

SPRINGFIELD TECHNICAL COMMUNITY COLLEGE

**ACADEMIC AFFAIRS**

Course Number: MAST 470 Department: Medical Assistant  
 Course Title: Medical Assistant Techniques IV, Management Skills Semester: Spring Year: 2008

<b>Course Objective</b>	<b>Competencies</b>
<p>1. Upon completion of this course students be able to understand the role and responsibilities of the Medical Assistant as an Office Manager.</p>	<ol style="list-style-type: none"> <li>1. Describe ten qualities of a manager</li> <li>2. List ten characteristics of managers and leaders</li> <li>3. Differentiate between authoritarian and participatory management styles</li> <li>4. Describe management “by walking around” and its usefulness in ambulatory care settings</li> <li>5. Recall a minimum of four common risks and risk-control measures</li> <li>6. List three benefits of a teamwork approach</li> <li>7. Discuss the importance of a meeting agenda</li> <li>8. Describe and develop an evaluation tool for employees</li> <li>9. Recall five effective methods of resolving conflict</li> <li>10. Identify the steps required to make travel arrangements</li> <li>11. Define the term itinerary and list 4 important facts the itinerary should contain</li> <li>12. List three methods of increasing productivity and efficient time management</li> <li>13. Describe the purpose of a procedure manual.</li> <li>14. Obtain and evaluate a procedure manual used in your externship site</li> </ol>

Course Objective	Competencies
<p>2. Upon completion of this course students will be able to understand the role and responsibilities of the Medical Assistant as a Human Resource Manager.</p>	<p>15. Discuss the impact of HIPAA’s privacy policy in ambulatory settings            16. Describe the general concept of marketing and recall at least three marketing tools            17. Describe the purpose and benefit of marketing            18. Define records management, financial management, facility and equipment management and risk management            19. Describe the steps involved in payroll processing            20. Describe liability coverage and what bonding means</p> <p>1. Describe the role of the human resources manager            2. Explain the function of the office policy manual            3. Identify methods of recruiting employees for a medical practice            4. Discuss the interview process            5. Identify items to keep in an employees personnel record            6. List and define a minimum of four laws related to personnel management</p>