Arkansas CTE

Medical Office Management: Grades 10, 11, 12

Adopted 2010

Technology

1.1 Define terminology related to medical terminology

1. Prepare a list of terms with definitions 1.1.1

1.2 List software applications used for medical office technology

1. Make a hard copy of software applications used for medical office technology, using word processing software 1.2.1

1.3 Describe the need for word processing

1. Decide which types of data are used with word processing 1.3.1
2. Key business documents (i.e., memos, letters, reports, tables) 1.3.2

1.4 Describe the word processing activities performed in a medical office

1. Discuss in class the various word processing activities performed in a medical office 1.4.1

1.5 Describe the need for databases

1. Discuss in class which types of data are used for database activities 1.5.1

1.6 Identify the database activities performed in a medical office

1. Create a database structure (table); key in data 1.6.1
2. Generate database queries 1.6.2

1.7 Describe the need for spreadsheets

1. Discuss in class the need for spreadsheets in a medical office environment 1.7.1

1.8 Identify the spreadsheet activities performed in a medical office

1. Create a spreadsheet with data and formulas 1.8.1

1.9 Describe the need for presentation software

1. Discuss in class the need for presentation software in a medical office environment 1.9.1

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1.10 Identify the presentation activities performed in a medical office

1. Develop a presentation that includes multiple slides with text and graphics 1.10.1

1.11 Describe the need for desktop publishing software

1. Discuss in class the need for desktop publishing in a medical office environment 1.11.1

1.12 Identify the desktop publishing activities performed a medical office

1. Create a desktop publishing document (i.e., flyer, announcement, brochure) 1.12.1

1.13 Demonstrate the combination of word processing, spreadsheets, data processing, desktop publishing and presentations

1. Key documents to combine two or more of the following applications: word processing, spreadsheets, data processing, desktop publishing and presentations 1.13.1

1.14 Name uses of a 10-key calculator or computer numeric keypad

1. Apply uses of calculator or computer numeric keypad 1.14.1

1.15 Identify proper hand position using the touch system on the 10-key calculator or computer numeric keypad

1. Demonstrate the 10-key calculator or computer numeric keypad proficiency 1.15.1

1.16 List various equipment used in the automated medical office

1. Determine appropriate office equipment relating to various office activities (i.e., scanner, fax, copier, digital camera, camcorder, etc.) 1.16.1

Human Relations

2.1 Define terminology associated with human relations

1. Prepare a list of terms with definitions 2.1.1

2.2 Describe the different types of offices (i.e., mobile, traditional, home, virtual)

1. Analyze various office activities associated with the different types of offices 2.2.1

2.3 Identify acceptable/unacceptable office behavior

1. Compose a list of acceptable office behaviors (i.e., teamwork, attitude, communications, cooperation, loyalty, ethical behavior) 2.3.1
2. Compose a list of unacceptable social behaviors (i.e., sexual harassment, gossip, insubordination, office politics) 2.3.2
3. Analyze social behavior situations 2.3.3

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Identify ethical practices found in the workplace

1. Compose a list of acceptable ethical behaviors (i.e., trustworthiness, honesty, integrity) 2.4.1
2. Compose a list of unacceptable ethical behaviors (i.e., piracy, stealing, fraud) 2.4.2

2.5 Identify concepts relating to teamwork (i.e., responsibilities, leadership, goal setting, purpose, communication)

1. Develop a project using teamwork concepts 2.5.1

2.6 List factors affecting office ergonomics (i.e., lighting, climate, workstations)

1. Evaluate classroom ergonomics 2.6.1
2. Generate plans to improve classroom ergonomics 2.6.2

2.7 Identify stress sources

1. Prepare a list of personal stress sources 2.7.1
2. Outline techniques to cope with individual sources of stress 2.7.2

2.8 Give examples of individual time management skills

1. Prepare and maintain a time journal 2.8.1
2. Outline ways to improve time management skills 2.8.2

2.9 Describe how team skills can be applied to a group project

1. Form a team to develop a class project 2.9.1

Communications

3.1 Define terminology related to communication

1. Prepare a list of terms with definitions 3.1.1

3.2 Describe skills essential for effective communication

1. List skills essential for effective communications (listening, reading, speaking and writing) 3.2.1

3.3 Describe verbal and nonverbal communication

1. List characteristics of verbal and nonverbal means of communication (i.e., clear, appropriate tone, standard language and body language) 3.3.1

3.4 Identify effective listening skills as a form of communication (i.e., focus attention and active listening)

1. List the techniques of effective listening 3.4.1
2. Apply listening techniques to listening 3.4.2

3.5 Identify barriers to effective listening (i.e., preoccupation, prejudgment and distraction)

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1. Participate in role-playing activities and situations to increase awareness of barrier to effective listening 3.5.1

3.6 Describe formal and informal speaking skills

1. List examples of formal and informal skills (i.e., group, individual) 3.6.1

3.7 Explain the proper techniques of speaking (i.e., consider the audience, express ideas clearly, and use appropriate tone)

1. Prepare a speech using proper techniques 3.7.1
2. Present a speech 3.7.2
3. Discuss the proper etiquette when speaking on the phone 3.7.3
4. Demonstrate phone skills 3.7.4
5. Conduct a mock telephone conversation 3.7.5
6. Critique a mock telephone conversation 3.7.6

3.8 Identify the types of written communication (i.e., letter, memo, report, fax, e-mail, etc)

1. Select appropriate types of written communication for specific situations 3.8.1
2. Prepare business documents, using the different types of written communications 3.8.2

3.9 Identify the five C's of communication (clear, concise, courteous, complete and correct)

1. Apply the 5 C's to a type of written communication (i.e., write letters or memos, send and e-mail) 3.9.1
2. List and describe the parts of a letter 3.9.2
3. Compose a business letter 3.9.3
4. List and differentiate between common types of business letters 3.9.4
5. Critique various business letters 3.9.5

3.10 Identify the different types of messages used in business correspondence (i.e., persuasive, negative, neutral)

1. Write persuasive, negative and neutral business correspondence 3.10.1

3.11 Describe the importance of proofreading and editing skills in a medical office

1. Apply proofreading and editing rules to various forms of written communication 3.11.1

3.12 Demonstrate use of the fax machine

1. Discuss special considerations when sending messages or documents with sensitive patient information using the fax machine 3.12.1

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3.13 Schedule appointments

1. List and discuss special considerations when scheduling patient appointments 3.13.1
2. Discuss the proper way to handle missed appointments 3.13.2

Financial Information

4.1 Define terminology associated with financial information

1. Prepare a list of terms with definitions 4.1.1

4.2 Explain the procedure for opening a checking account

1. Prepare a signature card 4.2.1

4.3 Describe the types of endorsements

1. Prepare various types of endorsements (i.e., restrictive, special, blank) 4.3.1

4.4 Describe various types of banking transactions

1. Prepare a deposit slip 4.4.1

4.5 Explain the process of preparing a check

1. Prepare a check 4.5.1

4.6 Demonstrate the procedure of reconciling a bank statement

1. Reconcile a bank statement 4.6.1

4.7 Explain the steps in preparing petty cash transactions

1. Record transactions in a petty cash record 4.7.1

4.8 Describe the types of compensation plans

1. Analyze and apply the types of compensation plans to various situations (i.e., salary, hourly, commission, etc.) 4.8.1

4.9 Describe the importance and purpose(s) of documented time cards

1. Prepare a time card 4.9.1

4.10 Explain the various types of voluntary and required deductions relating to payroll

1. Calculate FICA and income tax required deductions 4.10.1
2. List various types of voluntary deductions 4.10.2

4.11 Describe the difference between gross pay and net pay

1. Prepare a payroll register 4.11.1

4.12 Describe payroll features found on an employee earnings record

1. Prepare an employee earnings record 4.12.1

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Records Management

5.1 Define terminology associated with record management

1. Prepare a list of terms with definitions 5.1.1

5.2 Identify manual records management systems (i.e., alphabetic filing, numeric filing, geographic filing, subject filing, chronological filing, etc.)

1. Solve records management problems using each of the manual records management systems 5.2.1

5.3 Describe the advantages and disadvantages of both the manual and electronic records management systems

1. Compare and contrast the advantages and disadvantages of manual and electronic records management systems 5.3.1

5.4 Demonstrate the ability to complete medical records and forms (insurance, patient records, etc.)

1. Discuss special considerations when completing medical records and forms 5.4.1
2. Discuss common mistakes when completing medical records and forms 5.4.2

5.5 List and define common abbreviations used on medical forms and records

1. Demonstrate the ability to read a medical record that uses common abbreviations 5.5.1

5.6 Discuss bookkeeping procedures

1. Demonstrate the ability to perform selected bookkeeping procedures 5.6.1

Health Insurance Billing and Coding

6.1 Define terminology associated to health insurance

1. Prepare a list of terms with definitions 6.1.1

6.2 Discuss the life cycle of an insurance claim (i.e., claims submission, claims processing, claims adjudication, payment)

1. Detail the processing of a claim by an insurance company 6.2.1
2. Differentiate between primary and secondary insurance claims 6.2.2

6.3 Differentiate between manual and electronic claims processing

1. Compare and contrast the advantages and disadvantages of manual and electronic claims processing 6.3.1

6.4 Discuss legal and ethical issues related to insurance

1. Discuss HIPPA requirements related to health insurance 6.4.1
2. Discuss common mistakes when completing insurance claim forms 6.4.2
3. Describe why claims follow-up is important 6.4.3

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6.5 Understand the processes of procedure and diagnosis coding

1. Code a sample claim form 6.5.1
2. Recognize errors in insurance claim forms 6.5.2

Medical Transcription

7.1 Define terminology related to medical transcription

1. Prepare a list of terms with definitions 7.1.1

7.2 Discuss methods of medical transcription

1. Perform basic transcription procedures 7.2.1

7.3 Demonstrate the ability to proofread and correct transcribed healthcare documents

1. Critique transcribed documents for form, grammar, punctuation and terminology 7.3.1
2. Recognize, evaluate and call attention to inconsistencies, discrepancies and inaccuracies in healthcare dictation while transcribing, without altering the meaning of the dictation or changing the author's style 7.3.2

7.4 Explore the job opportunities in medical transcription and related careers

1. Demonstrate an awareness of opportunities in medical transcription and related careers 7.4.1

Employment Skills

8.1 Define terminology related to employment skills

1. Prepare a list of terms with definitions 8.1.1

8.2 Describe the importance of self-assessment

1. Take the state-sponsored Kuder Career Portfolio self-assessment options (or similar self-assessment) to evaluate careers 8.2.1
2. Research the industry to determine basic facts and competitive salary information based on the results obtained from the self-assessment of career options 8.2.2
3. Prepare a monthly budget to determine if a preliminary career choice will meet financial needs 8.2.3

8.3 Explain the importance of setting career goals (i.e., short- and long-term goals

1. Design short-and long-term career goals 8.3.1

8.4 Describe the different sources to learn about job openings (i.e., networking, newspaper, personal inquiry, agencies)

1. Search job vacancies, using sources such as the World Wide Web, newspaper, agencies, etc. 8.4.1

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Discuss the similarities and differences of various employment agencies (government, private, temporary)

1. Compare and contrast the similarities and differences of various employment agencies 8.5.1

8.6 Discuss credentials, résumé, letter of application, employment application and portfolio

1. Prepare a résumé, letter of application, employment application and portfolio 8.6.1

8.7 Discuss the Dos and DON'Ts in a job interview

1. Participate in mock interview 8.7.1

8.8 Describe the purpose and importance of a follow-up letter

1. Prepare a follow-up letter 8.8.1

8.9 Identify items covered in a job orientation (i.e., fringe benefits, personal leave, sick leave and job termination)

1. List various fringe benefits, reasons for personal leave and sick leave and reasons for job termination 8.9.1

8.10 Identify ways that employees are evaluated

1. Make a list of evaluation items on which employees are evaluated 8.10.1

8.11 Describe a career advancement and performance improvement plan

1. Prepare a plan of action for career advancement and performance improvement plan 8.11.1

Career and Technical Student Organizations (FBLA/HOSA)

9.1 Define terminology related to career and technical student organizations

1. Prepare a list of terms with definitions 9.1.1

9.2 Identify individual learning styles

1. Outline individual self-assessed learning styles 9.2.1

9.3 Describe self-motivation techniques

1. Establish short-term self-motivation goals 9.3.1

9.4 Discuss community service projects

1. Identify the benefits of doing a community service project 9.4.1
2. Participate in a community service project 9.4.2

9.5 Explore community jobs related to the Health Informatics field

1. Participate in a job shadowing activity 9.5.1
2. Schedule guest speakers in the area of Health Informatics 9.5.2

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Define business meeting skills

1. Outline how to observe and critique a business meeting 9.6.1
2. Conduct a mock business meeting 9.6.2

9.7 Review professional Health Informatics journals

1. Develop a three- to five-minute presentation from an article in a professional journal 9.7.1