

SPRINGFIELD TECHNICAL COMMUNITY COLLEGE
ACADEMIC AFFAIRS

Course Number: MED 108 Class/Lect. Hours: 2 Lab Hours: 0 Credits: 1 Dept.: Medical Assisting
Course Title: Medical Office Manager II Semester: Spring Year: 2020

Course Description, Prerequisite, Corequisite:

OBJECTIVES/COMPETENCIES

Course Objectives	Competencies
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Written Communications

Define the parts of a business letter

Identify different formats for preparing business letters

Explain how to format and compose a business letter

Identify how to respond to written communications from businesses and patients

Discuss the importance of using grammar and spelling in written communication

Describe the process of creating memoranda

Explain how to prepare and proofread documents

Compare the use and style of business letters and electronic communications, such as e-mail or secure messaging within the EMR

Explain how to use e-mail and attachments for business communication

Explain how to transmit information using a fax machine

Describe how to make copies multiple-page documents

Telephone Techniques

Describe the importance of effective telephone courtesy and a pleasing telephone personality for the medical assistant

Recognize elements of fundamental writing skills

Compose professional correspondence utilizing electronic technology

Discuss Applications of electronic technology in professional communication

Demonstrate professional telephone techniques

<p>Explain the use of multiline telephones, cell phones, smart phones, and pagers in the medical office</p> <p>Differentiate between incoming telephone calls the medical assistant can handle and other incoming calls</p> <p>Describe the correct procedure for screening incoming calls</p> <p>Describe the correct procedure for taking messages and transcribing messages recorded on an answering machine or voicemail</p> <p>Identify the correct steps to respond to a telephone call regarding an emergency or urgent medical problem</p> <p>Describe how to deal with problem calls</p> <p>Explain how the medical assistant should make outgoing phone calls</p> <p>Mail</p> <p>Identify the function of the U.S. Postal Service (USPS)</p> <p>State the purpose of the ZIP and ZIP+4 systems</p> <p>Describe the use of the following USPS mail classifications: Priority Mail Express, Priority Mail, First-Class Mail, Standard Post, and Media Mail</p> <p>Correlate available insurance and delivery confirmation services with their appropriate use in the medical office</p> <p>Compare and contrast the use of private package delivery services with the use of the USPS</p> <p>List and describe the steps for processing incoming mail</p> <p>List and describe the USPS recommended addressing standards that should be</p>	<p>Document telephone messages accurately</p>
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followed to prepare mail

Describe how to prepare labels and envelopes for mailing

Compare and contrast postage meters and online postage services