A. COURSE DESCRIPTION

Credits: 2
Lecture Hours/Week: 1
Lab Hours/Week: 1
OJT Hours/Week: *.*
Prerequisites: None
Corequisites: None
MnTC Goals: None

This course prepares medical office workers for front office administrative functions in a physician's office, clinic, or hospital setting. Major units of study include scheduling procedures, telephone techniques, and public relations. Learners gain a basic understanding of secretarial procedures and the unique requirements of a medical office.

B. COURSE EFFECTIVE DATES: 08/25/2003 - Present

C. OUTLINE OF MAJOR CONTENT AREAS

1. Medical career opportunities and professionalism.
2. Oral and written communications in the front office.
3. Telephone techniques and telecommunications.
4. Patient scheduling.
5. Postal services.
6. Office equipment.
7. Office safety and ergonomics.

D. LEARNING OUTCOMES (General)

1. The learner will demonstrate understanding of professionalism, interpersonal and business aspects of patient contact.
2. The learner will apply the concepts of medical administrative support in the front office setting.

E. Minnesota Transfer Curriculum Goal Area(s) and Competencies

None

F. LEARNER OUTCOMES ASSESSMENT

As noted on course syllabus

G. SPECIAL INFORMATION

None noted