maintaining administrative and clinical inventory, as well as verifying that equipment is in working order.
- Prepare a purchase order and calculate the total amount of purchases.
- Discover the role a medical assistant plays in filling out and calling in prescriptions.
- Label parts of a prescription pad.
- Identify what HMOs are and how they're categorized.
- Explore differences between Medicare and Medicaid as well as other government health plans.
- Determine how insurance claims are filled out.
- Review codes of ethics for both physicians and medical assistants.
- Define malpractice.
- Discover how the Good Samaritan Act aids people who give emergency care.
- Illustrate the importance of maintaining proper medical records.
- Examine ways to keep personnel and the medical environment as free of pathogens as possible.
- Identify the regulatory bodies that provide standards for all who are employed with managed care of the public.



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