

SYLLABUS
PART I
EDISON STATE COMMUNITY COLLEGE
OHA 230S MEDICAL OFFICE PROCEDURES
3 CREDIT HOURS

COURSE DESCRIPTION

Introduction to medical office procedures including receptionist duties, telephone procedures, appointment scheduling, and medical record maintenance. Medical law and ethics are included. Prerequisite or co-requisite: OHA 111S. Lab fee.

COURSE GOALS

The student will:

Bloom's Level		Program Outcomes
3	1. Develop an understanding of effective job performance, including personal evaluation and potential for advancement.	6, 7
3	2. Demonstrate public relations techniques for working effectively with patients, office visitors, and telephone callers.	5, 6
3	3. Schedule appointments and update patient medical records through the use of simulation activities.	3, 9, 10
4	4. Analyze and explain understanding of law and ethics as they relate to medical practice and patient interaction.	5
3	5. Develop a sense of professionalism in preparation for employment in the workplace.	5, 6, 7, 10

CORE VALUES

The Core Values are a set of principles that guide in creating educational programs and environments at Edison. They include communication, ethics, critical thinking, human diversity, inquiry/respect for learning, and interpersonal skills/teamwork. The goals, objectives, and activities in this course will introduce/reinforce those Core Values whenever appropriate.

TOPIC OUTLINE

1. Introduction to Medical Environment
2. Patient Interaction
3. Telecommunications
4. Appointment Scheduling
5. Medical Documents Processing
6. Medical Records
7. Workplace Readiness
8. Medical Ethics and Medical Law