MDOF 240 - Medical Office Procedures

Course Description:
This course introduces the professional working environment of the medical office. Learners will be provided with hands-on training in appointment management, administrative duties, clinical responsibilities and communication skills. Learners will also gain knowledge of public relations and infection control in a medical office.

1.5 Credits

Time Guidelines:
The standard instructional time for this course is 60 hours.

Course Assessment:

Clinical Exams	35%
Exams	65%
Total:	100%

Other Course Information:
The School of Health and Public Safety (HPS) expects that students familiarize themselves with policies, procedures, and guidelines that are applicable to SAIT, HPS, and their program of study. All students should explore institutional, school, and program-specific information on sait.ca in order to ensure they are informed with regards to relevant policies, procedures, and guidelines.

School of Health and Public Safety Attendance Guideline:

The School of Health and Public Safety (HPS) has expectations, consequences, and processes for excused and unexcused absences. The entire Attendance Guideline may be found on the HPS program orientation requirements resources website. This document is located under the General Resources section found on your Program page. **Students are expected to review the entire Attendance Guideline.** Students should also take note of the attendance expectations shown below.

Attendance Expectations:

Students in the School of Health and Public Safety are expected to achieve 100% attendance for scheduled classes, and to participate in all learning activities. There is a positive correlation between attendance, participation, and grades. Attendance is required to achieve the necessary knowledge, skills, and abilities while attending both SAIT and workplace-integrated learning experiences, in order to become a successful, well-rounded, and job-ready Allied Health graduate. Failure to keep up with course work and/or repetitive and cumulative absences will result in a formal review of a student's progress.

SAIT Policies and Procedures:
For information on the SAIT Grading Scale, please visit policy AC 3.1.1 Grading Progression Procedure, found on the SAIT

Academic Policies and Procedures page: https://www.sait.ca/about-sait/administration/policies-and-procedures

For information on SAIT Academic Policies, please visit: www.sait.ca/about-sait/administration/policies-and-procedures/academic-student

Required Course Publication(s):
Bonewit-West, K. (2022). *Clinical Procedures for Medical Assistants* (11th ed.). Elsevier.

Thompson, V. (2021). *Administrative and Clinical Procedures for the Canadian Health Professional* (5th ed.). Pearson.

Course Learning Outcome(s):
1. Describe the medical office assistant profession.

Objectives:

1.1 Describe the history and employment opportunities in the medical office assistant (MOA) profession.

1.2 Define the role of a MOA.

1.3 Define the administration, communication and clinical skills required of a MOA.

1.4 Describe professional challenges faced by medical assistants.

2. Identify elements of a medical office environment that create optimum client care.

Objectives:

2.1 Define the roles of the health professionals in a medical office team.

2.2 Describe the typical external groups and agencies who have contact with a medical office.

2.3 Describe the responsibilities of the medical office assistant in a client care setting.

2.4 Describe the office areas in a medical office.

2.5 Describe the equipment necessary in a medical office.

3. Describe effective health and safety techniques in a client care setting.

Objectives:

3.1 Define workplace hazards in a client care setting.

3.2 Describe injury prevention and protection strategies in a client care setting.

3.3 Outline procedures for accident and incident reporting.

3.4 Explain the rationale and regulations that dictate an infection control program.

3.5 Define the three classes of infection.

3.6 Outline basic modes of disease transmission.

3.7 Define standard precautions for preventing disease transmission.

3.8 Define additional precautions for preventing disease transmission.

3.9 Explain the theory behind proper hand hygiene.

3.10 Outline infection control procedures in a client care setting.

4. Demonstrate public relation skills in a health care setting.

Objectives:

4.1 Explain the concept of public relations as it applies to client care setting.

4.2 Explain the concept of trust in a health care worker - client relationship.

4.3 Identify the elements of effective communication.

4.4 Describe various techniques for communicating with clients.

4.5 Describe good team building strategies.

4.6 Demonstrate effective oral and written communication skills.

5. Demonstrate effective telephone skills.

Objectives:

5.1 Identify reference materials and directories used in a medical setting.

5.2 Describe effective communication strategies for telephone use.

5.3 Outline the process of handling emergency and priority telephone calls.

5.4 Resolve a conflict over the phone.

6. Categorize requisitions found in a medical office.

Objectives:

6.1 Explain the purpose of a requisition.

6.2 List the various requisitions used in a medical office setting.

6.3 Summarize the use of requisitions in a medical office setting.

6.4 Analyze clinic requisition requirements.

6.5 Identify the purpose of commonly ordered tests.

7. Establish an effective appointment scheduling system.

Objectives:

7.1 Describe appointment schedules and scheduling tools that can be used in the client care setting.

7.2 Describe the function of different appointment scheduling formats within a client care setting.

7.3 Describe the purpose of different appointment scheduling formats within a client care setting.

8. Explain systems for maintaining and ordering inventory and supplies for a client care setting.

Objectives:

8.1 List common supplies found in a client care setting.

8.2 Outline the process of recording inventory.

8.3 Record inventory.

8.4 Outline the process of ordering supplies.

8.5 Outline the process of ensuring all ordered items have arrived.

9. Demonstrate proficiency in document distribution.

Objectives:

9.1 Explain the importance of confidentiality as it pertains to document distribution.

9.2 Describe the steps in effective processing of incoming and outgoing documents.

9.3 Describe document distribution methods.

10. Maintain standard office equipment in a medical office.

Objectives:

10.1 Identify typical office equipment problems.

10.2 Explain common ways to prevent equipment problems.

10.3 Troubleshoot simple problem fixes for office equipment.

10.4 Differentiate between fixable problems and problems that require a technician in both office and medical equipment.

11. Apply clinical skills required in a medical office.

Objectives:

11.1 Apply adult height and weight procedures.

11.2 Apply pediatric weight, length, and head circumference procedures.

11.3 Apply patient vital signs procedures.

11.4 Apply blood pressure measurement procedures.

11.5 Apply urine dipstick tests.

11.6 Identify the components required for a pap smear, suture removal, dressing, and intra-uterine device (IUD) tray.

11.7 Apply eye chart examinations.

11.8 Apply proper infection control procedures required in a medical office.

11.9 Apply patient interaction skills when demonstrating clinical skills.