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.