

COURSE INFORMATION

Course Prefix/Number: **AOT 252**
Course Title: **Medical Office Procedures**
Lec Hours/Week: 3
Lab Hours/Week: 0
Credit Hours: 3

[DL Attendance/VA Statement](#)
[Textbook Information:](#)

COURSE DESCRIPTION

This course emphasizes development of proficiency in integrating skills commonly performed in medical offices.

COURSE COMPETENCIES

Module #1

1. Understand written, verbal, and non-verbal communication.
2. Identify safety hazards in the office and patient environment.
3. Identify a variety of equipment used in the medical environment.
4. Explain what an efficient office design is and what is important.
5. Explain the reasons for and the importance of including ergonomics in planning for any facility.
6. Maintain public relations and use correct telephone techniques.
7. List ways that an office staff can establish the most desirable methods of scheduling.

Module #2

8. Identify and apply the filing rules and methods for medical records management.
9. Learn the procedures for the collection of fees.
10. Define and describe the types of health insurance plans and coding systems for professional services.

Module #3

11. Define general banking terms, the various types of accounts, and the different types of checks.
12. Become familiar with the laws regulating payroll and tax records.
13. Explain the significance of diet, exercise, and weight control and the way personal behavior influences health.
14. Explain the effects of the most commonly abused substances.
15. Identify the steps necessary to secure employment, including preparing a neat, accurate, and well-organized resume, cover letter, and follow-up letter.

16. List the “dos and don’ts” in interviewing and applying for a job.

Other

17. Demonstrate personal and professional characteristics associated with job success including quality work, time management, attendance and punctuality, good judgment, dress, business ethics, and relations with others.

MINIMAL STANDARDS

- Students are to complete all assigned workbook activities for each chapter. Each chapter workbook assignment is worth a total of 3 points except Chapter 21 which is worth 16 points. Students will type a cover letter, resume, and an interview follow-up letter. Completion of all assignments accounts for 40 percent of the final grade. One point will be deducted for submitting late assignments.
- Students will take three written tests. The average of the tests will account for 50 percent of the final grade.
- Students will demonstrate personal and professional characteristics associated with job success including personal grooming and professional attire, proper attitude, dependability, willingness to learn, quality work, time management, attendance and punctuality, good judgment, business ethics, and relations with others. Online students will submit a one-page report on ethics in the medical office. Students may earn up to five points for attendance and promptness in turning in assignments. Five points will be awarded for professional dress/ethics paper.
- A minimum grade of C is required.

METHODS OF INSTRUCTION

This is a lecture course. The student will be provided with a list of required assignments with due dates selected from the required textbook/workbook.

The course is divided into three modules. The three modules may be completed in any order. Students may exempt any module by completing an exam with a score of at least 70 percent.

Module 1	Interpersonal, Oral, and Written Communication within the Office Environment
Module 2	Records Management, Collecting Fees, and Health Care Coverage
Module 3	Office Management, Behaviors Influencing Health, and Employability Skills
Other	Attendance and Professional Dress/Ethics Paper

COURSE REQUIREMENTS

Academic Integrity

The policies stated in the *York Technical College Catalog and Handbook* will be enforced. “The College reserves the right to decline admission, to suspend, or to require the withdrawal of anyone whose conduct is disruptive to the educational process. Any student caught cheating or involved in any other academic dishonesty will be given a grade of zero and will be subject o further disciplinary action.”

Attendance

The attendance policy as stated in the *York Technical College Handbook* will be enforced. In addition, in an effort to encourage regular attendance, each student receives an attendance score as part of the course grade. At the beginning of the semester, each student has five points for attendance. Each time the student is absent, the student gives up one-half point (MWF classes) or six-tenths of a point (TT and evening classes). Online students are awarded points for promptness in handing in assignments and taking tests. Below are some examples.

All absences will be counted unless the student provides acceptable written documentation for the absence. “Acceptable written documentation” will be determined by the instructor.

Attendance is required on test days unless the student has a doctor’s excuse, death notice, etc., indicating an unusual circumstance for absence. If a student must be absent on a test day, the student should make arrangements with the instructor to take the test before the absence.

EVALUATION STRATEGIES/GRADING

Grades will be based on workbook assignments, tests, attendance, and professional dress/ethics paper.

Workbook Assignments

The student is to complete all workbook assignments. Detach the pages from the workbook, staple, and write his/her name on the front page.

READ each chapter before coming to class. Each student is expected to spend one hour out of class for each hour spent in class.

Theory Tests

Three theory tests will be given. Test questions will be true/false, multiple choice, matching, or short answer. The average of these tests counts 50 percent toward the final grade.

Module 1 Workbook Activities Test 1	9 percent 17 percent
Module 2 Workbook Activities Test 2	9 percent 17 percent
Module 3 Workbook Activities Cover letter, resume, and follow-up letter Test 3	6 percent 16 percent 16 percent
Other Professional Dress/Ethics Paper Attendance/Promptness of handing in assignments	5 percent 5 percent

ENTRY-LEVEL SKILLS/PREREQUISITES

AOT 105 or keyboarding skills

CO-REQUISITES

None

TOPIC/CONTENT OUTLINE

- Verbal and Nonverbal Messages
- Behavioral Adjustments
- Patients and Their Families
- Office Interpersonal Relationships
- Safety, Security, and Emergency Provisions
- Ergonomics and Efficient Office Design
- Telephone Communications
- Scheduling Appointments
- Filing
- Bookkeeping, Collecting, and Billing
- General Banking Procedures
- Salary, Benefits, and Tax Records
- Nutrition, Exercise, and Weight Control
- Stress and Time Management
- Habit-Forming Substances
- Searching and Getting a Job