# MEDICAL OFFICE PROCEDURES
MAST 1060
COURSE SYLLABUS
Spring Semester 2016

Semester: Spring 2016
Course Title: Medical Office Procedures
Course Number: MAST 1060
Credit Hours/ Minutes: 4/3750
Class Location: Building 8, Room 8166
Class Meets: 8:00 – 9:05 AM
CRN: 40212

Instructor: Kimberly Brown, BSHS, CMA (AAMA), CCS-P
Office Hours: M-Th 2-5pm
Office Location: Building 8, Room 8168
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REQUIRED TEXT: Comprehensive Medical Assisting: Administrative & Clinical Competencies, book, study guide, & competency manual package Lindh, Pooler, Tamparo, Dahl, & Morris
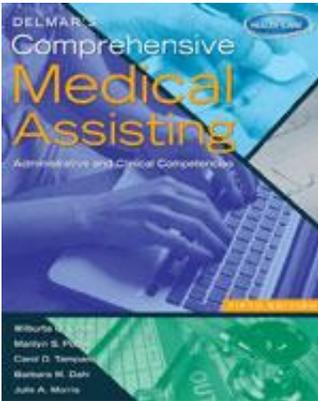
REQUIRED SUPPLIES & SOFTWARE: 3 ring notebook, paper, ink pens, No. 2 pencils, highlighters, and any other supplies deemed necessary throughout the semester

COURSE DESCRIPTION: Emphasizes essential skills required for the medical practice. Topics include: office protocol, time management, appointment scheduling, medical office equipment, medical references, mail services, medical records, and professional communication.

MAJOR COURSE COMPETENCIES:
1. Office Protocol
2. Time Management
3. Appointment Scheduling
4. Medical Records
5. Electronic Medical Records
6. Medical Office Equipment
7. Medical References
8. Mail Services
9. Professional Communication

PREREQUISITE(S): ENGL 1010, MATH 1012, PSYC 1010, ALHS 1011, ALHS 1090, COMP 1000

Office Protocol
1. Demonstrate proficiency in medical office etiquette.
2. Apply appropriate procedures for the beginning and ending of the work day.
3. Recognize personal qualities required in an office.

Time Management
1. Identify time management principles.
2. Establish ways to eliminate inefficient use of time in the office.
3. Establish time management principles to maintain effective office function.

Appointment Scheduling
1. Compare and Contrast the various types of appointment management systems.
2. Describe scheduling guidelines.
3. Recognize office policies and protocols for handling appointments.
4. Demonstrate management of appointment schedule using established priorities.
5. Demonstrate scheduling of patient admissions and/or procedures.
6. Identify critical information required for scheduling patient's admissions and/or procedures.

Medical Records
1. Demonstrate organizing a patient medical record.
2. Identify systems for organizing medical records.
3. Describe various types of content maintained in a patient's medical record.
4. Demonstrate documentation of patient care.
5. Demonstrate documentation of patient education.
6. Compare and Contrast various filing methods.
7. Identify both equipment and supplies needed for filing medical records.
8. Describe indexing rules.
9. Discuss filing procedures.
10. Demonstrate filing medical records.
11. Demonstrate maintenance of organization by filing.
12. Consider staff needs and limitations in establishment of a filing system.
13. Discuss principles of using electronic medical records.
14. Demonstrate execution of data management using electronic healthcare records such as the EMR.
15. Identify types of records common to the healthcare setting.

Electronic Medical Records
1. Discuss principles of using electronic medical record (EMR.)
2. Perform data management using electronic health care records such as the EMR.

Medical Office Equipment
1. Discuss the importance of routine maintenance of office equipment.
2. Demonstrate safe operation of the administrative equipment which may include but not be limited to fax machines, copiers, printers, postage meters, and credit card processors etc.
3. Perform routine maintenance of office equipment with documentation.
4. Use office hardware and software to maintain office systems.
5. Perform an inventory of administrative supplies and equipment.
6. Perform an office inventory.
7. Use computer software to maintain office systems.
8. Demonstrate maintenance of warranty records on office equipment.

Medical References
1. Describe reference materials appropriate to the medical office.
2. Discuss the importance of locating and maintaining updated resource materials.
3. Demonstrate development and maintenance of a current list of community resources related to patient healthcare needs.
4. Use internet to access information related to the medical office.

Mail Services
1. Demonstrate the processing of outgoing mail.
2. Demonstrate the processing of incoming mail.
3. Demonstrate addressing an envelope using OCR.
4. Describe special services offered by the US Postal Service.
5. Describe the classes of mail.
6. Discuss international mail.
7. Discuss the use of a postage meter.

Professional Communication
1. Identify styles and types of verbal communication.
2. Identify nonverbal communication.
3. Demonstrate response to nonverbal communication.
4. Recognize communication barriers.
5. Identify techniques for overcoming communication barriers.
6. Demonstrate reporting of relevant information to others succinctly and accurately.
7. Recognize the elements of oral communication using a sender-receiver process.
8. Differentiate between subjective and objective information.
9. Identify resources and adaptations that are required based on individual needs, i.e., culture and environment, developmental life stage, language and physical threats to communication.
10. Recognize elements of fundamental writing skills.

11. Describe the basic types of written communication used in a medical office (memoranda, letters, fax cover sheets, meeting agendas, meeting minutes, travel itineraries, curriculum vitae etc.)
12. Demonstrate composition of professional/business letters.
13. Identify the types and sizes of stationery and the appropriate use of each.
14. Identify different letter styles (full block, modified block, semi-block, and simplified.)
15. Demonstrate preparation of a fax cover sheet.
16. Demonstrate preparation of an interoffice memorandum.
17. Demonstrate telephone techniques.
18. Describe procedures for incoming, outgoing, and filing correspondence.
19. Demonstrate proper telephone skills and etiquette when answering the telephone.
20. Discuss types of telephone calls and how each type should be handled (Example: prioritizing and forwarding to other office personnel.)
21. Demonstrate appropriate techniques and procedures for making local and long distance calls.
22. Discuss applications of electronic technology in effective communication.
23. Demonstrate preparation of telephone message forms.
24. Identify basic and special services provided by telephone companies.
25. Identify various types of telephone equipment.
26. Demonstrate proper etiquette when using electronic mail.
27. Describe alternatives to holding meetings (e.g., conference calls, teleconferencing.)
28. Demonstrate organization of technical information and summaries.
29. Display awareness of the territorial boundaries of the person with whom communicating.
30. Demonstrate instruction of patients according to their needs to promote health maintenance and disease prevention.
31. Demonstrate advocacy on behalf of patients.
32. Recognize the role of patient advocacy in the practice of medical assisting.
33. Discuss the role of assertiveness in effective professional communication.
34. Differentiate between adaptive and non-adaptive coping mechanisms.
35. Describe therapeutic communication techniques to enhance communication.

GENERAL EDUCATION CORE COMPETENCIES: STC has identified the following general education core competencies that graduates will attain:
A. The ability to utilize standard written English.
B. The ability to solve practical mathematical problems.
C. The ability to read, analyze, and interpret information.

STUDENT REQUIREMENTS: Tests and assignments must be completed on the specified date (see lesson plan). No late assignments are accepted. Students are also responsible for policies and procedures in the *STC-E Catalog and Student Handbook.*

Students must satisfactorily complete each skill competency area successfully. Failure to complete a competency area successfully will result in dismissal from the course (regardless of overall grade average) and a final grade of "WF" or "F". Students will be given three (3) opportunities to demonstrate each skill competency.

Critical thinking is also a necessary part of the learning process in this course. The student is expected to complete all critical thinking assignments prior to class. Situations will be included on tests in order to test critical thinking ability.

Proper heading must be included on all materials handed in. This includes first and last name, date, course, assignment name. Failure to include this information will result in a five (5) point deduction.

Learning activities will include quizzes, worksheets, and any special projects that the instructor assigns throughout the course. **A final unit test average of 75 or above is required to sit for the final exam.** Grades of 74.9 will not be rounded up. If you have below a 75 average, you will receive a "0" for your final test grade.

Use of proper grammar, correct spelling, and writing principles is expected in all work. Full credit will not be granted for work that contains grammar or spelling errors.

STC ATTENDANCE POLICY: It is essential that educational programs maintain requirements and standards necessary for successful employment of its graduates in business and industry. In view of the intensive nature of the educational programs, it is necessary for every student to be present and on time every day for all classes.

Attendance is counted from the first scheduled class meeting of each semester. To receive credit for a course a student must attend at least 90% of the scheduled instructional time. All work missed due to tardiness or absences must be made up at the convenience of the instructor. Any student attending less than the required scheduled instructional time as noted on each syllabus will receive a "W" for the course if removed from the course on or before midterm. After the semester midterm, any student who has maintained a passing grade within a course will receive a 'WP' for the course when attending less than the required scheduled instructional time as stated on each course syllabus. If, however, the student has not maintained a passing grade, he or she will receive a 'WF' for the course. Tardy means arriving after the scheduled time for instruction to begin. Early departure means leaving before the end of the scheduled time. Three (3) tardies or early departures equal one (1) absence for the course involved.

TRADITIONAL ATTENDANCE ADDENDUM: For this class, which meets 3 days a week for 15 weeks, the maximum number of days a student may miss is 6 days during the semester.

SPECIFIC ABSENCES: Provisions for Instructional Time missed because of documented absences due to jury duty, military duty, court duty, or required job training will be made at the discretion of the instructor.

SPECIAL NEEDS: Students with disabilities who believe that they may need accommodations in this class based on the impact of a disability are encouraged to contact Jan Brantley, Room 1208 Swainsboro Campus, 478-289-2274, or Helen Thomas, Room 108 Vidalia Campus, 912-538-3126, to coordinate reasonable accommodations.

PREGNANCY: Southeastern Technical College does not discriminate on the basis of pregnancy. However, we can offer accommodations to students who are pregnant that need special consideration to successfully complete the course. If you think you will need accommodations due to pregnancy, please advise me and make appropriate arrangements with the Special Needs Office. Swainsboro Campus: Jan Brantley,
Room 1208, (478) 289-2274 -- Vidalia Campus: Helen Thomas, Room 108, (912) 538-3126.

MAKEUP GUIDELINES (Tests, quizzes, homework, projects, etc): If an exam is missed, the student will be allowed to take make-up exams during one day at the end of the semester (date to be scheduled by the instructor). There will be NO exceptions to this policy. It you are absent on the day a pop quiz or chapter quiz is given, you will receive a "0" for that grade. You must produce a physician's excuse within 3 days of the absence to make up a test.

ACADEMIC DISHONESTY POLICY: The STC Academic Dishonesty Policy states *All forms of academic dishonesty, including but not limited to cheating on tests, plagiarism, collusion, and falsification of information, will call for discipline.* The policy can also be found in the *STC Catalog and Student Handbook.*

Procedure for Academic Misconduct
The procedure for dealing with academic misconduct and dishonesty is as follows:

--First Offense--
Student will be assigned a grade of "0" for the test or assignment. Instructor keeps a record in course/program files and notes as first offense. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus. The Registrar will input the incident into Banner for tracking purposes.

--Second Offense--
Student is given a grade of "WF" for the course in which offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of second offense. The Registrar will input the incident into Banner for tracking purposes.

--Third Offense--
Student is given a grade of "WF" for the course in which the offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of second offense. The Vice President for Student Affairs, or designee, will notify the student of suspension from college for a specified period of time. The Registrar will input the incident into Banner for tracking purposes.

STATEMENT OF NON-DISCRIMINATION: Southeastern Technical College does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, disabled veteran, veteran of Vietnam Era or citizenship status, (except in those special circumstances permitted or mandated by law). This school is in compliance with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin; with the provisions of Title IX of the Educational Amendments of 1972, which prohibits discrimination on the basis of gender; with the provisions of Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of handicap; and with the American with Disabilities Act (ADA).

GRIEVANCE PROCEDURES: Grievance procedures can be found in the Catalog and Handbook located on STC's website

ACCESS TO TECHNOLOGY: Students can now access Blackboard, Remote Lab Access, Student Email, Library Databases (Galileo), and BannerWeb via the mySTC portal or by clicking the Current Students link on the STC website at www.southeasterntech.edu.

GRADING POLICY		GRADING SCALE	TCSG GUARANTEE/WARRANTY STATEMENT: *The Technical College System of Georgia guarantees employers that graduates of State Technical Colleges shall possess skills and knowledge as prescribed by State Curriculum Standards. Should any graduate employee within two years of graduation be deemed lacking in said skills, that student shall be retrained in any State Technical College at no charge for instructional costs to either the student or the employer.*
Tests	60%	A: 90-100	
Quizzes	10%	B: 80-89	
Workbook	5%	C: 70-79	
Final Exam	25%	D: 60-69	
Total	100%	F: 0-59	
Skills Comp.	Pass/Fail		
Alphabetization	Pass/Fail		

Critical Thinking Core Curriculum for Medical Assistants (MAERB) 2008 Curriculum Plan

Applied communications

IV.C Cognitive (Knowledge Base)	IV. P Psychomotor (Skills)	IV. A Affective (Behavior)
II. Concepts of Effective Communication 1. Identify styles and types of verbal communication. 2. Identify nonverbal communication. 3. Recognize communication barriers. 4. Identify techniques for overcoming communication barriers. 5. Recognize the elements of oral communication using a sender-receiver process. 6. Differentiate between subjective and objective information. 7. Identify resources and adaptations that are required based on individual needs, i.e., culture and environment, developmental life stage, language, and physical threats to communication. 8. Recognize elements of fundamental writing skills. 9. Discuss applications of electronic technology in effective communication. 10. Define both medical terms and abbreviations related to all body systems. 11. Organize technical information and summaries. 12. Identify the role of self boundaries in the health care environment. 13. Recognize the role of patient advocacy in the practice of medical assisting. 14. Discuss the role of assertiveness in effective professional communication. 15. Differentiate between adaptive and non-adaptive coping mechanisms.	**IV. Concepts of Effective Communication** 1. Use reflection, restatement, and clarification techniques to obtain a patient history. 2. Report relevant information to others succinctly and accurately. 3. Use medical terminology, pronouncing medical terms correctly, to communicate information, patient history, data and observations. 4. Explain general office policies. 5. Demonstrate telephone techniques. 6. Document professional/business letters. 7. Respond to nonverbal communication. 8. Develop and maintain a current list of community resources related to patients' healthcare needs. 9. Advocate on behalf of patients.	**IV. Concepts of Effective Communication** 1. Demonstrate empathy in communicating with patients, family, and staff. 2. Apply active listening skills. 3. Use appropriate body language and other nonverbal skills in communicating with patients, family, and staff. 4. Demonstrate awareness of the territorial boundaries of the person with whom communicating. 5. Demonstrate sensitivity appropriate to the message being delivered. 6. Demonstrate awareness of how an individual's personal appearance affects anticipated responses. 7. Demonstrate recognition of the patient's level of understanding in communications. 8. Analyze communications in providing appropriate responses/feedback. 9. Recognize and protect personal boundaries in communicating with others. 10. Demonstrate respect for individual diversity, incorporating awareness of one's own biases in areas including gender, race, religion, age, and economic status.

Medical Business Practices

V.C Cognitive (Knowledge Base)	V. P Psychomotor (Skills)	V. A Affective (Behavior)
V. Administrative Functions 1. Discuss pros and cons of various types of appointment management systems. 2. Describe scheduling guidelines. 3. Recognize office policies and protocols for handling appointments. 4. Identify critical information required for scheduling patient admissions and/or procedures. 5. Identify systems for organizing medical records. 6. Describe various types of content maintained in a patient's medical record. 7. Discuss pros and cons of various filing methods. 8. Identify both equipment and supplies needed for filing medical records. 9. Describe indexing rules. 10. Discuss filing procedures. 11. Discuss principles of using Electronic Medical Records (EMR). 12. Identify types of records common to the healthcare setting. 13. Identify time management principles. 14. Discuss the importance of routine maintenance of office equipment.	**V. Administrative Functions** 1. Manage appointment schedule, using established priorities. 2. Schedule patient admissions and/or procedures. 3. Organize a patient's medical record. 4. File medical records. 5. Execute data management using electronic healthcare records such as the EMR. 6. Use office hardware and software to maintain office systems. 7. Use internet to access information related to the medical office. 8. Maintain organization by filing. 9. Perform routine maintenance of office equipment with documentation. 10. Perform an office inventory.	**V. Administrative Functions** 1. Consider staff needs and limitations in establishment of a filing system. 2. Implement time management principles to maintain effective office function.

Medical Law & Ethics

IX.C Cognitive (Knowledge Base)	IX. P Psychomotor (Skills)	IX. A Affective (Behavior)
IX. Legal Implications 1. Discuss legal scope of practice for medical assistants. 2. Explore issue of confidentiality as it applies to the medical assistant. 3. Describe the implications of HIPAA for the medical assistant in various medical settings. 4. Summarize the Patient Bill of Rights. 5. Discuss licensure and certification as it applies to healthcare providers. 6. Describe liability, professional, personal injury, and third party insurance. 7. Compare and contrast physician and medical assistant roles in terms of standard of care. 8. Describe the process to follow if an error is made in patient care.	VI. Legal Implications 1. Respond to issues of confidentiality. 2. Perform within scope of practice. 3. Apply HIPAA rules in regard to privacy/release of information. 4. Practice within the standard of care for a medical assistant. 5. Incorporate the Patient's Bill of Rights into personal practice and medical office policies and procedures. 6. Complete an incident report. 7. Document accurately in the patient record. 8. Apply local, state, and federal health care legislation and regulation appropriate to the medical assisting practice setting.	IX. Legal Implications 1. Demonstrate sensitivity to patient rights. 2. Demonstrate awareness of the consequences of not working within the legal scope of practice. 3. Recognize the importance of local, state, and federal legislation and regulations in the practice setting.
X.C Cognitive (Knowledge Base)	X.P Psychomotor (Skills)	X.A Affective (Behavior)
X. Ethical Considerations 1. Differentiate between legal, ethical, and moral issues affecting healthcare. 2. Compare personal, professional, and organizational ethics. 3. Discuss the role of cultural, social, and ethnic diversity in ethical performance of medical assisting practice. 4. Identify where to report illegal and/or unsafe activities and behaviors that affect health, safety, and welfare of others, 5. Identify the effect personal ethics may have on professional performance.	X. Ethical Considerations	VII. Ethical Considerations 1. Apply ethical behaviors, including honesty/integrity in performance of medical assisting practice. 2. Examine the impact personal ethics and morals have on the individual's practice. 3. Demonstrate awareness of diversity in providing patient care.

MAST 1060 MEDICAL OFFICE PROCEDURES SPRING SEMESTER 2016 LESSON PLAN				
Date	**Chap / Less**	**Content**	**Assignments & Tests Due**	**Comp Area**
January 11		First day of class: Introduction to course, syllabi, etc.	Read Chapter 1 and study for Quiz 1	
January 12	Ch. 1	**Quiz 1 Chapter 1** Chapter 1: The Medical Assisting Profession	Do Workbook pages for Chapter 1 Work on Competencies Chapter 1	1 a,b,c
January 13	Ch. 1	Chapter 1 cont.	Workbook/Competencies	
January 14		Workbook/Competencies	Read Chapter 2 and study for Quiz 2	1 a,b,c
January 18		HOLIDAY		
January 19	Ch. 2	**Quiz 2 Chapter 2** Chapter 2: Healthcare Settings and the Health Care Team	Do Workbook pages for Chapter 2 Work on Competencies Chapter 2	1 a,b,c
January 20	Ch.2	Chapter 2 cont.	Workbook/Competencies Study for Abbreviation Quiz 1 page 1491	1 a,b,c

Date	Chapter	Topic/Activity	Assignment	Competency
January 21		**Abbreviation Quiz 1 page 1491** Workbook/Competencies	Read Chapter 3 and study for Quiz 3	
January 25	Ch. 3	**Quiz 3 Chapter 3** Chapter 3: History of Medicine	Do Workbook pages for Chapter 3 Work on Competencies Chapter 3	7 c
January 26	Ch. 3	History of Medicine Videos	Do Workbook pages for Chapter 3 Work on Competencies Chapter 3	7 c
January 27	Ch. 3	History of Medicine Videos	**Study for Test 1 Chapters 1-3** Have workbook completed	7 c
January 28	Ch. 1-3	**TEST 1 CHAPTERS 1-3**	Workbook DUE Read Chapter 4 Study for Quiz 4	
February 1	Ch. 4	**Quiz 4 Chapter 4** Chapter 4: Coping Skills for the Medical Assistant	Do Workbook pages for Chapter 4 Work on Chapter 4 Competencies	1,2,4,7,9 a,c
February 2	Ch. 4	Chapter 4 cont.	Work on workbook and Competencies Chapter 4 Study for Abbreviation Quiz 2 page 1492	1,2,4,7,9 a,c
February 3		**Abbreviation Quiz 2 page 1492** Workbook/Competencies	Do Workbook pages for Chapter 4 Work on Chapter 4 Competencies	1,2,4,7,9 a,c
February 4		Workbook/Competencies	Work on Competencies Chapter 4 Read Chapter 5 Study for Quiz 5	1,2,4,7,9 a,c
February 8	Ch. 5	**Quiz 5 Chapter 5** Chapter 5: Therapeutic Communication Skills	Do Workbook pages for Chapter5 Work on competencies chapter 5	9 a,c
February 9	Ch. 5	Chapter 5 cont.	Work on workbook and Competencies Chapter 5	9 a,c
February 10		Workbook/Competencies	Study for Abbreviation Quiz 3 page 1493	9 a,c
February 11		**Abbreviation Quiz 3 page 1493** Workbook/Competencies	Read Chapter 6 Study for Quiz 6 Workbook/Competencies Chapter 6	9 a,c
February 15	Ch. 6	**Quiz 6 Chapter 6** Chapter 6: The Therapeutic Approach to the Patient with a Life-Threatening Illness	Workbook/Competencies Chapter 6	9 a,c
February 16	Ch.6	Chapter 6 cont.	Workbook/Competencies Chapter 6	9 a,c
February 17		Workbook/Competencies	Workbook/Competencies for Chapter 6 **Study for Test 2 Chapters 4-6** Have workbook completed	9 a,c

February 18		**TEST 2 CHAPTERS 4-6**	Workbook DUE Read Chapter 10 Study for quiz 10	1,2,4,7,9 a,c
February 22	Ch. 10	**Quiz 10 Chapter 10** Chapter 10: Creating the Facility Environment	Work on workbook/Competencies for Chapter 10 Study for Abbreviation Quiz 4 page 1494	1,6,9 a,c
February 23		Chapter 10 cont.	Work on workbook/Competencies for Chapter 10	1,6,9 a,c
February 24		**Abbreviation Quiz 4 Page 1494**	Work on workbook/Competencies for Chapter 10	1,6,9 a,c
February 25		Workbook/Competencies	Read Chapter 11 Study for quiz 11	1,6,9 a,c
February 29	Ch. 11	**Quiz 11 Chapter 11** Chapter 11: Computers in the Ambulatory Care Setting	Do workbook pages for Chapter 11 Work on Competencies Chapter 11	1,5,6 a,c
March 1		Chapter 11 Cont.	Do workbook pages for Chapter 11 Work on Competencies Chapter 11	1,5,6 a,c
March 2	Ch. 11	Workbook/competencies	Do workbook pages for Chapter 11 Work on Competencies Chapter 11	1,5,6 a,c
March 3		Workbook/Competencies MID-TERM	**Study for Test 3 Chapters 10-11** Do workbook pages for Chapter 11 Work on Competencies Chapter 11	1,5,6 a,c
March 7		**TEST 3 CHAPTERS 10-11**	Workbook DUE Read Chapter 12 Study for Quiz 12	1,5,6,9 a,c
March 8	Ch. 12	**Quiz 12 Chapter 12** Chapter 12: Telecommunications	Work on Competencies Chapter 12 Do workbook pages for Chapter 12	1,2,5,6,9 a,c
March 9	Ch. 12	Chapter 12 cont.	Do workbook pages for Chapter 12 Work on Competencies Chapter 12 Begin studying for Abbreviation Quiz 5 page 1495	1,2,5,6,9 a,c
March 10		MULTICULTURAL DAY	Do workbook pages for Chapter 12 Work on Competencies Chapter 12	1,2,5,6,9 a,c
March 14		**Abbreviation Quiz 5 page 1495**	Do workbook pages for Chapter 12 Work on Competencies Chapter 12	1,2,5,6,9 a,c
March 15		Workbook/Competencies	Do workbook pages for Chapter 12 Work on Competencies Chapter 12	1,2,5,6,9 a,c

March 16		Workbook/Competencies	Do workbook pages for Chapter 12 Work on Competencies Chapter 12 Read Chapter 13 Study for Quiz 13	1,2,5,6,9 a,c
March 17	Ch. 13	**Quiz 13 Chapter 13** Chapter 13: Patient Scheduling	Work on workbook/Competencies Chapter 13	1,2,3,5,9 a,c
March 21	Ch. 13	Chapter 13 Cont.	Work on workbook/competencies Chapter 13 Study for Abbreviation quiz 6 Page 1496	1,2,3,5,9 a,c
March 22		**Abbreviation Quiz 6 Page 1496**	Do workbook pages for Chapter 13 Work on Competencies Chapter 13	1,2,3,5,9 a,c
March 23		Workbook/competencies	Do workbook pages for Chapter 13 Work on Competencies Chapter 13	1,2,3,5,9 a,c
March 24		Workbook/competencies	**Study for Test 4 Chapters 12-13**	1,2,3,5,9 a,c
March 28 – March 31		**SPRING BREAK**		
April 4		**TEST 4 CHAPTERS 12-13**	Workbook DUE Read Chapter 14 Study for Quiz 14	1,2,3,5,6,9 a,c
April 5	Ch. 14	**Quiz 14 Chapter 14** Chapter 14: Medical Records Management	Work on workbook/competencies Chapter 14	1,2,4,5,6,9 a,c
April 6	Ch. 14	Chapter 14 cont.	Work on workbook/competencies Chapter 14	1,2,4,5,6,9 a,c
April 7		Workbook/Competencies	Work on workbook/competencies chapter 14	1,2,4,5,6,9 a,c
April 11		Workbook/Competencies	Work on workbook/competencies Study Alphabetization Rules	1,2,4,5,6,9 a,c
April 12		Alphabetization Practice Test #1	Study Alphabetization Rules	1,2,4,5,7,9 a,c
April 13		Alphabetization Practice Test #2	Study Alphabetization Rules	1,2,4,5,7,9 a,c
April 14		**SPRING ACTIVITY DAY**		
April 18		Alphabetization Test 1	Study Alphabetization Rules	1,2,4,5,7,9 a,c
April 19		Alphabetization Test 2	Study Alphabetization Rules	1,2,4,5,7,9 a,c
April 20		Alphabetization Test 3	Study for Abbreviation Quiz 7 page 1497	1,2,4,5,7,9 a,c

April 21		**EARTH DAY**		
April 25		Abbreviation Quiz 7 page 1497	Read Chapter 15 Study for Quiz 15 Work on workbook/competencies Chapter 15	1,2,4,5,7,9 a,c
April 26	Ch. 15	**Quiz 15 Chapter 15** Chapter 15: Written Communications	Work on workbook/competencies Chapter 15	1,4,5,7,9 a,c
April 27	Ch. 15	Chapter 15 Cont.	Work on workbook/competencies Chapter 15	1,4,5,7,9 a,c
April 28		Workbook/competencies	Work on workbook/competencies Chapter 15 **Study for Test 5 Chapters 14-15**	1,4,5,7,9 a,c
May 2		TEST 5 CHAPTERS 14-15	Work on workbook/competencies chapter 15 Workbook Due	1,2,4,5,6,7,9 a,c
May 4-5		FINAL EXAM		1,2,3,4,5,6,7,8,9 a,c

* Competency Areas:
1. Office Protocol
2. Time Management
3. Appointment Scheduling
4. Medical Records
5. Electronic Medical Records
6. Medical Office Equipment
7. Medical References
8. Mail Services
9. Professional Communication

**General Core Educational Competencies
a)   The ability to utilize standard written English.
b)   The ability to solve practical mathematical problems.
c)   The ability to read, analyze, and interpret information.