



# HI-1011 - The Medical Administrative Assistant

## **Course Introduction**

12m

Course Introduction

## **Chapter 1 - The Healthcare Industry**

22m

The Healthcare Industry  
Organizations and Their Purpose  
WHO - World Health Organization  
DHHS - Department of Health and Human Services  
CDC - Centers for Disease Control  
NIH - National Institutes of Health  
CLIA - Clinical Laboratory Improvement Act  
OSHA - Occupational Safety and Health Administration  
Types of Healthcare Facilities  
Different Types of Hospitals  
Hospital Operations  
Additional Terms to Know  
Ambulatory Care Centers  
JCAHO - Joint Commission on Accreditation of Healthcare Organizations  
Types of Medical Practices  
Sole Proprietorship  
The Partnership  
The Group Practice  
The Corporation  
Types of Healthcare Professionals  
The Healthcare Professionals  
Licensed or Certified Professionals  
Chapter 1 Review

## **Chapter 2 - The Medical Administrative Assistant**

23m

The Medical Administrative Assistant  
Skills, Education & Personal Attributes  
Skills Required  
Education  
Personal Attributes  
Duties & Responsibilities  
Duties & Responsibilities Include  
The Certification Process  
Getting Certified  
Successful Externships  
Externship Success Includes  
Places of Employment  
Continuing Education Units  
CEU Importance

## Chapter 2 Review

### **Chapter 3 - Professional Behavior in the Workplace**

20m

Professional Behavior in the Workplace

Definition of Professionalism

Professionalism Defined

Professionalism is

Expectations

Criteria

Characteristics of Professionalism

Self Control

Characteristics Include

Obstructions to Professionalism

Obstructions Include

Attributes

Attributes Include

Code of Ethics

Code of Ethics is

Quotable Quotes

Chapter 3 Review

### **Chapter 4 - Communication and Interpersonal Skills**

34m

Communication and Interpersonal Skills

Influences of 1st Impressions

Facts

Verbal vs. Nonverbal Communication

Verbal and Nonverbal

Verbal Communication

Nonverbal Communication

Body Language Includes

Proxemics is

Process of Communication

The Six Elements

Communication Chart

Active Listening

Three Easy Steps

Open vs. Closed

Advising the Patient

To Give or Not to Give Advice?

Barriers to Effective Communication

Barriers Include

Dealing with Conflict and Complaints

Conflict

The Angry Patient

Complaints

Defining the Stages of Grief

Five Stages

Communication During Difficult Times

Chapter 4 Review

### **Chapter 5 - Medical Law and Ethics**

30m

Medical Law and Ethics

Medical Ethics

Definition of Ethics

Ethics is

The Oath of Hippocrates  
Rights & Duties as Related to Ethics  
Medical Administrative Assistant Code of Ethics  
Who Decides: What is Ethical?  
The Role of AMA and CEJA  
American Medical Association  
Council on Ethical and Judicial Affairs  
Ethical Issue Examples  
Four Types of Ethical Problems  
#1 Ethical Distress  
#2 Ethical Dilemmas  
#3 Dilemmas of Justice  
#4 Locus of Authority Issues  
The Ethical Decision Making Process  
Other Ethical Issues in Medicine  
Confidentiality and Patient Privacy  
Advertising  
Media Communications  
Computers  
Fees and Charges  
Fee Splitting and Contingent Fees  
Waiver of Insurance Copayments  
Professional Courtesy  
Appointment Charges  
Prescribing Drugs  
Ghost Surgery  
Discipline with Medicine  
Physician's Health and Wellness  
Chapter 5 Review

## **Chapter 6 - Medicine and the Law**

41m

Medicine and the Law  
Provider Licensure  
Licensure May Be Obtained  
Registration  
Revocation or Suspension  
Patient Bill of Rights  
Classifications of Law  
Definition of Law  
Definitions  
Two Types of Laws  
Criminal Law  
Categories of Criminal Law  
Misdemeanors  
Felonies  
Treason  
Civil Law  
Types of Civil Law  
Tort Law  
Contract Law  
Administrative Law  
Parts of a Contract  
The Four Essential Elements  
Statue of Limitations  
Understanding Consent  
Implied vs. Expressed

AMA's Standards for Informed Consent  
Consent for Medical Procedures  
Consent and Emergencies  
The Good Samaritan Act  
Consent and Minors  
Criteria of Negligence  
The 4 D's of Negligence  
Professional Negligence  
Termination of a Patient Contract  
Reasons for Termination  
The Termination Process  
Abandonment Charges  
Law in the Medical Practice  
Common Reasons for Lawsuits  
Standards of Care  
The Medical Record  
Chapter 6 Review

### **Chapter 7 - Daily Operations and Patient Processing**

32m

Daily Operations and Patient Processing  
Daily Preparations  
Let's Get Ready  
Preparing for Patient Arrival  
Patient Registration  
A Warm Welcome!  
The New Patient  
The Established Patient  
Managing the Reception Area  
Factors to Consider  
The Patient's Time  
To Complete the Visit  
Office Environment  
Daily Tasks  
Weekly & Monthly Duties  
Office Policy Manual  
Visitors in the Office  
Safety & Security  
Closing the Office  
Closing Duties  
Chapter 7 Review

### **Chapter 8 - Telephone Techniques**

36m

Telephone Techniques  
Importance of Telephone Communications  
How Important?  
Communication Technologies  
Handling Incoming Calls  
Common Incoming Sources  
Typical Incoming Calls  
Screening Incoming Calls  
Effective Use of the Phone  
A Pleasant Phone Voice  
Telephone Etiquette  
Answering the Phone  
Active Listening  
Taking Messages

Maintain Confidentiality  
Putting a Caller on Hold  
Transferring Calls  
Making Calls  
Ending the Call  
Handling Difficult Calls  
Angry Caller  
Repeat or Aggressive Caller  
The Unidentified Caller  
Emergency Calls  
Chapter 8 Review

## **Chapter 9 - Appointment Scheduling**

47m

Appointment Scheduling  
Scheduling Guidelines  
Consideration of Office Hours  
Patient Need  
Building the Schedule  
Physician Preferences  
The Schedule Matrix  
Types of Appointment Scheduling  
Open Office Hours  
Scheduled Appointments  
Flexible Office Hours  
Wave & Modified Wave Scheduling  
Double Booking  
Grouping Procedures  
Scheduling Appointments  
Telephone Scheduling  
New Patient  
Established Patients  
Scheduling Outside Appointments  
Recall Appointments  
Handling Cancellations and Delays  
Dealing with Delays  
Late Patients  
When the Patient Cancels  
When the Doctor Needs to Cancel  
Failed Appointments  
Reasons for Failed Appointments  
No Show Policy  
Confirmation Calls  
Recording the Failed Appointment  
Other Reminders  
Chapter 9 Review

## **Chapter 10 - Managing Correspondence**

48m

Managing Correspondence  
Written Communications  
About Written Communication  
Forms of Written Communication  
Writing Skills  
Types of Equipment and Supplies  
Personal Tools  
Equipment  
Supplies

Parts of the Letter  
Heading  
Opening  
Body  
Closing  
Postscripts  
Continuation Pages  
Signing the Letter  
Spacing and Margins  
Punctuation  
Letter Styles  
Block Letter  
Modified Block Letter  
Modified Block with Indented Paragraphs  
Simplified Letter  
Classifications of Mail Services  
Express Mail  
Mail Classes  
Additional Mail Classes  
Special Services  
Processing Mail  
Other Carriers  
Chapter 10 Review

## **Chapter 11 - Computers in the Medical Office**

1h 2m

Computers in the Medical Office  
Getting Started  
The Electronic Coworker  
Advantages  
Computer Basics  
Disk Drives and Storage  
How Many Bits in a Byte?  
Types of Computers  
Mainframe Computer  
Desktop Computer  
Laptop Computer  
PDA - Personal Digital Assistant  
Computer Components  
Microprocessor  
Input Devices  
Output Devices  
Inside the Computer  
Expansion Boards  
Modems  
Software Applications  
Software Programs  
Word Processing  
Word Processing Features  
Spreadsheets  
Database Programs  
Billing Systems  
File Formats  
Computer Functions  
Opening the Document  
Saving a Document  
Creating a Folder

Editing a Document  
Locating Information  
Exiting a Program  
Backup  
Computer Networking  
Types of Networks  
Servers  
The Internet  
Terms to Know  
Browsers  
Security of Data  
What is Security?  
Passwords  
Viruses  
The Anti-Virus  
Hacker  
Spyware  
Firewall  
Chapter 11 Review

## **Chapter 12 - HIPAA**

59m

HIPAA  
About HIPAA  
What is HIPAA?  
Purpose of HIPAA  
Title I - Insurance Reform  
Title II - Administrative Simplification  
Who and How Does it Affect the Medical Profession?  
Requirements of the Provider  
Requirements of the Medical Staff  
HIPAA Related Organizations  
HIPAA Terms  
Penalties for Non-Compliance  
Rules Under HIPAA  
Health Insurance Portability  
Standards for Electronic Transactions  
Standard Code Sets  
Unique Identifiers  
Privacy Rule  
What Does PHI Include?  
Required Activities of the Privacy Rule  
Security Rule  
Safeguards  
Relationship with State Law  
Privileges and Exceptions  
Privileged Information  
Non-privileged Information  
Exception of Right to Privacy  
Patients Rights  
Privacy Rights  
Patients Bill of Rights  
Right to Notice of Privacy Practices  
Notice of Privacy Practice  
Right to Access PHI  
Right to Request Restrictions  
Right to Request Confidential Communications

Right to Request Amendment  
Right to Receive an Account of Disclosures  
Other Considerations  
Authorizations  
Defective Authorizations  
Minor's Health Records  
Family and Friends  
Incidental Use and Disclosure  
Safeguard Requirements  
Minimum Necessary Standards  
Have a Complaint?  
Criteria for a Complaint  
Maintaining Privacy  
Reminder  
Chapter 12 Review

### **Chapter 13 - Medical Records Management**

46m

Medical Records Management  
Legal Considerations  
Importance of Medical Records  
Ownership  
Releasing Medical Record Information  
Types of Records  
Documenting in the Medical Record  
Protecting the Medical Record  
Organization of the Medical Record  
Source Oriented Record  
Problem Oriented Medical Record - POMR  
SOAP Approach  
Contents  
Corrections, Maintenance & Retention  
Making a Handwritten Correction  
Making an Electronic Correction  
Record Maintenance  
Retention of Records  
Discard, Protect and Store  
Classification of Records  
Filing Systems  
Types of Files  
How to File  
Filing Supplies  
Filing Procedures  
Conditioning  
Releasing  
Indexing and Coding  
Sorting  
Storing and Filing  
Locating Misplaced Files  
Tickler File  
12 Rules of Indexing  
Chapter 13 Review

### **Chapter 14 - Health Information Management**

23m

Health Information Management  
Creation, Management and Use of Health Information  
What is Health Information?



How Data is Organized  
Management of the Health Information  
Using the Data  
Health Information Management Professionals  
HIMSS  
Characteristics of Quality Health Data  
High Quality Data  
Validity  
Reliability  
Completeness  
Recognizability  
Timeliness  
Relevance  
Accessibility  
Security  
Legality  
Concerns of Quality Assurance  
HIPAA  
National Center for Health Statistics (NCHS)  
Functions of NCHS  
Statistics Available thru NCHS  
JCAHO  
Risk Management  
Chapter 14 Review

## **Chapter 15 - Basics of Diagnostic Coding**

46m

Basics of Diagnostic Coding  
Diagnosis Coding with the ICD9 Book  
History of the ICD9 Book  
What is Diagnosis Coding?  
Why use ICD.9 Codes?  
Terms with Coding  
ICD.9 Volumes  
Volume I  
Volume II  
Volume III  
Structure of the ICD.9 Code  
Supplemental Classifications  
Symbols and Abbreviations  
Abbreviations  
Punctuation  
Symbols  
Italicized Typeface  
Instructional Notations  
Includes  
Excludes  
Notes  
SEE  
Code First  
Use Additional Code  
And  
With  
Assigning a Diagnosis Code  
Nine Basic Steps  
Coding Example  
Coding Rules

## **Chapter 16 - The Basics of Procedure Coding**

2h 1m

The Basics of Procedure Coding  
Understanding the CPT Manual  
The CPT Manual  
CPT Categories  
Format of CPT Codes  
Modifying Terms  
Symbols  
Special Reports  
Unlisted Procedures  
Bundled and Unbundled Codes  
Separate Procedures  
Guidelines  
Notes  
Appendices  
Classification of Sections  
Procedure Format  
Example of Procedure Format  
Evaluation and Management  
Anesthesia  
Calculating Anesthesia Services  
Qualifying Circumstances  
Physical Status Modifiers  
Surgery  
Surgery Section Procedures  
Surgical Package  
Radiology  
Pathology  
Surgical Pathology  
Medicine  
HCPCS  
HCPCS Sections  
Modifiers  
Why Use Modifiers?  
Modifiers (Cont.)  
HCPCS/National Modifiers  
HCPCS Hand Modifiers  
HCPCS Foot Modifiers  
HCPCS Eyelid Modifiers  
Evaluation and Management (Cont..)  
Considering Factors  
E/M Key Components  
History  
Examination  
Exam Levels  
Medical Decision Making  
Contributing Factors  
Selecting an E&M Service  
Example E/M Codes  
Coding the Procedure  
Rules to Follow  
Alphabetical Index Format  
Using the Alpha Index

Referencing the Code  
Downcoding  
Upcoding  
Errors & Omissions Insurance  
Chapter 16 Review

## **Chapter 17 - Health Insurance Basics**

1h 11m

Health Insurance Basics  
Understanding Coverage  
Patient Cost Responsibility  
Insurance Terminology  
Pre-approval  
Authorizations  
Referrals  
Participating Physicians  
Non-Participating Physicians  
In Network  
Out of Network  
Types of Health Insurance  
The Purpose of Health Insurance  
Group Policies  
Individual Policies  
Government Policies  
Types of Benefits  
Hospitalization  
Surgical  
Basic Medical  
Major Medical  
Disability  
Dental  
Vision  
Medicare Supplement  
Special Risk  
Liability Insurance  
Life Insurance  
Long Term Care Insurance  
Types of Insurance Providers  
Medicare  
Medicaid  
BCBS  
TRICARE  
CHAMPVA  
Commercial  
HMO Managed Care  
PPO  
Workers Comp  
How Benefits are Determined  
Medical Necessity  
Indemnity schedules  
Fee for Service  
Fee Schedule  
Capitated Services  
UCR Fees  
RBRVS  
Coordination of Benefits  
The Birthday Rule

Medical Savings Account  
The Federal Register  
Chapter 17 Review

## **Chapter 18 - CMS 1500 Health Insurance Claim Form**

46m

CMS 1500 Health Insurance Claim Form  
About the Claim Form  
History of the Claim Form  
Payor Requirements  
Verification of Eligibility  
Paper Claims  
Electronic Claims  
Electronic Claim Processing  
Dividing the Claim  
Signatures  
Numeric Identifiers  
Place of Service Codes  
OCR Guidelines  
Rules for Completion  
CMS 1500 Universal Claim Form  
Claim Status  
Clean Claims  
Rejected Claim  
Denied Claim  
Dirty Claims  
Dingy Claims  
Incomplete Claims  
Invalid Claims  
Pending Claim  
Completing the Process  
Audit Trails  
Checking on Claim Status  
Claims Follow Up  
Chapter 18 Review

## **Chapter 19 - Professional Fees, Billing & Coding**

56m

Professional Fees, Billing & Coding  
How Fees Are Determined  
UCR Fees  
Physician's Fee Profile  
Insurance Fee Schedule  
Insurance Allowances  
Explaining Fees  
Discussing Fees in Advance  
Giving Estimates  
Responsibility of the Bill  
Account Transactions  
Account Language  
Understanding Credit Balances  
Not a "True" Credit Example  
Payments & Charges  
Payment at Time of Service  
Getting Paid  
Adjustments  
Refunds  
Non Sufficient Funds

Billing Methods  
Sending the Bill  
Guidelines in Billing  
Extending Credit  
Internal Billing  
External Billing  
Hardship Cases  
Professional Courtesy  
Collection Practices  
Collection Letters  
Telephone Collection  
Face to Face Collection  
Claims Against Estates  
Bankruptcy  
Small Claims Court  
Outside Collection Agency  
Chapter 19 Review

## **Chapter 20 - Accounting and Bookkeeping**

25m

Accounting and Bookkeeping  
What is Accounting?  
Defining Accounting  
Terms to Know  
Accounting Bases  
Financial Record Summaries  
Bookkeeping Guidelines  
Types of Financial Records  
Daily Journal  
Disbursement Journal  
Petty Cash Records  
Types of Accounting Systems  
Single Entry  
Double Entry  
Understanding the Formula  
Write-It-Once System  
Procedures for Payables & Receivables  
Invoices & Statements  
Making the Payment  
Recording Disbursements  
Periodic Summaries  
End of Day Summary  
Cash Flow Statement  
Trial Balance  
Accounts Receivables  
Statement of Income & Expenses  
End of Month  
Fiscal Year  
Locating & Preventing Errors  
Chapter 20 Review

## **Chapter 21 - Banking Service and Procedures**

57m

Banking Service and Procedures  
Today's Styles of Banking  
Banking Today  
Online Convenience  
Customer Oriented

Types of Checks  
Terms to Know  
Types of Bank Drafts  
Advantages to Using Checks  
Types of Bank Accounts  
Checking Accounts  
Savings Accounts  
Adding up the Interest  
Advantages to Business Accounts  
Individual Retirement Accounts  
The Banking System  
The Uniform Negotiable Instrument Act  
The Federal Reserve  
American Bankers Association  
Processing the Check  
Routing & Account Numbers  
Clearinghouses  
Magnetic Ink Character Recognition  
Bill Paying  
Designated Time  
Auto Withdrawals  
Online Bill Pay  
Writing the Check  
Making Corrections  
Handling Special Problems  
Accepting the Check  
Payment in Full  
Handling Returned Checks  
Non Sufficient Funds  
Stop Payments  
Petty Cash  
Endorsements  
Importance of Endorsement  
Blank Endorsement  
Restrictive Endorsement  
Special Endorsement  
Qualified Endorsement  
Endorsing the Check  
Signature Cards  
Making the Deposit  
Reasons to Deposit Promptly  
Deposit Preparation  
Depositing by Mail  
Direct Deposits  
Additional Methods of Deposits  
Bonding  
Reconciliation  
Bank Statements  
Receiving the Statement  
Reconciling the Statement  
Reconciliation Formula  
Chapter 21 Review

## **Chapter 22 - Financial Management**

Financial Management  
The Payroll Process

31m

Payroll Records  
Payroll Deductions  
Income Tax Withholdings  
Benefit Package Considerations  
Financial Regulated Obligations  
Reporting Information  
FICA  
Quarterly Returns  
W-4 Form  
W-2 Form  
W-3 Form  
1099 Form  
FUTA - Federal Unemployment Tax  
State Unemployment Tax  
State Disability Insurance  
Financial Planning  
Strategies for Success  
Physician Compensation  
Managing the Cash Flow  
Watch the Financial Process  
Budget Planning  
Expenses of the Budget  
Forecasting  
Chapter 22 Review

## **Chapter 23 - Practice Management**

50m

Practice Management  
Purpose of Medical Office Management  
The Primary Purpose  
Office Settings  
Qualifications of a Manager  
Duties Include  
Effective Communication  
The Manager as a Leader  
Types of Leaders  
Charismatic  
Transactional  
Transformational  
Styles of Management  
The Power  
Role of Power  
Types of Power  
Motivational Power  
Abuse of Power  
The Hiring Process  
Resumes and Applications  
Know the Details  
The Interview  
Making the Selection  
Creating Successful Employees  
Orientation  
Training  
Job Descriptions  
Delegating Duties  
Performance Evaluations  
Fair Pay and Raises

Termination  
Creating the Team  
Policy and Procedure Manual  
Points to Consider with Change  
Employee Recognition  
Problems with Employees  
Preventing Burnout  
Staying Professional  
Staff Meetings  
Chapter 23 Review

**Chapter 24 - Marketing and Customer Service**

24m

Marketing and Customer Service  
Developing a Marketing Strategy  
Three Steps to Prepare  
Know Your Target Market  
Questions to Consider  
The Four "P's"  
Extended Services  
Developing the Plan  
Promotion of the Practice  
Utilizing Free Resources  
Suggestions  
Surveys/Evaluations  
Community Involvement  
Advertising Agencies  
Communication as a Tool  
Promoting a New Practice  
Practice Website  
Quality Customer Service  
Patients Relations  
Good Attitudes  
Deadly Sins of Customer Service  
The Internal Customer  
Chapter 24 Review  
Course Closure

Total Duration: 17h 40m