COMMON COURSE OUTLINE: Course discipline/number/title: BTEC 2650: Medical Office Procedures

A. CATALOG DESCRIPTION
1. Credits: 3
2. Hours/Week: 3
3. Prerequisites (Course discipline/number): Students should be in their last semester of coursework.
4. Co-requisites (Course discipline/number): None
5. MnTC Goals (if any): NA

This course covers medical office career information, medical ethics, and professional liability. Topics covered will include medical receptionist tasks, working with patient files, medical records and billing, office expense reports, medical insurance, coordinating meeting and travel arrangements, scheduling patient appointments, and telephone skills.

B. DATE LAST REVISED (Month, year): December, 2014

C. OUTLINE OF MAJOR CONTENT AREAS:
1. Medical office opportunities
2. Qualification for success
3. Medical ethics and law
4. Telephone procedures
5. Appointments
6. Records management
7. Written communications and medical records
8. Health insurance and coding
9. Billing and financial records
10. Office management
11. Medical meetings and travel arrangements

D. LEARNING OUTCOMES (GENERAL): The student will be able to:
1. Identify and describe medical ethics and law.
2. Identify release of information and confidentiality as it relates to HIPAA.
3. Demonstrate telephone procedures.
4. Identify and demonstrate the use of various office equipment.
5. Demonstrate appointment scheduling procedures.
6. Demonstrate various records management applications.
7. Apply oral and written communications and medical records management skills.
8. Review health insurance and coding.
9. Demonstrate billing and financial record skills.
10. Apply office management skills.
11. Prepare and coordinate meeting documents.
12. Demonstrate travel arrangement processes.
13. Identify and research healthcare credentialing organizations and procedures.
14. Identify and demonstrate processes for employment opportunities.
15. Take pride in self and in one’s work.

E. LEARNING OUTCOMES (MNTC): NA

F. METHODS FOR EVALUATION OF STUDENT LEARNING:
1. Assignments
2. Simulation exercises
3. Exams

G. RCTC CORE OUTCOME(S) ADDRESSED:
- [ ] Communication
- [ ] Critical Thinking
- [ ] Global Awareness/Diversity
- [ ] Civic Responsibility
- [x] Personal/Professional Accountability
- [ ] Aesthetic Response
H. SPECIAL INFORMATION (if any):
Normal fees that are charged for other computer courses and for online courses.