SPRINGFIELD TECHNICAL COMMUNITY COLLEGE

**ACADEMIC AFFAIRS**

Course Number: HIT-110 Department: Information Technologies

Course Title: Health Office Basics Semester: Fall Year: 2015

**Course Objective**

**Competencies**

Introduction and overview of medical provider types, office structures, day-to-day operations, customer service, ethics, and privacy regulations.

1. Identify the common types of medical providers and the services they provide.
2. Demonstrate the understanding of basic office structure and procedures including general staffing duties, the flow of health information, and typical daily operations.
3. Demonstrate proper ethical and professional customer service skills in a medical office using verbal/non-verbal and written communication.
4. Demonstrate an understanding of confidentiality and privacy issues, as well as methods to protect patient information.