

Course Objectives	Competencies
<ul style="list-style-type: none"> • Student will learn the methods used to maintain and secure medical office computer systems • Student will become proficient in the use of an EMR <p>Written Communications</p> <ul style="list-style-type: none"> • Student will become familiar with and be able to properly execute a variety of written communications used in the medical office, such as business letters, memoranda, email, fax and photocopies. 	<ul style="list-style-type: none"> • Describe the methods used to back up computer data in the medical office • Describe the methods used to maintain security of the medical office computer system • State various types of system maintenance that should be performed on a computer system • List the various types of service agreements available for a computer • <i>Discuss the importance of routine maintenance of office equipment</i> • <i>Perform routine maintenance of office equipment with documentation</i> • <i>Execute data management using electronic healthcare records such as SpringCharts or Neehr Perfect</i> • Define the parts of a business letter • Identify different formats for preparing a business letter • <i>Compose a business letter</i> • Identify how to respond to written communication from businesses and patients • Discuss the importance of using correct grammar and spelling • Describe the process of creating memoranda • Explain how to prepare and proofread documents using proofreader's marks • Compare the use and style of business letters and electronic communication such as email or clinical messaging • Explain how to use email and attachments for business communication • Explain how to transmit information using a fax

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<p><i>Scheduling Appointments</i></p> <ul style="list-style-type: none"> • Student will gain an understanding of all aspects of scheduling appointments in the medical office. 	<ul style="list-style-type: none"> • Discuss pros and cons of various filing methods • Describe the process of filing reports and patient records • Differentiate between storage of active and inactive records • <i>Identify systems for organizing medical records</i> • <i>File medical records, alphabetically and numerically</i> • <i>Describe various types of content maintained in a patients medical record</i> • <i>Maintain organization by filing</i> • <i>Consider staff needs and limitations in establishment of a filing system</i> <ul style="list-style-type: none"> • <i>Describe scheduling guidelines</i> • Explain why the medical office must retain an updated copy of the daily appointment schedule • <i>Describe pros and cons of various types of appointment management systems</i> • Discuss various methods for scheduling appointments, including stream, wave, modified wave, double booking, open booking and patient self scheduling. • Identify types of patient appointments that may be clustered in the appointment. • Identify factors to be considered when setting up the appointment schedule • Explain how to set up the appointment schedule • Differentiate between the information needed to make an appointment for a new patient and an established patient • Describe the methods for changing or cancelling an appointment • Describe how to update the schedule on the day of the appointment and document changes

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	<ul style="list-style-type: none"> • Identify three methods to remind the patient to make or keep appointments • Describe how to store appointment books and daily schedules • Identify how to schedule inpatient and outpatient diagnostic tests, hospital admissions and surgery • <i>Manage appointment schedule, using established priorities</i> • <i>Schedule inpatient and outpatient diagnostic tests, admissions and procedures</i> • Make an appointment <p><i>Competencies in italicized bold print are the published competencies established by the Medical Assisting Education Review Board (MAERB) and are required to be included in the Medical Assisting curriculum</i></p>