



HI-1012 - Automated Medical Office

Course Introduction

10m

Course Introduction

Chapter 01 - The Information Cycle in the Medical Office

39m

The Information Cycle in the Medical Office

Understanding the Information Cycle

Terminology

Check In

The Visit

Check Out

Processing the Claim

Medical Accounting System Overview

Demo - System Overview

Review

Chapter 02 - Setting Up the Practice

1h

Setting Up the Practice

Setting Up the Providers

Demo - Setting Up the Providers

Setting Up the Address Files

What's in the Address Files?

The Purpose of Health Insurance

Group Policies

Individual Policies

Government Policies

Types of Insurance Policies

Medicare

Medicaid

BCBS

TRICARE

CHAMPVA

Commercial

HMO Managed Care

PPO

Workers Comp

Coordination of Benefits

The Birthday Rule

Demo - Address Files

Setting Up the Transaction Code Files

Transaction Codes

CPT Codes

ICD9 Codes

HCPCS Codes

Payment Codes

Adjustment Codes

Modifiers

Demo - Setting Up Transaction Codes

Review

Chapter 03 - Appointment Scheduling

1h 51m

Appointment Scheduling
Building the Scheduling Matrix
The Appointment Book
Physician Preferences
The Schedule Matrix
Time Study
Scheduling Policy and Procedures
Demo - Building the Schedule
Types of Appointment Scheduling
Types of Appointments
Open Office Hours
Scheduled Appointments
Wave & Modified Wave Scheduling
Double Booking
Group or Cluster
Walk In
Resource
Different Types of Appointments
New vs. Established
Emergencies
Physical
Pre Op
Consult
Surgical
Follow Up
Repeat Appointment Series
Recall Appointments
Creating an Appointment
Telephone Scheduling
In Person
New Patient
Late Patients
Demo - Scheduling the Appointments
Editing and Existing Appointment
Cancellations and Rescheduling
When the Patient Cancels
When the Doctor Needs to Cancel
No Show Policy
Recording the Failed Appointment
Demo - Search and Editing Patients Appointments
Printing the Schedule
Why Print Schedules?
Styles of Schedules
Demo - Printing Schedules
Review

Chapter 04 - The Registration Process

33m

The Registration Process
Patient Information and Registration Overview
Patient Information
Demo - Registration Overview Screen
Registering a Patient
To Register a Patient

Demo - Registering a Patient
Editing a Patient
Reasons for Change
Demo - Editing a Patient Account
Printing the Superbill
The Superbill
Review

Chapter 05 - The Billing Process

25m

The Billing Process
Creating a Claim
Claim Information
Demo - Creating the Claim
Editing a Claim
Reason for Changes
Time of Edit
Demo - Editing the Claim
Printing Patient Statements & Insurance Claims
Guidelines in Billing
Review

Chapter 06 - Posting the Payment

50m

Posting the Payment
Accounting Principals
Accrual Basis Accounting
Cash Basis Accounting
Understanding the Formula
Defining Terms
Show Me the Money
Internal Billing
Responsibility of the Bill
Payment at Time of Service
Other Paying Sources
Payments
Patient Payments
Patient Cost Responsibility
Insurance Payments
Insurance Fee Schedule
Insurance Allowances
Fee for Service
Capitated Payment
Account Adjustments and Collections
Adjustments
Refunds
Collection Strategies
Demo - Posting Payments and Adjustments
Review

Chapter 07 - Reports of the Medical Office

16m

Reports of the Medical Office
Using Reports in the Medical Office
Use of Reports
Financial Report Summaries
Watch the Financial Process
Common Reports in the Office

Day Sheet
End of Day Summary
Aging Reports
Practice Analysis Report
Fiscal year
Demo - Overview of Report Printing
Review

Chapter 08 - Advanced Functions

21m

Advanced Functions
Patient Notes
Documenting Notes
Demo - Enter a Patient Note
Backing Up
Purpose of Backing Up
Archiving the Files
Why Archive
Demo - Archiving Patients
Review
Course Closure

Total Duration: 6h 10m