

Department:

Medical Office Assistant

Course Description:

This course contains the administrative skills of the health care team member. These skills include The Medical Record, Patient Reception, Medical Office Computerization, Telephone Techniques, Scheduling Appointments, Medical Records Management, and Written Communications. It also includes an overview of Electronic Medical Records and hands on skills associated with functioning within an EMR.

Course Competencies:

1. Complete Consent to Treatment Form
2. Complete Release of Medical Information Form
3. Open and Closing a Medical Office
4. Obtaining New Patient Information
5. Explain Office Policies and Procedures
6. Performing Telephone Screening
7. Taking a Telephone Message
8. Taking Requests for Medication or Prescription Refills
9. Telephoning a Patient for Follow Up
10. Setting Up an Appointment Matrix
11. Make an Appointment
12. Manage the Appointment Schedule
13. Complete a Referral Form for Managed Care
14. Scheduling Inpatient or Outpatient Diagnostic Tests or Procedures
15. Schedule inpatient or Outpatient Admissions
16. Filing Medical Records
17. Filing Patient Records
18. Filing Reports
19. Composing a Business Letter
20. Responding to Written Communication
21. Transcribing a Dictated Letter or Report
22. Sending a Fax
23. Prepare Copies of Multiple Page Documents

Course Content:

- A. The Medical Record
- B. Patient Reception
- C. Medical Office Computerization
- D. Telephone Techniques
- E. Scheduling Appointments
- F. Medical Records Management
- G. Written Communications

Learning Assessments:

Quizzes, exams, final Exam, individual or group projects, presentations, competencies (written, verbal, performance), return demonstrations, in class assignments, and homework. Students are expected to attend class daily and points may be taken away for non-participation.

Instructional Materials:

Textbook: Bonewit-West, K and Hunt, S. (2026). *Today's Medical Assistant Clinical & Administrative Procedures* (5th ed.). St. Louis, MO: Elsevier. ISBN-13: 9780443121777

Workbook: Bonewit-West, K and Hunt, S. (2026). *Today's Medical Assistant Clinical & Administrative Procedures Study Guide* (5th ed.). St. Louis, MO: Elsevier. ISBN-13: 9780443120817

Workbook: Elsevier Inc. (2024). *SimChart for the Medical Office: Learning the Medical Office Workflow 2025* (2nd ed.). St. Louis, MO: Elsevier. ISBN-13: 9780443348839

Guidelines for Requesting Accommodations Based on Documented Disability or Medical Condition

It is the intention of Highland Community College to work toward full compliance with the Americans with Disabilities Act, to make instructional programs accessible to all people, and to provide reasonable accommodations according to the law.

Students should understand that it is their responsibility to self-identify their need(s) for accommodation and that they must provide current, comprehensive diagnosis of a specific disability or medical condition from a qualified professional in order to receive services. Documentation must include specific recommendations for accommodation(s). Documentation should be provided in a timely manner prior to or early in the semester so that the requested accommodation can be considered and, if warranted, arranged.

In order to begin the process all students **must** complete the "Disabilities Self-Identification Form" on our [Disability Services website](#).

This form can also be accessed at the Highland Community College homepage under Students Services/Student Resources/Disability Service or by contacting the Disabilities Coordinator.

A Note on Harassment, Discrimination and Sexual Misconduct

Highland Community College seeks to assure all community members learn and work in a welcoming and inclusive environment. Title VII, Title IX, and College policy prohibit harassment, discrimination and sexual misconduct. Highland Community College encourages anyone experiencing harassment, discrimination or sexual misconduct to talk to report to the Vice President for Student Services, the Human Resources Director or complete an [online report](#) about what happened so that they can get the support they need and Highland Community College can respond appropriately.

There are both confidential and non-confidential resources and reporting options available to you. Highland Community College is legally obligated to respond to reports of sexual misconduct, and therefore we cannot guarantee the confidentiality of a report, unless made to a confidential resource. Responses may vary from support services to formal investigations. As a faculty member, I am required to report incidents of sexual misconduct and thus cannot guarantee confidentiality. I must provide our Title IX coordinator with relevant details such as the names of those involved in the incident. For more information about policies and resources or reporting options, please review our [Equity Grievance Policy](#).