

COURSE OUTLINE

Advanced Document Processing: Medical

Course Description

BE 107. Advanced Document Processing: Medical. 3 hours credit. Prerequisite: BE 102 and BE 201 with a C or better and a keyboarding speed of at least 50 wpm. This course will enable the student to be familiar with medical forms and terminology which include scheduling appointments, establishing and maintaining patient records, coding procedures and diagnoses, and typing of medical forms. Additional areas of concentration consist of proper grammar, punctuation, spelling, capitalization, number and word usage, as well as speed and accuracy.

Course Relevance

The applications learned in this course will allow the student to effectively utilize current word processing software to format a variety of medical forms. The student will learn to maintain client files, appointments, and insurance billing in an orderly and appropriate fashion.

Required Materials

Atkinson, P. (1999). *Medical office practice*. (6th ed.). New York, NY: Delmar Publishing Company.

The student is required to purchase a flash drive (128mb or larger) to save data files.

Learning Outcomes

The intention is for the student to be able to

1. Demonstrate a minimum keyboarding speed of 65 wpm on five minute timings with five errors or less
2. Use word processing features to complete tasks with the appropriate medical terminology and formatting

Primary Learning PACT Skills that will be DEVELOPED and/or documented in this course

Through the student's involvement in this course, he/she will develop his/her ability in the following primary PACT skill areas:

1. Critical Thinking
 - Through analysis of the task at hand, the student will determine the most efficient and effective means for completion of the project
2. Computer Literacy
 - The student will utilize software to manipulate medical forms and templates
3. Field-Related Technology
 - Through completion of a variety of projects, the student will demonstrate skills appropriate to a medical office career field

Secondary skills (developed but not documented):

- Time Management
- Problem Solving
- Reading
- Listening

Major Summative Assessment Task(s)

These learning outcomes and the primary Learning PACT skills will be demonstrated by

1. Creating and developing a collection of error-free medical documents into a working professional portfolio
2. Developing a portfolio to map improvement of keyboarding techniques with a minimum of 65 wpm, and decreased error ratio through utilization of diagnostic software

Course Content

- I. Themes – Key recurring concepts that run throughout this course:
 - A. Formatting and design
 - B. Spelling, grammar, and proofreading
 - C. Proper use of software features
 - D. Developing greater speed and accuracy
- II. Issues – Key areas of conflict that must be understood in order to achieve the intended outcome:
 - A. Developing proper document formatting and editing in a timely manner
 - B. Utilizing accurate software features
 - C. Improving speed and accuracy
- III. Concepts – Key concepts that must be understood to address the issues:
 - A. Proofread and format accurately
 - B. Understand how to apply software features
 - C. Proper keyboarding techniques
- IV. Skills/Competencies – Actions that are essential to achieve the course outcomes:
 - A. Perform basic skills needed to complete purchase orders, encounter forms, physicians' statements, lab requisitions and other medical forms
 - B. Use medical terminology appropriately
 - C. Apply accurate health claims submissions
 - D. Prepare and maintain medical records
 - E. Schedule, coordinate, and monitor appointments
 - F. Type from rough transcript
 - G. Use a manual bookkeeping system
 - H. Process payroll and accounts receivable
 - I. Use professional telephone techniques
 - J. Implement CPT and ICD-9 coding
 - K. Receive, organize, prioritize, and transmit information
 - L. Locate information for patients
 - M. Manage records for accounting and banking purposes

- N. Compose written communication using correct grammar, spelling, and format
- O. Use proofreader's marks

Learning Units

- I. Proofreading
 - A. Grammar and punctuation
 - B. Spelling and capitalization
 - C. Number and word usage
 - D. Terminology

- II. Records management
 - A. Organization of work files
 - B. New patient files
 - C. Encounter forms
 - D. Patient information

- III. Written communication
 - A. Medical correspondence and forms
 - B. Insurance claims
 - C. Referrals

- IV. Computerized scheduling
 - A. Blocking and scheduling patients
 - B. Daily appointment lists
 - C. Appointment schedules and requests

- V. Research
 - A. Drug information
 - B. Travel itineraries
 - C. Electronic medical records

- VI. Financial
 - A. Work records
 - B. Payroll registers
 - C. Bank deposits
 - D. Purchase orders

- VII. Medical Coding
 - A. Diagnostic and procedural coding
 - B. ICD-9 coding
 - C. CPT coding

Learning Activities

Learning activities will be geared toward developing a greater speed and accuracy, learning medical terms, and utilizing medical templates and forms appropriate to each task

Grade Determination

The student will be graded on completion of assessment tasks (learning activities), quizzes, and timed writings