Medical/Dental Office Practice

Allied Health II

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4/1/2011
COURSE OF STUDY

COURE TITLE: Medical/Dental Office Practice
GRADE LEVEL: 10
LENGTH OF COURSE: One Year (5 Credits)
PREREQUISITE: Medical Terminology

I. RATIONALE/COURSE DESCRIPTION

Medical/Dental Office Practice is a full year course, which prepares the students with all the necessary knowledge and skills needed for seeking employment in the medical/dental field. Emphasis is placed on workplace readiness skills such as good work habits, good work ethic, dependability, promptness. This course explores career opportunities, office maintenance skills, reception techniques, medical/dental terminology. With computer knowledge a prerequisite in the industry, students are trained in scheduling appointments, coding, filing, handling patient records, completing super bills, processing insurance claim forms, identifying aging accounts, both manually and electronically.

Upon completion of Medical/Dental Practice, students will be prepared to work as administrative assistants anywhere from the physician’s private office, dental office, sports medicine office, hospital facilities just to name a few, in one the fastest growing fields in our country.

JOB OUTLOOK

Employment is projected to grow much faster than average, ranking medical / dental assistants among the fastest growing occupations over the 2008-18 decade. Job opportunities should be excellent, particularly for those with formal training or experience, and certification.
NJ Core Curriculum Standards

H. Health Science Career Cluster

Career and Technical Education


1. Becoming a Successful Student

Objectives

- Define and spell the terms listed in the vocabulary.
- Assess the importance of developing professional behaviors as a member of the allied health team.
- Examine learning preferences.
- Interpret how learning styles affect your success as a student.
- Understand the concept of critical thinking and how it affects your actions.
- Apply time-management strategies to make the most of your learning opportunities.
- Use problem-solving techniques to manage conflicts and barriers to success.
- Integrate effective study skills into your daily activities.
- Design test-taking strategies that help you take charge of your success.
- Use reflection to make mental connections as material is learned.
Career and Technical Education


2. The Health Care Industry

Objectives

- Define, spell and pronounce the terms listed in the vocabulary.
- Identify the ancient cultures that contributed a major portion of our medical dental terminology.
- Explain the history of medicine and how it has affected today’s medical dental industry.
- List several medical pioneers, and discuss the importance of their contributions to the medical / dental profession.
- Explain the roles of the world health organizations (WHO)
- Discuss various types of ambulatory care
- Distinguish among the different types of doctors and medical / dental practices
- Identify the medical / dental specialties recognized by the American Board of Specialties
- Discuss the various healthcare occupations and the roles these professionals play in the Healthcare industry.
UNIT ONE

A. Introduction to Medical / Dental Assisting

Objectives

- Differentiate between administrative and clinical medical / dental assisting duties.
- Discuss the versatility of the medical / dental assisting field.
- Emphasize the benefits of hiring a trained medical / dental assistant as opposed to untrained.
- List various unacceptable behaviors at the externship site.
- Explain why continuing education is so important to the medical / dental assistant.
- Discuss the differences between a CMA, RMA, CDA, RDA.

B. Professional Behavior in the Workplace

Objectives

- Describe the meaning of, and the characteristics of professionalism.
- State the importance of confidentiality in the medical / dental profession.
- List some examples of office politics.
- Discuss the meaning of insubordination and its consequences.
- Identify importance of prioritizing tasks and goal setting.
C. Interpersonal Skills and Human Behavior

Objectives

- Explain why first impressions are critically important.
- Differentiate between verbal and nonverbal communications.
- Discuss the value of touch in the communication process.
- Explain some of the barriers to communication.
- List and explain the levels of Maslow’s Hierarchy of Needs.
- Discuss and recognize commonly used defense mechanisms.
- Describe the value of listening.
- List several ways to deal with conflict.
- Explain the five stages of death and dying.
- Discuss why physical and emotional needs affect our daily performance at work.

D. Medicine and Ethics

Objectives

- Explain the rights and duties as related to ethics.
- List and define the four types of ethical problems.
- Discuss the process used for making an ethical decision.
- Describe the way unique identifiers help HIV-positive patients avoid discrimination.
- Discuss some of the concerns regarding ethics that surround genetic information.
- Explain why confidentiality is an ethical issue.

E. Medicine and Law

Objectives

- Distinguish among an act, a statute, and an ordinance.
- Explain the three basic categories of criminal law
- List three things to remember when testifying in court
- Explain the four "D's" of negligence
- Explain the importance of informed consent.
- Explain the importance of the Health Insurance Portability and Accountability Act.
- Distinguish between OSHA (Occupational Safety and Health Administration) and CLIA (Clinical Laboratory Improvement Amendments)
- Discuss three ways a physician acquires and might lose a medical license


UNIT TWO

F. Computer Concepts

Objectives

- List the benefits of a computer in the medical/dental office
- Explain the basic functions that a computer performs
- Explain the basic parts of the computer
- List and discuss several types of file formats and methods
- Discuss the importance of computer security

G. Telephone Techniques

Objectives

- Determine and discuss the source of incoming and outgoing calls to the office.
- Describe how one develops a pleasing telephone voice.
- Demonstrate the correct way to hold a telephone handset.
- Explain why courtesy is so important when speaking on the telephone.
- Discuss how the medical assistant should handle callers that wish to speak to the physician/dentist.
- Discuss how the medical assistant should handle callers that are angry, or have a complaint.
- List several questions to ask when handling an emergency call.
- Demonstrate the correct way to answer the telephone in the office.
- Demonstrate the correct way to accurately record a message and take the appropriate action.


H. Scheduling Appointments

Objectives

- Discuss the three items that must be considered when scheduling an appointment.
- Explain the important features when choosing an appointment book.
- Discuss the advantages of computerized scheduling.
- Explain Self-scheduling and how it reduces the number of calls to the office.
- List and explain at least three methods of appointment scheduling.
• Explain the basic procedure to follow when the office is running behind schedule.

• Discuss the purpose and advantages of offering appointment choices.

• Name several reasons for failed appointments.


I. Patient Reception and Processing

Objectives

• List several amenities and why these are important additions to the medical/dental office.

• Describe how to prepare for patient arrivals and exams.

• Explain why it is important to use the patient’s name as often as possible.

• Explain two methods of chart placement.

• Discuss how the medical assistant would deal with talkative patients.

• Discuss ways to make the patient feel at ease in the office.


J. Office Environment and Daily Operations

Objectives

• List five actions that need to be taken before the office can open.

• Explain why traffic flow is important in office design.

• List and discuss some of the expenses involved in the operation of the Medical/Dental office.

• Discuss price comparison when shopping for office supplies.

• Describe the purpose of white noise.

• List several ways to save money in the medical/dental office.
• Explain the difference between medical waste and regular waste.

• Explain the importance of sharing door codes and alarm codes with a select few employees.


K. Written Communications and Mail Processing

Objective

• Discuss the responsibility of the medical/dental assistant with regard to equipment and supplies.

• List the four common sizes of letterhead stationery.

• Discuss the differences in the four letter styles.

• Explain the four standard parts of a business letter.

• Open, sort, and annotate incoming mail.

• Compose and proofread a business letter.

• Properly send a fax.

• Process incoming mail.


UNIT THREE

L. Medical/Dental Records Management

Objective

• State several important reasons for keeping accurate medical/dental records

• Explain the differences between traditional and problem-oriented medical/dental records.

• Illustrate the difference between subjective and objective information

• Describe the steps in filing and discuss the basic equipment used in the filing system.
• Explain color-coding of medical/dental files.
• Establish a patient’s medical/dental record.
• Prepare an informed consent for treatment form.
• Prepare a record release form.
• File medical/dental records using the alphabetic system.
• File medical/dental records using the numeric system.
• Color code medical/dental records.
• Document appropriately and accurately.


M. Health Information Management

Objective
• Explain the function of the National Center for Human Statistics
• Discuss the types of statistics kept by the NCHS


N. Privacy in the Physician’s Office

Objective
• Explain how the HIPAA Privacy Rule benefits the healthcare industry and the patient.
• List what is included on a Notice of Privacy Practices.
• Explain what is expected of the healthcare provider in relation to the Privacy Rule.
• Describe incidental disclosure.
• List three instances when a parent is not considered the child’s representative.
UNIT FOUR

BILLING AND CODING PROCEDURES

O. Basics of Diagnostic Coding

Objective

- Explain three purposes of the ICD-9-CM. (Diagnosis Codes)
- Understand and apply the basic rules in the use of the ICD-9-CM.
- Explain the use of the V and E codes.
- Properly perform basic diagnostic coding.

P. Basics of Procedural Coding

Objectives

- Identify four purposes of the CPT-4. (Procedure Codes)
- List the in sections of the CPT-4, and describe their content.
- Describe and perform the process and steps for selecting the most accurate code based on the clinical documentation.
- Find codes in the Alphabetic Index of the CPT-4 Manual.
- Analyze and select codes using the CPT-4 main text.

Q. Basics of Health Insurance

Objectives

- Discuss the purpose of health insurance.
- Differentiate among the various types of insurance policies.
- Explain what an insurance benefit is, and how they are determined.
• Discuss the different types of managed care options.
• Discuss the part of third party payers.
• Discuss the different types of fee schedules.
• Perform a pre-authorization procedure


R. The Health Insurance Claim For

Objective
• Discuss the difference between paper claims and electronic claims
• Explain and demonstrate how to complete paper and electronic insurance claim forms
• Differentiate between “clean” and “dirty” claim.
• Discuss methods of preventing claim rejections.
• Describe methods of checking the status of a claim.
• Gather information for use on an insurance form.
• Complete a CMS 1500 insurance form appropriately


S. Banking Services and Procedures

Objective
• Identify the most common types of bank accounts.
• Demonstrate how to write a check for bill payment.
• Differentiate between the different types of checks.
• List and discuss the ways mistakes could be made in preparing a check.
• Prepare a bank deposit with the proper office documents
• Accurately reconcile a bank statement with the office checking account.
T. Assisting with Medical Emergencies in the Medical/Dental Office

Objective

- Describe the Medical/Dental assistant’s role in an emergency.
- Identify supplies and equipment for emergency situations.
- Recognize and respond to life threatening situations in the ambulatory care setting.
- Assist and monitor the patient that has fainted.
- Control a hemorrhaging wound.
- Discuss legal and ethical concerns regarding medical emergencies.

New Jersey Core Curriculum Standards

H. Health Science Career Cluster

Content Area 21 Century Life and Careers

Standard 9.4 Career and Technical Education: All students who complete a career and technical education program will acquire academic and technical skills for careers in emerging and established professions that lead to technical skill proficiency, credentials, certificates, licenses, and / or degrees.

III. METHODS OF STUDENT EVALUATION

To determine whether the learning objectives have been met, one or more of the following indicators may be use:

1. Tests
2. Quizzes
3. Classwork and homework
4. Projects
5. Notebook
6. Final Examination

REQUIREMENTS FOR SATISFACTORY COMPLETION OF COURSE

1. Major test (both practical and written) 60%
2. Quizzes (both practical and written) 20%
3. Homework 10%
4. Projects, class participation 10%

IV. TEXTBOOKS AND INSTRUCTIONAL MATERIALS


Fuqua, Tracie Virtual Medical Office, Mountain View Clinic
Copyright 2007 Evolve/Elsevier

Phinney Donna J., Judy H. Halstead Dental Assisting, A Comprehensive Approach Copyright 2009 Delmar

Dofka, Charlene. Dofka Dental Terminology. Copyright 2007 Delmar
REFERENCE BOOKS

Dietz, Dental Office Management  www. Cengage.com/delmar


Larsen  William D. Computerized Medical Office Procedure. Workbook  Elsevier Saunders

Colbert Bruce J, Workplace Readiness for Health Occupations.  Delmar.cengage.com

V.  INSTRUCTIONAL MATERIALS AND STRATEGIES

1. Texts and workbooks
2. Teacher handouts
3. Technology equipment and supplies
4. Notebooks, to include key terms and notes taken by student’s must be neatly kept
5. Diagrams, models, and posters (student generated)
6. HOSA criteria
7. Interdisciplinary Instruction cooperatively with various school departments
   Example: Business Dept.

   Instructional Supplies

1. Standard office supplies
2. Standard administrative medical/dental forms
3. CD ROM’s related to Medical Terminology and Workplace readiness
4. Videos: with a healthcare theme and workplace readiness videos
5. Standard office equipment, computers, fax machines, telephones.
6. Power Point Presentations
VI-VII. SCOPE, SEQUENCE CHART AND PACING CHART

**KEY**  
I=Introduced  
D=Developed in Depth  
R= Reinforced

### SKILLS TO BE LEARNED  
GRADE 10

<table>
<thead>
<tr>
<th>Proficiencies will be covered in approximate four week increments.</th>
<th>Marking Period</th>
<th>Introduce</th>
<th>Develop In Depth</th>
<th>Reinforced</th>
</tr>
</thead>
<tbody>
<tr>
<td>Understanding job opportunities, working conditions, financial opportunities and security afforded by a career in the health care industry</td>
<td>MP 1</td>
<td>I</td>
<td>D</td>
<td></td>
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<tr>
<td>Understand and apply the concepts of medical/dental terms properly</td>
<td>MP 1-4</td>
<td>I</td>
<td>D</td>
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<tr>
<td>Understand apply interpersonal skills describe the meaning of, and the characteristics of professionalism.</td>
<td>MP 2</td>
<td>I</td>
<td>D</td>
<td></td>
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<tr>
<td>Demonstrate concepts of responsibility and confidentiality of a health care professional.</td>
<td>MP 1-4</td>
<td>I</td>
<td>D</td>
<td></td>
</tr>
<tr>
<td>Able to perform written communications, basic bookkeeping, billing and coding and banking procedure.</td>
<td>MP 2</td>
<td>I</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Understand and apply computer skills necessary for scheduling, billing, and insurance claims.</td>
<td>MP 3</td>
<td>I</td>
<td></td>
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<tr>
<td>Demonstrate and describe the correct way to accurately answer calls, record messages, make appointments and take the appropriate action with screening calls.</td>
<td>MP 3</td>
<td>I</td>
<td>D</td>
<td></td>
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<tr>
<td>Describe the assistants roll in a medical emergency; discuss the ethical and legal concerns regarding emergencies.</td>
<td>MP 4</td>
<td>I</td>
<td></td>
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<tr>
<td>Demonstrate the ability to prepare a basic resume and participate in a mock job interview.</td>
<td>MP 4</td>
<td>I</td>
<td>D</td>
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<tr>
<td>Identify and exhibit traits for retaining employment.</td>
<td>MP 4</td>
<td></td>
<td></td>
<td>D</td>
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VII. STUDENT HANDOUT

SCHOOL OF MEDICAL ARTS ALLIED HEALTH II

COURSE DESCRIPTION

Medical/Dental Office Practice is a full year course, which prepares the students with all the necessary knowledge and skills needed for seeking employment in the medical/dental field. Emphasis is placed on workplace readiness skills such as good work habits, good work ethic, dependability, promptness. This course explores career opportunities, office maintenance skills, reception techniques, medical/dental terminology. With computer knowledge a prerequisite in the industry, students are trained in scheduling appointments, coding, filing, handling patient records, completing super bills, processing insurance claim forms, identifying aging accounts, both manually and electronically.

Upon completion of Medical/Dental Practice, students will be prepared to work as administrative assistants anywhere from the physician’s private office, dental office, sports medicine office, hospital facilities just to name a few, in one the fastest growing fields in our country.

PROFICIENCIES

1. Intergrade successful study skills to become a successful student 9.4.12.H.1
2. Identify Medical Dental specialties recognized by the American Board of Specialties 9.4.12.H.63
3. Discuss and understand the versatility of the Medical / Dental Assisting field. 9.4.12 H.1
4. Identify importance of prioritizing tasks and goal setting. 9.4.12 H.1
5. Differentiate between verbal and nonverbal communications. 9.4.12 H.1
6. Explain the rights and duties as they relate to ethics. 9.4.12 H.1
7. Distinguish between OSHA, CLIA and HIPAA9.4.12 H.1
8. List the benefits of a computerized Medical/Dental office. 9.4.12 H.1
9. Demonstrate correct phone techniques. 9.4.12 H.1
10. Demonstrate scheduling of Medical/ Dental appointments. 9.4.12 H.1
11. Describe the proper preparation for patient arrivals. 9.4.12 H.1
12. List daily office operations procedures. 9.4.12 H.1
13. Compose and proof read a business letter. 9.4.12 H.1
14. Demonstrate the proper procedure in preparing a patient record. 9.4.12 H.1
15. Explain how the HIPAA Privacy rule benefits the healthcare industry and the patient. 9.4.12 H.1
16. Explain the purposes of ICD-9 and CPT codes. 9.4.12 H.1
17. Differentiate among the various types of insurance policies. 9.4.12 H.
18. Complete a medical and dental insurance claim form. 9.4.12 H.1
19. Accurately prepare a bank deposit. . 9.4.12 H.1
20. Describe the Medical / Dental office secretary’s role in assisting in a medical emergency. 9.4.12 H.1