



MAST 1060 MEDICAL OFFICE PROCEDURES

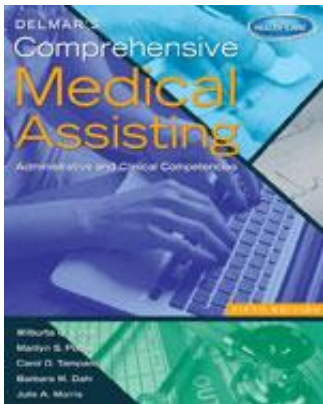
COURSE SYLLABUS

Summer Semester 2016

Semester: Summer 2016
Course Title: Medical Office Procedures
Course Number: MAST 1060
Credit Hours/ Minutes: 4/3750
Class Location: Building 8, Room 8166
Class Meets: 8:00-9:45 am M-R
CRN: 60093

Instructor: Kimberly Brown, BSHS, CMA (AAMA), CCS-P
Office Hours: M-R 2:00 – 5:00 p.m.
Office Location: Building 8, Room 8168
Email Address: kbrown@southeasterntech.edu
Phone: (478) 289-2243
Fax Number: (478) 289-2336
Program Director: Kimberly Brown, BSHS, CHES, CMA(AAMA)
Phone: (478) 289-2243

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 1040, 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.
- D. The ability to utilize basic computer skills.

All students pursuing a degree, a diploma, or a Technical Certificate of Credit with a General Education component will be required to pass the General Education Competency Exams prior to graduation.

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.

ATTENDANCE GUIDELINES: Class attendance is a very important aspect of a student's success. Being absent from class prevents students from receiving the full benefit of a course and also interrupts the learning process. Southeastern Technical College considers both tardiness and leaving early as types of absenteeism. Responsibility for class attendance rests with the student. Regular and punctual attendance at all scheduled classes is required for student success. Students will be expected to complete all work required by the instructor as described in the individual course syllabus.

Instructors have the right to give unannounced quizzes/assignments. Students who miss an unannounced quiz or assignment will receive a grade of 0. Students who stop attending class, but do not formally withdraw, may receive a grade of F and face financial aid

repercussions in upcoming semesters.

ADDITIONAL ATTENDANCE PROVISIONS

Health Sciences

Requirements for instructional hours within Health Science and Cosmetology programs reflect the rules of respective licensure boards and/or accrediting agencies. Therefore, these programs have stringent attendance policies. Each program's attendance policy is published in the program's handbook and/or syllabus which specify the number of allowable absences. All provisions for required make-up work in the classroom or clinical experiences are at the discretion of the instructor.

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. Time and/or 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 (90%) may be dropped from the course as stated below in the Withdrawal Procedure.

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.

For this class, which meets 4 days a week for 9 weeks, the maximum number of days a student may miss is 4 days during the semester.

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.

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.

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.

WITHDRAWAL PROCEDURE: Students wishing to officially withdraw from a course(s) or all courses after the drop/add period and prior to the 65% portion of the semester (date will be posted on the school calendar) must speak with a Career Counselor in Student Affairs and complete a Student Withdrawal Form. A grade of "W" is assigned when the student completes the withdrawal form from the course.

Students who are dropped from courses due to attendance (see your course syllabus for attendance policy) after drop/add until the 65% point of the semester will receive a "W" for the course. Abandoning a course(s) instead of following official withdrawal procedures may result in a grade of 'F' being assigned.

After the 65% portion of the semester, the student will receive a grade for the course. (Please note: A zero will be given for all missed assignments.)

There is no refund for partial reduction of hours. Withdrawals may affect students' eligibility for financial aid for the current semester and in the future, so a student must also speak with a representative of the Financial Aid Office to determine any financial penalties that may be accessed due to the withdrawal. All grades, including grades of 'W', will count in attempted hour calculations for the purpose of Financial Aid.

Remember - Informing your instructor that you will not return to his/her course does not satisfy the approved withdrawal procedure outlined above.

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. If 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 Angel, 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

Tests	60%
Quizzes	10%
Workbook	5%
Final Exam	25%
Total	100%
Skills Comp.	Pass/Fail
Alphabetization	Pass/Fail

GRADING SCALE

A: 90-100
B: 80-89
C: 70-79
D: 60-69
F: 0-59

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.

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)
<p>II. Concepts of Effective Communication</p> <ol style="list-style-type: none"> 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 	<p>IV. Concepts of Effective Communication</p> <ol style="list-style-type: none"> 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. 	<p>IV. Concepts of Effective Communication</p> <ol style="list-style-type: none"> 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.

effective professional communication. 15. Differentiate between adaptive and non-adaptive coping mechanisms.		
---	--	--

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.	IX. 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
SUMMER SEMESTER 2016 LESSON PLAN**

Date	Chap / Less	Content	Assignments & Tests Due	Comp Area
Wednesday May 18	Sem. Begins	First day of class: Introduction to course, syllabi, etc.	Begin reading Chapter 1 and prepare for quiz	
Thursday May 19	Ch. 1	Chapter 1: The Medical Assisting Profession	Quiz 1 Chapter 1 Do Workbook pages for Chapter 1 Work on Competencies Chapter 1	1 a,b,c
Monday May 23		Workbook/Competencies	Do Workbook pages for Chapter 1 Work on Competencies Chapter 1 Begin reading Chapter 2 and prepare for quiz	
Tuesday May 24	Ch. 2	Chapter 2: Health Care Setting and the Health Care Team	Quiz 2 Chapter 2 Do Workbook pages for Chapter 2 Work on Competencies Chapter 2	1 a,b,c
Wednesday May 25		Workbook/Competencies	Begin reading Chapter 3 and prepare for quiz	
Thursday May 26	Ch. 3	Chapter 3: History of Medicine	Quiz 3 Chapter 3 Do Workbook pages for Chapter 3 Work on Competencies Chapter 3	1 a,b,c
Monday May 30		HOLIDAY		7 c
Tuesday May 31	Ch. 3	History of Medicine Videos 1 & 2		7 c
Wednesday June 1	Ch. 3	History of Medicine Videos 3 & 4	Study for Test 1 Chapters 1 & 2 Have workbook completed	7 c
Thursday June 2		TEST DAY!!!	TEST 1 CHAPTERS 1-3 WORKBOOK DUE Begin reading Chapter 4 and prepare for quiz	7 c
Monday June 6	Ch. 4	Chapter 4: Coping Skills for the Medical Assistant	Quiz 4 Chapter 4 Do Workbook pages for Chapter 4 Work on Competencies Chapter 4 Prepare for Abbreviation Quiz 1 page 1491	1 a,b,c
Tuesday June 7		Workbook/Competencies	Abbreviation Quiz #1 page 1491	
Wednesday June 8	Ch. 5	Chapter 5: Therapeutic Communication Skills	Quiz 5 Chapter 5 Do Workbook pages for Chapter 5 Work on Chapter 5 Competencies	1,2,4,7,8,9 a,b,c
Thursday June 9		Continue with Chapter 5	Work on Competencies Chapter 5 Begin reading Chapter 6 and prepare	1,2,4,7,8,9 a,b,c

			for quiz	
Monday June 13	Ch. 6	Chapter 6: The Therapeutic Approach to the Patient with a Life-Threatening Illness	Quiz 6 Chapter 6 Do Workbook pages for Chapter 6 Begin studying for Abbreviation Quiz 3 page 231 Prepare for Abbreviation Quiz 2 page 1492	1,2,4,7,8,9 a,b,c
Tuesday June 14	Ch. 6	Continue with Chapter 6	Abbreviation Quiz #2 1492 Study for Test 2 Chapters 4-6 Have workbook completed	1,2,4,7,8,9 a,b,c
Wednesday June 15		TEST DAY!!!	TEST 2 CHAPTERS 4-6 WORKBOOK DUE Begin reading Chapter 10 and prepare for quiz	1,2,4,7,8,9 a,c
Thursday June 16	Ch. 10	Chapter 10: Creating the Facility Environment	Quiz 10 Chapter 10 Do Workbook pages for Chapter 10 Prepare for Abbreviation Quiz 3 page 1493	1,2,3,4,5,6,7,9 a,b,c
Monday June 20	Ch. 10	Continue Chapter 10	Abbreviation Quiz 3 page 1493 Work on Competencies Chapter 10 Begin reading Chapter 11 and prepare for quiz	1,2,3,4,5,6,7,8 a,c
Tuesday June 21	Ch. 11	Chapter 11: Computers in the Ambulatory Care Setting	Quiz 11 Chapter 11 Do Workbook pages for Chapter 11	1,2,3,4,5,6,7,8 a,c
Wednesday June 23	Ch. 11	Continue Chapter 11	Work on Competencies for Chapter 11 Study for Test 3 Chapters 10 & 11 Have workbook completed	1,2,3,4,5,6,7,8 a,b,c
Thursday June 24		TEST DAY!!!	TEST 3 CHAPTERS 6 & 7 WORKBOOK DUE	1,2,3,4,5,6,7,8 a,b,c
Monday June 27	Ch. 12	Chapter 12: Telecommunications	Quiz 12 Chapter 12 Do workbook pages for Chapter 12 Study for Abbreviation Quiz 4 page 1494	1,2,3,4,5,7,8 a,b,c
Tuesday June 28	Ch.12	Continue Chapter 12	Abbreviation Quiz 4 page 1494 Work on Competencies Chapter 12 Begin reading Chapter 13 and prepare for quiz	1,2,3,4,5,7,8 a,b,c
Wednesday June 29	Ch. 13	Chapter 13: Patient Scheduling	Quiz 13 Chapter 13 Do workbook pages for Chapter 13 Work on Competencies Chapter 13	1,2,3,4,5,7,8 a,b,c
Thursday June 30	Ch. 13	Chapter 13	Do workbook pages for Chapter 13 Work on Competencies Chapter 13 Work on Job Skills	1,2,3,4,5,7,8 a,b,c

			Study for Test 4 Chapters 12 & 13 Have workbook completed	
July 4-July 7		SUMMER BREAK		
Monday July 11		TEST DAY!!!	TEST 4 CHAPTERS 12 & 13 WORKBOOK DUE Begin reading Chapter 14 and prepare for quiz	1,2,3,4,5,7,8 a,b,c
Tuesday July 12	Ch. 14	Chapter 14: Medical Records Management	Quiz 14 Chapter 14 Do workbook pages for Chapter 14 Study for Abbreviation Quiz 5 page 1495	1,2,3,4,5,7,8 a,c
Wednesday July 13	Ch. 14	Chapter 14 Continued Alphabetization Rules	Work on Competencies Chapter 14 Study Alphabetization Rules Abbreviation Quiz 5 page 1495	1,2,3,4,5,7,8 a,b,c
Thursday July 14		Practice Alphabetization Test	Study Alphabetization Rules	1,2,3,4,5,7,8 a,b,c
Monday July 18		Alphabetization Test 1	Study Alphabetization Rules Begin studying for Abbreviation Quiz 6 page 1496	1,2,3,4,5,7,8 a,c
Tuesday July 19		Alphabetization Test 2 & 3 (if needed)	Abbreviation Quiz 6 page 1496 Begin reading Chapter 18 and prepare for quiz	1,2,3,4,5,7,8 a,b,c
Wednesday July 20	Ch. 15	Chapter 15: Written Communications	Quiz 15 Chapter 15 Do workbook pages for Chapter 18 Work on Competencies Chapter 15	1,2,3,4,5,7,8 a,b,c
Thursday July 21	Ch. 15	Chapter 15 Continued	Work on Competencies Chapter 15 Studying for Abbreviation Quiz 7 page 1497	1,2,3,4,5,7,8 a,b,c
Monday July 25		Workbook Chapter 14 & 15	Abbreviation Quiz 7 page 1497 Work on Competencies Chapter 15 Study for Test 5 Chapter 14 & 15	1,2,3,4,5,7,8 a,b,c
Tuesday July 26		TEST DAY!!!	TEST 5 CHAPTER 14 & 15 WORKBOOK DUE	1,2,3,4,5,7,8 a,b,c
Wednesday July 27		LAST DAY OF CLASS MAKE UP TEST DAY		
		FINAL EXAMS		

*** 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.