



***Department of Teaching & Learning***  
***Parent/Student Course Information***

***Medical Systems Administration***  
***(BE 6730)***  
***One Credit, One Year***  
***Grades 11 - 12***

*Counselors are available to assist parents and students with course selections and career planning. Parents may arrange to meet with the counselor by calling the school's guidance department.*

**COURSE DESCRIPTION**

Students wishing to gain employment in the health care field may take this course to learn how to use medical terminology and apply administrative procedures necessary to be productive employees in a health care environment. Students will learn how to manage office activities, enhance communication skills, identify legal and ethical issues in health care practices, manage financial functions and enhance employability skills.

**CERTIFICATION**

Medical Administrative Assisting Certification (CMAA)

**STUDENT ORGANIZATION**

The Future Business Leaders of America (FBLA) is the co-curricular organization for secondary Business and Information Technology students. The organization enhances occupational preparation for students by helping them attain the following goals: leadership skills; knowledge of the American enterprise system; self-confidence; improvement of home, business, and community; scholarship; citizenship; and career goals.

**PREREQUISITE**

None

**OPTIONS FOR NEXT COURSE**

None

**REQUIRED STUDENT TEXTBOOK**

None

## COMPETENCIES FOR MEDICAL SYSTEMS ADMINISTRATION

### **Demonstrating Workplace Readiness Skills: Personal Qualities and People Skills**

- 001 Demonstrate positive work ethic.
- 002 Demonstrate integrity.
- 003 Demonstrate teamwork skills.
- 004 Demonstrate self-representation skills.
- 005 Demonstrate diversity awareness.
- 006 Demonstrate conflict-resolution skills.
- 007 Demonstrate creativity and resourcefulness.

### **Demonstrating Workplace Readiness Skills: Professional Knowledge and Skills**

- 008 Demonstrate effective speaking and listening skills.
- 009 Demonstrate effective reading and writing skills.
- 010 Demonstrate critical-thinking and problem-solving skills.
- 011 Demonstrate healthy behaviors and safety skills.
- 012 Demonstrate an understanding of workplace organizations, systems and climates.
- 013 Demonstrate lifelong-learning skills.
- 014 Demonstrate job-acquisition and advancement skills.
- 015 Demonstrate time-, task- and resource-management skills.
- 016 Demonstrate job-specific mathematics skills.
- 017 Demonstrate customer-service skills.

### **Demonstrating Workplace Readiness Skills: Technology Knowledge and Skills**

- 018 Demonstrate proficiency with technologies common to a specific occupation.
- 019 Demonstrate information technology skills.
- 020 Demonstrate an understanding of Internet use and security issues.
- 021 Demonstrate telecommunications skills.

### **Examining All Aspects of an Industry**

- 022 Examine aspects of planning within an industry/organization.
- 023 Examine aspects of management within an industry/organization.
- 024 Examine aspects of financial responsibility within an industry/organization.
- 025 Examine technical and production skills required of workers within an industry/organization.
- 026 Examine principles of technology that underlie an industry/organization.
- 027 Examine labor issues related to an industry/organization.
- 028 Examine community issues related to an industry/organization.
- 029 Examine health, safety and environmental issues related to an industry/organization.

### **Addressing Elements of Student Life**

- 030 Identify the purposes and goals of the student organization.
- 031 Explain the benefits and responsibilities of membership in the student organization as a student and in professional/civic organizations as an adult.
- 032 Demonstrate leadership skills through participation in student organization activities, such as meetings, programs and projects.
- 033 Identify Internet safety issues and procedures for complying with acceptable use standards.

### **Managing Office Activities**

- 034 Prepare incoming and outgoing mail.
- 035 Demonstrate the procedures for receiving and sending information, using electronic communications (e.g., e-mail, fax, scanner).

- 036 Demonstrate alpha-numeric keyboarding techniques.
- 037 Compose documents (e.g., referral letters and appointment reminders) relating to the health care practice.
- 038 Demonstrate procedures for maintaining and operating office equipment (e.g., copier, printer, fax, scanner).
- 039 Maintain computer devices and desk area.
- 040 Manage inventory (e.g., office supplies and equipment) necessary for a health care practice.
- 041 Receive deliveries of office equipment, supplies and other orders from vendors and customers.
- 042 Coordinate meetings, events and activities.
- 043 Identify procedures for handling medical emergencies in the office.
- 044 Set up patient records (e.g., registration form, medical history, insurance information, consent form).
- 045 Scan patient documents.
- 046 Maintain filing system of paper and electronic patient and office practice information.
- 047 Maintain patient database.
- 048 Manage patient appointments.
- 049 Maintain health care provider's schedule.
- 050 Demonstrate procedures for handling patient complaints.
- 051 Manage reception area procedures as they relate to Health Insurance Portability and Accountability Act (HIPAA), Occupational Safety and Health Administration (OSHA), and other industry practices.
- 052 Identify the procedure for obtaining insurance authorization for patient treatment or testing.
- 053 Identify procedures for handling hospital admissions (inpatient and outpatient) and physician referrals.
- 054 Identify types of health insurance coverage.
- 055 Use medical terminology.
- 056 Record information from the encounter form, using Current Procedural Terminology (CPT) and International Classification of Diseases (ICD-9\*) codes for billing purposes and insurance claims.
- 057 Complete insurance claim form(s).
- 058 Identify procedures for handling diagnostic test results.

### **Enhancing Communication Skills**

- 059 Demonstrate personal interaction skills with patients, staff, and visitors.
- 060 Process incoming calls.
- 061 Complete outgoing calls.
- 062 Explore new and emerging health care office technologies (e.g., electronic health records, voice recognition software, Wi-Fi and Smart phones).

### **Identifying Legal and Ethical Issues in Health Care Practices**

- 063 Describe the purpose of Occupational Safety and Health Administration (OSHA) regulations as they relate to working in a medical office.
- 064 Explain the Health Insurance Portability and Accountability Act (HIPAA) as it relates to confidentiality.
- 065 Describe the procedures for handling pharmaceuticals in the office.
- 066 Identify the Principles of Medical Ethics (e.g., case studies, role playing, research papers).
- 067 Conduct research on medical cases, legal or ethical issues, medications, new medical procedures or malpractice information.

### **Managing Financial Functions**

- 068 Maintain patient accounts.
- 069 Prepare patient statements.
- 070 Post payments from patients and insurance carriers.
- 071 Describe various types of office expenditures (e.g., petty cash, purchase requisition, vouchers).

072 Perform general banking procedures.

### **Enhancing Employability Skills**

- 073 Identify personal interests, aptitudes and attitudes related to the qualities found in successful health care personnel.
- 074 Update portfolio, including résumé suitable for online posting.
- 075 Participate in a mock interview for a health care position.
- 076 Compose an interview follow-up letter.
- 077 Identify types and purposes of lifelong learning.
- 078 Compose a letter of resignation.
- 079 Investigate employment opportunities for health care positions.

### **Preparing for Industry Certification**

- 080 Describe the process and requirements for obtaining industry certifications related to the Medical Systems Administration course.
- 081 Identify testing skills/strategies for certification examination.
- 082 Demonstrate ability to successfully complete selected practice examinations (e.g., practice questions similar to those on certification exams).
- 083 Successfully complete an industry certification examination representative of skills learned in this course (e.g., MOS, IC3, NOCTI)

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