

# Substitute Lesson Plan

**Class: Medical Office Administration**

**Time: Mondays & Wednesdays 4:00pm to 5:30 pm**

**Room: 305**

## **1 Class Description:**

This course is designed to prepare students for a role in the field of a medical front office assistant. The class provides students with skills in medical billing communications, customer support, data entry and other related computer skills. Participants learn billing and collection systems, medical record procedures, interpersonal skills, and how to comply with HIPAA confidentiality regulations. Students learn to use resources available on the Internet for reference materials and to search for career opportunities. They are presented with all of the basic skills necessary for entry-level employment in the medical office environment.

## **2 Attendance Procedures:**

A sign in sheet is used for attendance. The sheet is usually printed from the Medical Office Admin Workbook and contains the names of all active students. The sheet is left on the instructor's desk closest to the door with a pencil and a pile of handouts for the days class.

## **3 Schedule:**

Each class session is only 1 1/2 hours long so there is no repeating daily schedule. The class meets two days a week so each module is divided between the two days. Quizzes are usually given on Mondays and Wednesdays are mostly computer / lab days, however, lecture time is interspersed as needed.

## **4 Materials / Supplies:**

This course was designed to use the resources of the computer lab and the Internet to the maximum extent possible. As a result, all materials other than text books are stored in electronic form or are available on the Internet. Handouts are stored on the Medical Office Admin CD, in a folder corresponding to the week they are to be presented. Quizzes are administered online at <http://testingcenter.cashflow-technology.com>. They are self grading and students are instructed to print a copy of the quiz or test and turn it in to provide a hard copy backup of their test results. Quizzes can be hidden or revealed by logging into the testing center as "admin" / "admin" and editing the test. Links to other resources such as an online medical terminology "Jeopardy" game are available through the links on the student forum at <http://www.cashflow-technology.com/Foum>. Logon and password are "medsub" / "medsub".

## **5 Student Records:**

Student records are maintained by the instructor in an Excel gradebook that is backed up to the Medical Office Admin CD on a regular basis..

## **6 Student Work:**

At the end of each class, students are terminology assignments for the next class but there is no requirement that they be completed by the next class. Chapter review /practice work is due each Monday at the start of class.

Assignments: Students can work on Medical terminology, review and/or take makeup quizzes online. They love to compete in a Jeopardy game. Practice writing letters, If they have a Health Highway logon, they can register patients and practice scheduling patients in the scheduler. See sample exercises in the resources folder of the Medical Office Admin CD. Look in the Makeup / Sub Exercises folder.

## **7 New Students:**

Please do not take any students if they are not on the attendance roster or have a printed schedule from the office.