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# HEALTH TECHNOLOGY 71

## Medical Office Reception

HTEC-071.-01

CRN 01173

Instructor: Maureen Miramontes RN

Spring 2014

1.0 Unit

### DESCRIPTION

Duties and interpersonal skills of the medical receptionist.

### DAY/TIME/LOCATION

Friday's @ 12:30-2:20 PM in S-74 (only a maximum of 2 absences are allowed)

### ADVISORY

Health Technology 60A

### INSTRUCTOR INFORMATION: MAUREEN MIRAMONTES

**Maureen Miramontes** is your course instructor. She is the Program Coordinator for the Health Technologies Department at De Anza College. Ms. Miramontes has had many years of experience as a medical assistant, registered nurse and instructor in medical assisting. She supervised Samaritan Medical Care Center for 18 years and has been teaching at Silicon Valley Career Technical Education for 10 years.

**Office Hours Held:** From **Monday, April 7, - June 27, 2014**

except on holidays (office hours by phone) or by appointment

**Days/Hours:** Monday's 12-3pm and Tuesday's 2:30pm -3:30pm

**Phone/Voicemail:** (408) 864-8789

**FAX Telephones:** 864-5444

**E-mail Address:** MiramontesMaureen@fhda.edu

**Office Location:** S-77a

### REQUIREMENTS

Be prepared to spend between four and six hours per week using and studying course materials.

1. Attend 12 class meetings.
2. Complete all reading assignments.
3. Complete and turn in assignments and take examinations.
4. Only two absence is allowed.
5. Read the student handbook. An on-line copy is available on My Portal under the Current Student's tab.

### OBJECTIVES

After completing the reading assignments and watching the power point slides, you should be able to:

The student will:

- A. Spell and define key terms common to the medical receptionist.
- B. Compare and contrast the various types of medical care delivery.
- C. Identify skills necessary to assist incoming and outgoing patients.
- D. Demonstrate appropriate communication skills with patients and colleagues.
- E. Identify and discuss the advantages and disadvantages of the different types of

- appointment scheduling.
- F. Explain why first impressions are crucial.
  - G. Compare and contrast the skills necessary to organize, record, and file patient information.
  - H. Distinguish between processing mail and correspondence in the medical office.
  - I. Prepare a personal data sheet and letter requesting an interview
  - J. List several patient amenities and why these are important additions to the medical office.
  - J. Apply learned skills to patient education situations.
  - K. Discuss cultural perspectives of medical reception situations in ambulatory health care.
  - L. Recognize alternative perspectives of the delivery of health care with regard to gender, persons of different cultural backgrounds and those persons with disabilities.

## **COURSE MATERIALS**

### **Purchase at the De Anza College Bookstore:**

{Phone: 408-864-8701 • }

1. **Kinn's The Administrative Medical Assistant, Alexandra P. Young, Saunders, 8<sup>th</sup> edition, could use 7<sup>th</sup> Edition textbook but not the study guide..**

Study Guide for Kinn's The Administrative Medical Assistant, Alexandra P. Young, Saunders, 8<sup>th</sup> edition

## **STUDY EACH WEEK'S ASSIGNMENTS**

The primary course content comes from the readings. **You will be tested on information from the readings.**

### **Work on the lessons in the following order:**

- a. Read the textbook assignment (prior to the class).
- b. Complete the assigned chapters in the study guide and turn them in at the beginning of class. **NO LATE HOMEWORK ACCEPTED, UNLESS YOU ARE ABSENT.**

### **Review for Final Exam:**

To review material prior to completing each exam you may:

1. Review the study guide.
2. Study the textbook chapters assigned.

**Exam Scores:** Graded assignments, quizzes and exams will be returned to students the next class period.

## **GRADING**

Your final grade is determined by successful completion of assignments, quizzes and exams

**A = 100-94%**

**B = 93-86%**

**C = 85-76%**

**D = 75-70%**

**F = 69%-**

### **Policy on Copying and Cheating:**

*Students who submit the work of others as their own or cheat on exams or other assignments receive a failing grade for that exam or assignment and are reported to college authorities.*

You may access your final grades through My Portal.

**In each chapter of the Study Guide, complete the Vocabulary Review, Skills and Concepts, Case Studies sections for your homework assignment.**

### **“Medical Office Reception” Assignment Schedule, Spring 2014**

<b>Week:1 April 11, 2014</b>	<b>Attend class</b>	<b>Topic of Discussion</b>	<b>Read the Text Chapter</b>	<b>Assignments in Study Guide 10pts each</b>	<b>Complete assignments in Student Guide</b>
	Class #1	Class Syllabus, bring To class!			
<b>Week 2: April 18,</b>	Class #2	Becoming Successful Student & Healthcare Industry	Ch. 1, 2	<b>Ch. 1, 2</b>	due <b>April 25,</b>
<b>Week 3: April 25,</b>	Class #3	Medical Assisting & Professional Behavior in Workplace	Ch. 3, 4	<b>Ch .3, 4</b>	Due <b>May 2,</b>
<b>Week 4: May 2,</b>	Class #4	Interpersonal Skills and Human Behavior	Ch. 5	<b>Ch. 5</b>	due <b>May 9,</b>
<b>Week 5: May 9,</b>	Class #5	Telephone Techniques	Ch. 9	<b>Ch. 9</b>	due <b>May 16</b>
<b>Week 6: May 16,</b>	Class #6	Scheduling Appointments	Ch.10	<b>Ch. 10</b>	due <b>May 23</b>
<b>Week 7: May 23,</b>	Class #7	Patient Reception &	Ch. 11,	<b>Ch. 11</b>	due <b>May 30,</b>
<b>Week 8: May 30,</b>	Class #8	Processing Office Environment and Daily Operations	Ch. 12,	<b>Ch. 12</b>	due <b>June 6,</b>
<b>Week 9: June 6,</b>	Class #9	Presentations Project #1-50pts			
<b>Week 10: June 13,</b>	Class #10	Paper Medical Record	Ch. 14,	<b>Ch. 14,</b>	Due <b>June 20,</b>
<b>Week 11: June 20,</b>	Class #11	Career Development <i><b>Bring your current resume to class!!</b></i>	Ch. 28	<b>Ch. 28</b>	Due <b>June 27</b>

<b>Week 12: June 27,</b>	<b>Class #12</b>	<b>Take Final Exam !!</b>		<b>Turn in chapters 28.</b>	<b>Enjoy your Summer!!</b>
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