

# Medical Office Manager

## LEARNING OBJECTIVES



Our medical office management program was developed by healthcare administration professionals and medical billers. And you benefit from all their years of hard-won experience. Learn more about the program objectives and how you can prepare for success through our online program.

### Program Overview

- Identify the elements, expectations, and requirements of the program.
- Navigate the program using the pages, menus, and buttons provided.
- Use the program tools, including the study planner, gradebook, and completion report, and be able to contact CareerStep via phone, email, forums, chat rooms, and social media.
- Identify and use program resources.

### Computer Fundamentals

- Identify basic computer hardware and interpret system requirements.
- Navigate a Windows operating system environment as well as install and operate basic software utilities.
- Navigate between websites in multiple tabs or windows, send and receive email, and access search engines to find information and troubleshoot basic computer problems.
- Recognize basic technologies related to an office environment. .

### Microsoft Office 2019: Foundations Course

- Explore, interact, and apply Microsoft Word features and functions at the beginner level.
- Explore, interact, and apply Microsoft Excel features and functions at the beginner level.
- Understand the basic Microsoft Word and Excel software features through experimentation, critical thought, and personalization skills.
- Engage in real-world scenarios to reinforce basic critical skills when using Microsoft Word and Excel in an educational or professional setting.

### Introduction to Healthcare

- Identify health information management concepts common to allied health professionals.
- Describe characteristics of health care delivery and settings in the United States.

- Delineate career opportunities for health information management professionals

### 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.

### Patient Care Coordination and Education

- Review how to administer and coordinate general patient care according to professional best practices.
- Explore the role and responsibilities in administering patient care.
- Explore the role and responsibilities in facilitating patient education.
- Summarize basic communication best practices and potential barriers to effective communication with patients.

### Medical Billing

- Explain health insurance careers, opportunities, and expectations.
- Differentiate between major health insurance programs, government-sponsored health benefit programs, and related federal health care legislation.
- Explain revenue cycle management.
- Demonstrate basic principles of national diagnosis and procedure/service coding and compliance systems.
- Explain Impact of coding compliance, clinical documentation improvement (CDI), and coding for medical necessity in health care settings.
- Complete CMS-1500 and UB-04 claims and payer-specific claims.

### Electronic Medical Records

- Demonstrate how patient records are used and regulated

# Medical Office Manager

## LEARNING OBJECTIVES

- Complete tasks required for scheduling a patient
- Clinical information reporting
- Revenue cycle and financial reporting

### **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.

### **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.
- Recognize what makes a contract and who can contract.

### **HIPAA Workforce Training**

- Explain the role of health information management in patient care documentation and medical coding and billing.
- Identify types of health records and the documentation requirements, data sources, collection tools, and potential issues associated with each type.
- Discuss the evolution of the electronic health record (EHR) and its administrative and clinical applications.

### **Program Completion**

- Prepare to take the next steps after program completion.

**Total Hours: 389**