

**MSR 60 Course Outline as of Fall 1990****CATALOG INFORMATION**

Dept and Nbr: MSR 60 Title: INTRO MED OFF PRAC

Full Title: Introduction to Medical Office Practice

Last Reviewed: 2/14/2022

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	3.00	Lecture Scheduled	3.00	17.5	Lecture Scheduled	52.50
Minimum	1.00	Lab Scheduled	0	17.5	Lab Scheduled	0
		Contact DHR	0		Contact DHR	0
		Contact Total	3.00		Contact Total	52.50
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 105.00

Total Student Learning Hours: 157.50

Title 5 Category: AA Degree Applicable

Grading: Grade Only

Repeatability: 00 - Two Repeats if Grade was D, F, NC, or NP

Also Listed As:

Formerly: MSR 69

**Catalog Description:**

Consideration of the multiple functions performed by the medical secretary/receptionist: appointment scheduling; verbal, nonverbal, and written communication skills; record management including confidentiality; interpersonal skills. Focus is on the development of organizational and decision-making skills utilized by the Medical Secretary/Receptionist.

**Prerequisites/Corequisites:****Recommended Preparation:**

Eligibility for English 100A or equivalent.

**Limits on Enrollment:****Schedule of Classes Information:**

Description: Recomm: Eligibility for Engl 100A. Training in basic office skills for the medical secretary/receptionist. Communications, telephone, mail, scheduling, filing & records management. (Grade only) (Grade Only)

Prerequisites/Corequisites:

Recommended: Eligibility for English 100A or equivalent.

Limits on Enrollment:  
Transfer Credit: CSU;  
Repeatability: Two Repeats if Grade was D, F, NC, or NP

**ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:**

<b>AS Degree:</b>	<b>Area</b>	Effective:	Inactive:
<b>CSU GE:</b>	<b>Transfer Area</b>	Effective:	Inactive:
<b>IGETC:</b>	<b>Transfer Area</b>	Effective:	Inactive:
<b>CSU Transfer:</b>	Transferable	Effective: Fall 1987	Inactive: Fall 2005
<b>UC Transfer:</b>		Effective:	Inactive:

**CID:**

**Certificate/Major Applicable:**

Certificate Applicable Course

**COURSE CONTENT**

**Outcomes and Objectives:**

The students will:

1. Describe the current functions, duties, and qualifications for a medical secretary/receptionist in a medical office.
2. Analyze effective time management plans for the medical office with emphasis on job lists, calendar schedules, and desk organization.
3. Demonstrate effective oral communication in a group setting.
4. Identify verbal and nonverbal behaviors that promote positive communication and minimize communication barriers in a variety of patient care settings.
5. Demonstrate three major listening skills in a simulated medical office situation.
6. Analyze and compare positive and negative office climates and their effects on patient and staff interaction.
7. Evaluate the effectiveness of various teaching strategies in assisting patient with insurance forms, medical office forms, and instructions.
8. Demonstrate proficiency in telephone techniques in the medical office.
9. Describe how to effectively greet a patient and to conduct the exit interview.
10. Describe methods that will reduce patient waiting time and minimize patient frustration.
11. State techniques for managing office, supplies, equipment, and medical library.
12. Describe guidelines for effective office record management.
13. State guidelines for organizing and maintaining a patient medical record.
14. Demonstrate ability to schedule appointments.

15. Describe the use of computers in the medical office.
16. Describe guidelines for medical office management that will promote a positive work environment.

### **Topics and Scope:**

1. Occupational Orientation.
  - A. Role of the MS/R - duties, qualifications.
  - B. Potential positions for employment.
  - C. Health care systems: Problems and current trends.
  - D. Professional behavior and self-management.
2. Communication with Patients and Staff.
  - A. Guidelines to effective patient approaches.
  - B. Understanding patients through empathy.
  - C. Positive vs. negative office climate.
    1. guidelines for achieving positive work climate.
    2. effects of positive climate.
  - D. Patient teaching - types and strategies.
  - E. Telephone management.
    1. appropriate answering techniques.
    2. screening medical/non-medical calls.
    3. obtaining the correct message.
    4. placing outgoing calls.
    5. telephone equipment.
    6. processing the mail.
3. Patient Reception.
  - A. Greeting and exit interview with patient.
  - B. Managing waiting time.
4. Record Keeping.
  - A. Organization and content of patient record.
  - B. Correction guidelines.
  - C. General principles of filing systems.
  - D. Equipment and supply records.
  - E. Coordinating the office library.
5. Appointment Scheduling.
  - A. Scheduling systems.
  - B. Appointment guidelines.
  - C. Handling unanticipated disruptions.
  - D. Referrals to other facilities.
  - E. Surgical schedules.
  - F. Future appointments.
6. Business Machines.
  - A. Functions, maintenance, and repairs of various equipment.
  - B. Computer systems.
    1. hardware components.
    2. business applications.
7. Introduction to Managing the Medical Office.
  - A. Management functions.
  - B. Managing facilities and personnel.

### **Assignment:**

1. Give a five-minute oral presentation regarding an interview/visit to a local medical office.
2. Outline material on the medical office library.
3. Summarize an article from a journal pertaining to the medical health care system or any medical issue.
4. Complete 8-15 word study questions in conjunction with a medical office tutorial on the IBM.
5. Complete four-day appointment scheduling system.
6. Write 10 phone messages taken from simulated phone conversations in the medical office.
7. Read 10 pages per week from required chapters in the text.
8. Complete writing assignments on 18-25 review questions from text chapters and 2-4 application exercises and 1-4 case study problems.

### Methods of Evaluation/Basis of Grade:

**Writing:** Assessment tools that demonstrate writing skills and/or require students to select, organize and explain ideas in writing.

Written homework, Reading reports, Essay exams	Writing 30 - 40%
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**Problem Solving:** Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Homework problems	Problem solving 15 - 20%
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**Skill Demonstrations:** All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

None	Skill Demonstrations 0 - 0%
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**Exams:** All forms of formal testing, other than skill performance exams.

Multiple choice, True/false, Matching items, Completion	Exams 35 - 50%
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**Other:** Includes any assessment tools that do not logically fit into the above categories.

None	Other Category 0 - 0%
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### Representative Textbooks and Materials:

MEDICAL OFFICE ADMINISTRATIVE PROCEDURES by Frew and Frew. F.A. Davis Co., Philadelphia, 1989.

WORKBOOK FOR MEDICAL OFFICE ADMINISTRATIVE PROCEDURES by Frew and Lilly.

F.A. Davis Co., Philadelphia, 1989.

