
Course Prefix/Number: AOT 252
Course Title: Medical Office Procedures
Lecture Hours/Week: 3
Lab Hours/Week: 0
Credit Hours: 3

[Distance Learning Attendance/VA Statement](#)
[Textbook Information](#)

COURSE DESCRIPTION

This course emphasizes development of proficiency integrating skills commonly performed in medical offices.

COURSE COMPETENCIES

Module #1 - Oral and Written Communications, Facility and Records Management

- Understand written, verbal, and non-verbal communication
- Identify the different behavioral adjustments
- Understand the dynamics between patients and their families
- Maintain public relations and use correct telephone etiquette
- Introduction to medical terminology
- Prefixes, suffixes, word roots, and combining forms
- Form plurals from singulars
- Demonstrate written communication skills
- List the ways that an office staff can establish the most desirable methods of scheduling appointments
- Identify a variety of equipment used in the medical environment
- Identify and apply the filing rules and methods for medical records management
- List the procedures for preparing for the day

Module #2 - Collecting Fees, Health Care Coverage, Medical Office Management

- Define and describe the types of health insurance plans and coding systems for professional services
- Learn the procedures for the collection of fees
- Identify safety hazards in the office and patient environment
- Define general banking terms, the various types of accounts, and the different types of checks
- Become familiar with the laws regulating payroll and tax records
- Explain an efficient office design is and its importance

Module #3 - The Medical Assistant, Employment Skills, Behaviors Influencing Health

- Explain the significance of diet, exercise, and weight control and the way personal behavior influences health

- Explain the effects of the most commonly abused substances
- Identify the steps necessary to secure employment, including preparing a neat, accurate, and well-organized résumé, cover letter, and follow-up letter
- List the “dos and don’ts” of interviewing and applying for a job
- Identify the job responsibilities and employment opportunities in the medical field
- Demonstrate professionalism and personal characteristics associated with the medical field

Module #4 - Ethics papers

- Identify areas of medical ethics of particular concern to medical assistants
- Recognize the differences between legal and ethical issues

MINIMUM STANDARDS

Students are to complete assignments for each chapter. Each chapter assignment is worth 3 points. Chapter 2 is worth 16 points. Students will type a cover letter, resume, and an interview follow-up letter. Completion of all assignments accounts for 40 percent of the final grade. One point will be deducted for submitting each late assignment.

Students will take three theory tests. The average of the tests will account for 50 percent of the final grade.

Students will submit a report on ethics in the medical office. A list of approved topics will be provided by the instructor. The ethics report will account for 10 percent of the final grade.

A minimum grade of C is required.

METHODS OF INSTRUCTION

The student will be provided with a list of required chapter reading and assignments. The assignments should be completed and submitted by the due date according to the course calendar.

The course is divided into four modules.

Module 1	Professional Communication, Medical Terminology, Oral and Written Communication, Facility and Records Management
Module 2	Collecting Fees, Health Care Coverage, Medical Office Managements
Module 3	The Medical Assistant, Explore, Enter, and Succeed in Employment, Behaviors Influencing Health
Module 4	Ethics paper

COURSE REQUIREMENTS

Academic Integrity

The policies stated in the *York Technical College Catalog and Handbook* will be enforced. “The College reserves the right to decline admission, to suspend, or to require the withdrawal of anyone whose conduct is disruptive to the educational process. Any student caught cheating or involved in any other academic dishonesty will be given a grade of zero and will be subject to further disciplinary action.”

Attendance

The attendance policy as stated in the *York Technical College Catalog and Handbook* will be enforced. Attendance is required on test days unless the student has a doctor's excuse, death notice, and etc., indicating an unusual circumstance for absence. If a student must be absent on test day, the student should make arrangements with the instructor to take the test before the absence.

EVALUATION STRATEGIES/GRADING

Grades will be based on submitted assignments, tests, and ethics paper.

Assignments

The student is to complete the chapter assignments. READ each chapter before completing the assignments. Each student is expected to spend one hour out of class for each hour spent in class.

Theory Tests

Three theory tests will be given. Test questions will be true/false and multiple choice. The average of these tests counts 50 percent toward the final grade.

Module 1 Assignments Test 1	12 percent 17 percent	29 percent
Module 2 Assignments Test 2	9 percent 17 percent	26 percent
Module 3 Assignments Cover letter, resume, and follow-up letter Test 3	6 percent 16 percent 16 percent	38 percent
Module 4 Ethics Paper	10 percent	10 percent
Total		100 percent

ENTRY-LEVEL SKILLS/PREREQUISITES: AOT 105 or keyboarding skills

CO-REQUISITES: None

Disabilities Statement: Any student who feels s/he may need an accommodation based on the impact of a disability should contact the Special Resources Offices (SR) at 803-327-8007 in the 300 area of Student Services. The SRO coordinates reasonable accommodations for students with documented disabilities.