

July 2007

Florida Department of Education
CURRICULUM FRAMEWORK

Program Title: Medical Office Management
Occupational Area: Business

CIP Number 0507060305
Grade Level College Credit Certificate
Length 34 Credits
SOC Code: 11-9111 Medical and Health Services Managers

- I. **MAJOR CONCEPTS/CONTENT:** This program is designed to prepare students for employment as Medical and Health Service Managers(SOC 11-9111) in occupations such as: medical assistant referrals, medical biller, medical billing representative, medical office assistant, medical personnel coders, medical posting clerk, medical receptionist, medical records, medical records coder, medical secretary, medical transcription supervisor/manager, medical transcription office assistant or to provide supplemental training for persons previously or currently employed in these occupations.

The content prepares individuals to support management by expediting and facilitating the maintenance and production of correspondence and records; to telecommunicate; maintain office budget; planning; preparing correspondence and resolutions; filing and maintaining documents; and assisting in the administration of policy.

- II. **LABORATORY ACTIVITIES:** Laboratory activities are an integral part of this program and include the use of keyboarding/document processing systems, calculators, transcription equipment, computers, and peripheral equipment.
- III. **SPECIAL NOTE:** Concepts of American enterprise are included in this program so that students may function effectively in the American enterprise economic system.

Future Business Leaders of America (Secondary), Phi Beta Lambda (Postsecondary), and Business Professionals of America (BPA) are the appropriate Career Student Organizations (CSO) for providing leadership training and for reinforcing specific career and technical skills. Career Student Organizations, when provided, shall be an integral part of the career and technical instructional program, and the activities of such organizations are defined as part of the curriculum in accordance with Rule 6A-6.065, FAC.

The cooperative method of instruction is appropriate for this program. Whenever the cooperative method is offered, the following is required for each student: a training plan, signed by the student, teacher and employer, which includes instructional objectives and a list of on-the-job and in-school learning experiences; a work station which reflects equipment, skills and tasks which are relevant to the occupation which the

student has chosen as a career goal. The student may receive compensation for work performed.

SCANS Competencies: Instructional strategies for this program Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Adult students with disabilities must self-identify and request such services. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

must include methods that require students to identify, organize, and use resources appropriately to work with each other cooperatively and productively; to acquire and use information; to understand social, organizational, and technological systems; and to work with a variety of tools and equipment. Instructional strategies must also incorporate the methods to improve students' personal qualities and higher-order thinking skills.

IV. **INTENDED OUTCOMES:** After successfully completing this program, the student will be able to:

(01-17) Medical and Health Service manager- SOC Code 11-9111

- 01.0 Perform telephone activities.
- 02.0 Perform math computations.
- 03.0 Perform keyboarding and document processing activities.
- 04.0 Perform records management activities.
- 05.0 Perform accounting activities.
- 06.0 Perform communication activities.
- 07.0 Demonstrate a knowledge of human relations skills.
- 08.0 Demonstrate employability skills.
- 09.0 Perform information processing activities.
- 10.0 Develop leadership skills.
- 11.0 Perform information transmittal activities.
- 12.0 Demonstrate a knowledge of reprographic activities.
- 13.0 Perform decision making activities.
- 14.0 Perform machine transcription activities.
- 15.0 Perform office management activities.
- 16.0 Perform medical office activities.
- 17.0 Perform medical office management activities.

Florida Department of Education
STUDENT PERFORMANCE STANDARDS

Program Title: Medical Office Management
CIP Number: 0507060305

01.0 PERFORM TELEPHONE ACTIVITIES--The student will be able to:

- 01.01 Locate phone numbers mechanically and electronically.
- 01.02 Demonstrate effective telephone etiquette.
- 01.03 Demonstrate customer service skills using the telephone.
- 01.04 Demonstrate understanding of cellular phone technology and usage.
- 01.05 Demonstrate ability in voice mail, paging, transferring, recording/taking messages, and screening calls.

02.0 PERFORM MATH COMPUTATIONS--The student will be able to:

- 02.01 Perform business math operations manually and using technology.
- 02.02 Demonstrate ability to estimate.
- 02.03 Solve problems related to measurement and space allocation.

03.0 PERFORM KEYBOARDING AND DOCUMENT PROCESSING ACTIVITIES--The student will be able to:

- 03.01 Demonstrate keyboarding techniques.
- 03.02 Demonstrate use of keyboard/input device function.
- 03.03 Identify formatting principles.
- 03.04 Demonstrate speed and accuracy in keying.
- 03.05 Key business letters,
- 03.06 Key envelopes, and labels, interoffice memorandum and /labels for interoffice envelopes, meeting minutes, tabulated information, multi-page documents, numbered and bulleted lists, reports using footnotes and endnotes, tables, press releases, variable size cards and documents, material from hand-written copy, and multi-copy pre-printed business forms.
- 03.07 Create and edit templates.
- 03.08 Create documents by scanning.
- 03.09 Prepare documents from rough draft copy, using proofreader's marks.
- 03.10 Prepare a document using mail merge and variable information.

04.0 PERFORM RECORDS MANAGEMENT ACTIVITIES--The student will be able to:

- 04.01 Index, code, sort, and file materials alphabetically, numerically, geographically and by subject, both manually and electronically.
- 04.02 Identify types of filing supplies, equipment, and procedures.
- 04.03 Cross-reference materials in the alphabetic, numeric, geographic, and subject filing systems.
- 04.04 Identify definitions of records management terminology.
- 04.05 Identify procedures for confidentiality.

05.0 PERFORM ACCOUNTING ACTIVITIES--The student will be able to:

- 05.01 Demonstrate understanding of accounting ethics.
- 05.02 Reconcile bank statements.

- 05.03 Demonstrate understanding of fiscal calendar.
 - 05.04 Prepare supply order and monitor inventory.
 - 05.05 Prepare, process and monitor invoices.
 - 05.06 Prepare petty cash transactions.
- 06.0 PERFORM COMMUNICATION ACTIVITIES--The student will be able to:
- 06.01 Follow oral and written instructions.
 - 06.02 Participate in group discussion as a member and as a leader.
 - 06.03 Obtain appropriate information from graphics and other visual media.
 - 06.04 Research and interpret information retrieved from print and electronic resources.
 - 06.05 Demonstrate knowledge of appropriate spelling, grammar, punctuation, and word choice.
 - 06.06 Proofread and edit documents using proofreaders' marks.
 - 06.07 Select the appropriate medium for transmitting information.
 - 06.08 Compose an electronic message using appropriate format and composition.
 - 06.09 Prepare and use technology enhanced materials to support an oral presentation.
- 07.0 DEMONSTRATE A KNOWLEDGE OF HUMAN RELATIONS SKILLS--The student will be able to:
- 07.01 Define and demonstrate appropriate work habits, behavior and ethics.
 - 07.02 Identify importance of complying with company policies.
 - 07.03 Demonstrate understanding of consequences of unprofessional behavior.
 - 07.04 Demonstrate understanding of organizational structure and chain of command, and importance of appropriate protocol.
 - 07.05 Identify and demonstrate positive interpersonal skills.
 - 07.06 Demonstrate ability to work with diverse populations.
 - 07.07 Demonstrate ability to work as a team member.
 - 07.08 Demonstrate understanding of confidentiality and privacy issues.
 - 07.09 Demonstrate understanding of importance of internal and external customer service.
 - 07.10 Identify traits that promote good human relations and increase job performance.
 - 07.11 Identify appropriate attire and grooming for a business office.
- 08.0 DEMONSTRATE EMPLOYABILITY SKILLS--The student will be able to:
- 08.01 Identify sources of employment opportunities.
 - 08.02 Complete employment forms.
 - 08.03 Demonstrate behaviors considered to be appropriate in a job interview situation.
 - 08.04 Compose and key an interview follow-up/thank you letter.
 - 08.05 Compose and key a letter of application and a resume.
 - 08.06 Compose and key a letter of resignation.
 - 08.07 Demonstrate job interview skills and exit interview skills.
 - 08.08 Identify methods of securing an employment reference.
 - 08.09 Identify career advancement opportunities and demonstrate effective networking behaviors.
- 09.0 PERFORM INFORMATION PROCESSING ACTIVITIES--The student will be able to:

- 09.01 Demonstrate ability to manage files electronically.
 - 09.02 Define differences between operating systems and software applications.
 - 09.03 Identify and understand terms commonly used in information technology.
 - 09.04 Identify business systems, equipment components, and electronic media.
 - 09.05 Create and edit letters and documents from handwritten, dictated or typed material using current technology.
 - 09.06 Input numeric data.
 - 09.07 Use office equipment manual.
 - 09.08 Develop and use an office operations manual.
 - 09.09 Perform computer activities using data base, spreadsheet, and graphics presentation, word processing, e-mail/scheduling, and utility software applications.
 - 09.10 Describe ways to identify computer viruses.
 - 09.11 Demonstrate knowledge of the importance of continuing education and technology updates.
- 10.0 DEVELOP LEADERSHIP SKILLS--The student will be able to:
- 10.01 Greet and introduce individuals.
 - 10.02 Delegate tasks as appropriate.
 - 10.03 Keep work schedules as required.
- 11.0 PERFORM INFORMATION TRANSMITTAL ACTIVITIES--The student will be able to:
- 11.01 Identify mail classifications.
 - 11.02 Locate and verify addresses and ZIP codes.
 - 11.03 Process incoming and outgoing mail.
 - 11.04 Identify and compare special mail and other delivery services.
 - 11.05 Identify safety and security procedures for transmittal of information.
- 12.0 DEMONSTRATE A KNOWLEDGE OF REPROGRAPHIC ACTIVITIES--The student will be able to:
- 12.01 Make decisions on best reprographic method to use.
 - 12.02 Define terms used in reprographics.
 - 12.03 Identify characteristics of paper.
 - 12.04 Demonstrate knowledge of copyright/reproduction laws.
- 13.0 PERFORM DECISION MAKING ACTIVITIES--The student will be able to:
- 13.01 Demonstrate understanding of the steps used in problem solving.
 - 13.02 Demonstrate the ability to determine the proper priority of work.
 - 13.03 Prepare a schedule for an employer.
 - 13.04 Choose appropriate action in situations requiring application of business ethics.
 - 13.05 Choose appropriate action in situations requiring following a chain of command.
 - 13.06 Choose appropriate action in situations requiring effective time management.
 - 13.07 Determine preventive actions for office communication problems.
 - 13.08 Select the best way to handle confidential information.

14.0 PERFORM MACHINE TRANSCRIPTION ACTIVITIES--The student will be able to:

- 14.01 Demonstrate techniques in machine transcription.
- 14.02 Transcribe recorded dictation of business related documents.

15.0 PERFORM OFFICE MANAGEMENT ACTIVITIES--The student will be able to:

- 15.01 Identify management styles.
- 15.02 Prepare managerial reports about production, personnel, equipment, and operational costs.
- 15.03 Set priorities and develop more efficient procedures for work flow.
- 15.04 Conduct and discuss performance appraisals with employees, set goals, and recommend training.
- 15.05 Conduct self-performance appraisal.
- 15.06 Prepare a general budget.
- 15.07 Choose appropriate action applying business management techniques.
- 15.08 Apply time management techniques to office schedule.
- 15.09 Demonstrate understanding of conducting an interview.
- 15.10 Select items to include in a new employee's orientation to the job.
- 15.11 Compare and select vendors from whom to purchase office supplies.

16.0 PERFORM MEDICAL OFFICE ACTIVITIES--The student will be able to:

- 16.01 Select, complete, verify and submit insurance forms.
- 16.02 Schedule appointments and activities.
- 16.03 Define and spell medical terms.
- 16.04 Use medical references.
- 16.05 Demonstrate a knowledge of the legal and ethical aspects of health care.
- 16.06 Locate and record information from medical records.
- 16.07 Demonstrate a compliance with all federal and state healthcare regulations.
- 16.08 Describe functions in a medical office.
- 16.09 Demonstrate understanding of legal and ethical issues in a medical office.
- 16.10 Demonstrate knowledge of computer security in the confidential environment.
- 16.11 Evaluate transcription systems for the medical office.
- 16.12 Demonstrate correct techniques in transcribing medical information.
- 16.13 Transcribe recorded dictation of medical correspondence and other medical documents.

17.0 PERFORM MEDICAL OFFICE MANAGEMENT ACTIVITIES--The student will be able to:

- 17.01 Make decisions on major equipment acquisition.
- 17.02 Record coding and billing changes in patient records.
- 17.03 Define the major functions of medical office management.
- 17.04 List characteristics of effective leaders/managers.
- 17.05 List the steps in problem solving.
- 17.06 Maintain work schedules for payroll purposes.