

# Medical Office Manager

## LEARNING OBJECTIVES



Our medical office management program was developed by healthcare administration professionals and medical billers. And you benefit from all their years of hard-won experience. Our elite program is also reverse engineered from the industry's leading certifications, helping to ensure that you're able to take and pass the CMAA, CEHRS, and CBCS exams—widely recognized and respected credentials from the National Healthcareer Association.

### Program Overview

- Identify the elements, expectations, and requirements of the program.
- Navigate the program using the pages, menus, and buttons provided.
- Use the program tools, including the study planner, gradebook, and completion report, and be able to contact CareerStep via phone, email, forums, chat rooms, and social media.
- Identify and use program resources.

### Computer Fundamentals

- Identify basic computer hardware and interpret system requirements.
- Navigate a Windows operating system environment as well as install and operate basic software utilities.
- Navigate between websites in multiple tabs or windows, send and receive email, and access search engines to find information and troubleshoot basic computer problems.
- Recognize basic technologies related to an office environment.

### Microsoft Office 2019: Foundations Course

- Explore, interact, and apply Microsoft Word features and functions at the beginner level.
- Explore, interact, and apply Microsoft Excel features and functions at the beginner level.
- Understand the basic Microsoft Word and Excel software features through experimentation, critical thought, and personalization skills.
- Engage in real-world scenarios to reinforce basic critical skills when using Microsoft Word and Excel in an educational or professional setting.

### Introduction to Healthcare

- Identify health information management concepts common to allied health professionals.
- Describe characteristics of health care delivery and settings in the United States.

- Delineate career opportunities for health information management professionals

### Medical Administrative Assistant

- Describe the differences between common healthcare delivery models.
- Describe the types of services typically offered in medical offices, including general and specialty services.
- Define ancillary services and alternative therapies.

### Patient Care Coordination and Education

- Review how to administer and coordinate general patient care according to professional best practices.
- Explore the role and responsibilities in administering patient care.
- Explore the role and responsibilities in facilitating patient education.
- Summarize basic communication best practices and potential barriers to effective communication with patients.

### Medical Billing

- Explain health insurance careers, opportunities, and expectations.
- Differentiate between major health insurance programs, government-sponsored health benefit programs, and related federal health care legislation.
- Explain revenue cycle management.
- Demonstrate basic principles of national diagnosis and procedure/service coding and compliance systems.
- Explain Impact of coding compliance, clinical documentation improvement (CDI), and coding for medical necessity in health care settings.
- Complete CMS-1500 and UB-04 claims and payer-specific claims.

### Electronic Medical Records

- Demonstrate how patient records are used and regulated

# Medical Office Manager

## LEARNING OBJECTIVES

- Complete tasks required for scheduling a patient
- Clinical information reporting
- Revenue cycle and financial reporting

### Communication and Customer Service in the Healthcare Office

- Identify the various types and styles of communication used in a healthcare office.
- Review how verbal, non-verbal, and written communication skills contribute to patient experience and outcome in a health care office.
- Identify professional communication techniques for a healthcare office, including interviewing techniques and use of medical terminology and patient-accessible language.

### Law, Liability and Ethics for Healthcare

- Describe the structure of the healthcare industry and how it relates to the medical office profession.
- Identify law and regulations related to the healthcare workplace.
- Describe how law flows from the constitution to the courtroom.
- Recognize what makes a contract and who can contract.

### HIPAA Workforce Training

- Explain the role of health information management in patient care documentation and medical coding and billing.
- Identify types of health records and the documentation requirements, data sources, collection tools, and potential issues associated with each type.
- Discuss the evolution of the electronic health record (EHR) and its administrative and clinical applications.

### Program Completion

- Prepare to take the next steps after program completion.

**Total Hours: 388**