

Physical Therapy Office Professional

LEARNING OBJECTIVES



This program sets you up to earn not one but two crucial certifications: **Certified Electronic Health Record Specialist (CEHRS)** and the **Certified Clinical Medical Assistant (CCMA)**. You'll gain physical therapy equipment knowledge, office management skills, patient interaction best practices, and electronic healthcare record know-how, making you an ideal addition to any physical therapy or medical office team.

Program Orientation: Physical Therapy Office Professional

- Prepare to initiate the Physical Therapy Office Professional program.

Computer Fundamentals

- Help learners gain a solid foundation of digital technology knowledge and skills that can be applied in everyday life as well as in any career or profession.

Microsoft Office 2019: Essentials

- Explore features that the latest version of Microsoft® Word, Excel, and Outlook has to offer at a foundational level.

HealthCare Foundational Knowledge and Basic Science

- Summarize the medical assisting profession.
- Translate medical terminology using abbreviations, word building, and important terms.
- Explain how nutrition knowledge relates to health and disease.
- Identify the role psychology plays in dealing with patients and their behavior.

Comprehensive Electronic Health Records

- Demonstrate how patient records are used and regulated.
- Complete tasks required for scheduling patient appointments
- Clinical information reporting.
- Apply basic coding for reimbursement claims.
- Revenue cycle and financial reporting.

Medical Administrative Assistant

- Describe the differences between common healthcare delivery models.
- Describe the types of services typically offered in medical offices, including general and specialty services.
- Define ancillary services and alternative therapies.

Communication and Customer Service in the Healthcare Office

- Identify the various types and styles of communication used in a healthcare office.
- Review how verbal, non-verbal, and written communication skills contribute to patient experience and outcome in a health care office.
- Identify professional communication techniques for a healthcare office, including interviewing techniques and use of medical terminology and patient-accessible language.
- Explore modified communication for patients with special considerations.
- Outline protocols for providing customer service for a health care office.

Law, Liability, and Ethics for Healthcare

- Describe the structure of the healthcare industry and how it relates to the medical office profession.
- Identify law and regulations related to the healthcare workplace.
- Describe how law flows from the constitution to the courtroom
- Identify criminal acts and intentional torts
- Recognize what makes a contract and who can contract.
- Identify medical malpractice and other lawsuits.
- Explain the characteristics, ownership, and confidentiality of the health record.

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- Recognize the importance of the laws and ethics of patient confidentiality.
- Explain professional ethics and how they apply to patients.
- Recognize ethical issues surrounding the beginning of life.
- Recognize ethical issues surrounding death and dying.

Comprehensive HIPAA

- Describe HIPAA basics.
- Understand the HIPAA Privacy Rule.
- Understand the HIPAA Security Rule.
- Describe the HITECH Act.
- Explain regulations for business associates.
- Summarize HIPAA documentation and training.
- Review applied HIPAA security for healthcare professionals.

Administrative Office and Procedures

- Describe the capabilities, self-management, and ethical outlook expected of today's administrative professionals.
- Describe the focus on teamwork and customers in today's workplace environment.
- Summarize best practices for organizational communication.
- Summarize best administrative practices related to record management, travel, and finances.
- Summarize the best practices around employment and leadership that lead to career success as an administrative professional.

Grammar and Writing Skills for the Health Professional

- Explore and apply the basics of grammar that is needed to communicate effectively.
- Gain and apply knowledge on the building and linking of all the basic grammar into sentences.
- Review and apply punctuation and paragraph building skills when writing for the healthcare professional.

Foundations of Physical Therapy

- Describe the necessary foundations for becoming a physical therapy aide.
- Describe the basic structure and functions of the human body, with particular emphasis on the anatomy and physiology of the musculoskeletal system.
- Explain how physical therapy can be used to treat common medical disorders.
- Summarize the best practices for patient preparation used by a physical therapy aide.
- Summarize the various types of physical therapy modalities.
- Explain how to pursue a job in the field of physical therapy.

Total Hours: 384

Coursework, Simulations, and Experiential