A. COURSE DESCRIPTION

Credits: 3
Lecture Hours/Week: 3
Lab Hours/Week: 0
OJT Hours/Week: *.*
Prerequisites: None
Corequisites: None
MnTC Goals: None

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

B. COURSE EFFECTIVE DATES: 05/03/2023 - Present

C. OUTLINE OF MAJOR CONTENT AREAS

1. Identify medical career opportunities
2. Demonstrate the attributes of professionalism
3. Demonstrate oral and written communications in the office
4. Understand telephone techniques and telecommunications
5. Schedule patients in a physician schedule
6. Describe and use an office procedural manual
7. Explain the use of a variety of office equipment
8. Explain office safety and ergonomics
9. Identify techniques for overcoming communication barriers

D. LEARNING OUTCOMES (General)

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