A. COURSE DESCRIPTION

Credits: 3
Lecture Hours/Week: 2
Lab Hours/Week: 2
OJT Hours/Week: *.*
Prerequisites: None
Corequisites: None
MnTC Goals: None

This course prepares medical office workers for office administrative functions in healthcare facilities. Study includes scheduling procedures, telephone techniques, and customer service. Learners gain a basic understanding of administrative assistant procedures and the unique requirements of a medical office.

B. COURSE EFFECTIVE DATES: 12/20/2018 - 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. Describe and use 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 a healthcare facilities office setting.
3. The learner will demonstrate a knowledge of records management.
4. The learner will understand the importance of effective communications.

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

None

F. LEARNER OUTCOMES ASSESSMENT

As noted on course syllabus

G. SPECIAL INFORMATION

None noted