Course Introduction

Chapter 1 - The Healthcare Industry

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

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 3 - Professional Behavior in the Workplace

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 4 - Communication and Interpersonal Skills

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 5 - Medical Law and Ethics

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
Chapter 9 - Appointment Scheduling
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
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

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
Chapter 12 - HIPAA

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-Compliancy
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
Chapter 15 - Basics of Diagnostic Coding

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

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
Chapter 17 - Health Insurance Basics

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
Chapter 18 - CMS 1500 Health Insurance Claim Form

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

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
Chapter 20 - Accounting and Bookkeeping

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

Banking Service and Procedures
Today’s Styles of Banking
Banking Today
Online Convenience
Customer Oriented
Chapter 23 - Practice Management

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
Chapter 24 - Marketing and Customer Service

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

Total Duration: 17h 40m