

KCLA-0020-SAT17 Administrative Healthcare Procedures

Course Description

Upon completion of the course, you will be rated as MC (Mastered Competency) or NM (Not-Mastered Competency) based on your demonstrated ability of the course's established competencies. You will:

Provides training in proficient medical office communication, front office administrative skills, and the fundamentals of beginning and tracking a patient record using both paper and electronic medical record (EMR) software.

Competencies

Upon completion of the course, you will be rated as MC (Mastered Competency) or NM (Not-Mastered Competency) based on your demonstrated ability of the course's established competencies. You will:

- Demonstrate written communication in a healthcare setting
- Apply proper telephone techniques in a healthcare setting
- Apply proper patient reception and appointment scheduling techniques in a healthcare setting
- Apply daily operations in a healthcare setting
- Demonstrate how to properly create and maintain paper medical records
- Demonstrate how to properly create and maintain electronic medical records
- Apply meaningful use strategies to meet quality improvement outcome initiatives

Assessment

Within this course you will be completing two summative objective assessments and several performance assessments. These are after Module 4 and again after Module 6. The objective tests consists of multiple choice, matching, and ordering questions. The performance assessment will be written or computerized assessments. You must pass all assessments with a minimum score of 80% before you will be graded with an MC for the course.

Syllabus and Learning Resources

Read the [KCLA 0020 syllabus \(Links to an external site.\)](#)[Links to an external site.](#) to understand the expectations for this course. The instructor will go through the syllabus and review the textbook with you on your first day of class. In this course, you will also be able to utilize the learning resources in the evolve website available through the Online Link or within the modules under Evolve Student Resources.

- *Kinn's The Clinical Medical Assistant* (text, study guide, procedure checklist manual ISBN: 9780323446464
- [Evolve Student Resources Online Link \(Links to an external site.\)](#)[Links to an external site.](#)

***NOTE:** Some assignments will require completion of an interactive pdf file. Be sure to download the file from Canvas to your flashdrive and rename and save. Work from this saved file on the flashdrive to complete, resave, and upload.

Online Communication Policy

This [document \(Links to an external site.\)Links to an external site.](#) provides information of what to anticipate for communication timelines from your instructor and for student participation throughout the course.

Course Navigation

In the left navigation bar is a Course Tools menu. It provides information about what tools you need for the course, and how to navigate in Canvas. Start the course with the first module below. You can also click on the **Modules** link in the left navigation bar to navigate through the course.

[Module 1](#) [Module 2](#) [Module 3](#) [Module 4](#) [Summative Assessments 1](#)

[Module 5](#) [Module 6](#) [Summative Assessments 2](#)

[Course Image References Available Here](#)

Module 1: Introduction to Technology and Written Communication

Technology is a part of our daily lives, and this is also true in healthcare facilities. You must be familiar with the use of computers to be able to work efficiently and effectively.

The ability to use technology to communicate electronically as well as in written format is essential to professional communications in healthcare. Whether this communication is electronic or on paper, it reflects the individual, the provider, and the facility from which it originated. It is therefore important to know how to communicate well.

Competency

Demonstrate written communication in a healthcare setting

When you have completed this module you will be able to:

- Explain the elements of fundamental writing skills
- Use electronic technology for effective communication

Skills Sheet Module 1

In this module, you will need to download and print the Skills Sheet. This will help you keep track of assignments and assessments that need to be completed in this module. Have your instructor pass off each skill or activity that is required as you work through the module. This is retained in your student file upon completion. You will be doing this for each module.

[Skills Sheet Module 1](#)

The video and reading the chapters in your textbook will provide information that will prepare you to begin your career as a Clinical Lab Assistant by introducing you to the world of healthcare and your place within it.

The learning activities will help you remember the details of the chapter and then you will be able to use the powerpoint to review the highlights. After that you can check your understanding with the Knowledge Check.

Instructional Activities Chapter 7

1. Read Chapter 7 in the *Kinn's The Clinical Medical Assistant* text.

Practice Chapter 7

Now that you have read the chapter, complete the exercises indicated below in the Study Guide. (Note: Any exercises that ask you to join an outside organization, contact or go to outside facilities can be disregarded). These exercises will help you use the information you learned so that it will be better understood and retained in memory. Use the answer key to self-check your work and correct mistakes you may have made. Have your instructor sign off completion of these exercises on your Skills Sheet.

Complete the following activities to practice what you have just learned. The learning activities will help you remember the details of the chapter.

Complete the Study Guide workbook exercises for Chapter 7.

1. Technology in the Medical Office
 - a. Vocabulary Review
 - b. Skills and Concepts Part I, II, IV, V
 - c. Case Study
2. Written Communication in the Medical Office
 - a. Vocabulary Review
 - b. Skills and Concepts Part I, II
 - c. Case Study
 - d. Internet Activity #3, #4
3. Check your understanding by using the [self-check answer key](#).
4. Have your instructor sign off the completed assignments on your Skills Sheet.

Use the following StudyStack interactive activities for review: Flashcards, Matching, Study Stack, Study Table, Target, Type-in, Hangman, Crossword, Hungry Bug, Bug Match, Unscramble, Chopped, Quiz, and Test. The 'Target' activity has an interactive image to review letter layout.

[Professional Letter Layout \(Links to an external site.\)](#)[Links to an external site.](#) (click on the Target activity icon)

[Letter Styles \(Links to an external site.\)](#)[Links to an external site.](#)

Procedure 7-1: Compose a Professional Letter

It will be important for you to have the ability to create professional written communication items in the healthcare facility. The layout, spelling, punctuation, and content must be clear and concise. These documents are representative of the facility and must be done professionally.

Instructions:

Following the guidelines in the *Kinn's the Clinical Medical Assistant Study Guide* and Procedure 7-1 complete the Skills and Concepts Part III. You will be completing four individual letters in the following styles.

1. Full Block Letter #1
2. Full Block Letter #2
3. Modified Block Letter #3
4. Semi-block letter #4

Complete these items in a Word document and save to your flash-drive for submission within Canvas.

NOTE: UPLOAD ALL INTERACTIVE ASSIGNMENTS AT ONE TIME (Resubmitting deletes the first submission)

1. Return to this assignment and click the **Submit Assignment** button on the right side to submit your assignment.
2. Click the **File tab**, and click the **Browse** button.
3. Navigate to your file on your flash drive and select it.
4. Click **Submit Assignment** button at the bottom.

Procedure 7-2: Compose a Professional E-mail

Procedure 7-2: Compose A Professional E-Mail

Electronic technology is a common form of interoffice communication and communication outside of the office as well. It will be an important skill to author effective and clear electronic communications as you begin your career in healthcare. You want to be certain to have a short yet concise subject line so that the recipient can prioritize their time and actions in reading and responding to e-mail. The body of the message must also be clear and free of errors of spelling, punctuation, and grammar.

Instructions:

Following the guidelines in the *Kinn's the Administrative Medical Assistant Study Guide* and [Accessibility score: Low Click to improve Procedure 7-2](#), complete the Skills and Concepts Part IV. You will be completing four separate emails and submitting them to be graded. Use the rubric to guide you as you complete the email.

1. E-mail appointment reminder #1
2. E-mail appointment reminder #2
3. E-mail regarding medication refill #3
4. E-mail regarding medication refill #4

Instructions:

1. Using your Bruinmail email account, compose a new message. In the recipient address (**To:** section), put your Bruinmail email address.
2. Write up your email appointment reminder.
3. When you have finished, click the **Send** button.
4. Check your email, and open the reminder you just sent. (Use the Chrome Browser for this and all other email assignments for this to function properly).
5. Click the **printer** icon on the far right.
6. In the **Destination** area, click the **Change** button.
7. Click **Save To Google Drive**.
8. Click the **Save** button.
9. Close the tabs to return to your assignment.

Submitting a document using Google Drive:

You can submit your document from Google Drive after saving it. Follow the steps below.

1. Click the **Google Drive** tab.
2. Click the **Authorize** button.
3. When the Google login appears, click **Use another account** link.
4. Type in your Bruinmail email address (username@bruinmail.slcc.edu) and click the **Next** button.
5. A welcome screen will appear that says, "Hi [Your name]. Click the **Allow** button.
6. The window will close, and a list of your folders and documents will appear in the Canvas window.
7. Select your document (look for Salt Lake Community College Mail followed by your subject line) from the list, and click the **Submit** button.
8. Click the **Submit Assignment** button.

Medical Office Communications Spelling List

As a healthcare professional it is important that you develop the ability to correctly spell the sometimes complicated words used in the medical field. Any information that may be put directly into patient's medical records or information sent to colleagues or other facilities must be accurate for reasons of patient care and for legal reasons.

Open the Healthcare [Medical Office Communication Spelling List](#)

You will see twenty words (usually part of your vocabulary list in the front of the chapter of your textbook). The first word is the correct spelling of the word and the form that you will be tested on. The second word is a phonetic version of that word. Practice the correct spelling of each word.

When you are ready you must come to the classroom testing area to take the spelling test. Within the test will be a visual display of the phonetic spelling of each of the words on the spelling list, a link that you can click on to hear each word pronounced, and a box in which you will type in the correct spelling of each word.

Medical Office Communication Spelling Test- Requires Respondus LockDown Browser

Instructions

You must come to the classroom testing center to take this Quiz. You will log into the testing computer in Lockdown Browser. An instructor will need to input a code to give you access to the quiz. You will see the phonetic spelling of the words from the Spelling list, have the opportunity to listen to the pronunciation of the word, and then you must type the correctly spelled word into the box. You must get 80% to pass this quiz. You have a total of three attempts. Have your instructor sign off the test score on your Skills Sheet.

Testing Procedures:

1. Click **Take this Quiz** link.
2. Click the play button to listen to the word, then type that word correctly.
3. When you have answered all the questions, click the **Submit** button. You will be shown your score.

Summary Chapter 7

View [Chapter 7 slides](#) to review the module information and determine if you need to review any concepts in more detail. This will provide a broad overview of the highlights of the chapter content.

Knowledge Check Chapter 7

Chapter 7 quiz on Evolve may be used first as a Knowledge Check. This is an optional assignment. You do not need to submit anything for this assignment.

In [Evolve \(Links to an external site.\)](#)Links to an external site., within Student Resources, go to the correct chapter and click on the link. Click on the Chapter review quiz to complete.

Kinn's Chapter 7 Practice Quiz

Instructions

This Practice Quiz will help you determine your readiness for the final test. You may take this multiple times. It will not count toward your final grade. It is recommended that you obtain a minimum score of 80% before moving on to the next module.

Choose the correct answer to the questions.

Module 2: Introduction to Telephone Techniques

Although making appointments and answering telephone calls may not be a primary duty of a Clinical Lab Assistant it is still an important skill necessary in most workplace settings. The ability to be able to answer different types of telephone equipment professionally and handle multiple types of calls efficiently can assist you in any healthcare or other professional setting. Learning the correct way to answer the telephone, identify the caller, screen the call, transfer the call, document the call, work with difficult callers, or place the caller on hold has specific techniques in healthcare settings.

Competency

Apply proper telephone techniques in a healthcare setting

When you have completed this module you will be able to:

- Identify effective and professional telephone techniques
- Identify the types of incoming and outgoing calls within a healthcare setting
- Discuss the legal and ethical issues related to telephone techniques

Skills Sheet Module 2

In this module, you will need to download and print the Skills Sheet. This will help you keep track of assignments and assessments that need to be completed in this module. Have your instructor pass off each skill or activity that is required as you work through the module. This is retained in your student file upon completion. You will be doing this for each module.

[Skills Sheet Module 2](#)

The video and reading the chapters in your textbook will provide information that will prepare you to begin your career as a Clinical Lab Assistant by introducing you to the world of healthcare and your place within it.

The learning activities will help you remember the details of the chapter and then you will be able to use the powerpoint to review the highlights. After that you can check your understanding with the Knowledge Check.

Instructional Activities Chapter 8

- Read Chapter 8 in the *Kinn's The Clinical Medical Assistant* text.
- View the Administrative Skills video.
- View the Elsevier Medical Assisting Procedure Videos (found in Evolve Student Resources)
 - Telephone Techniques
 - Demonstrate Professional Telephone Technique

Practice Chapter 8

Now that you have read the chapter, complete the exercises indicated below in the Study Guide. (Note: Any exercises that ask you to join an outside organization, contact or go to outside facilities can be disregarded). These exercises will help you use the information you learned so that it will be better understood and retained in memory. Use the answer key to self-check your work and correct mistakes you may have made. Have your instructor sign off completion of these exercises on your Skills Sheet.

Complete the following activities to practice what you have just learned. The learning activities will help you remember the details of the chapter.

Complete the Study Guide workbook exercises for Chapter 8.

1. Telephone Techniques
 - a. Vocabulary Review
 - b. Skills and Concepts Part I, II, II, IV, V, VI
 - c. Case Study
 - d. Internet Activities
2. Check your understanding by using the [self-check answer key](#)
3. Have your instructor sign off the completed assignments on your Skills Sheet.

Procedure 8-1: Demonstrate Telephone Skills

You will need to learn the skills of professional telephone techniques. Using [Accessibility score: Low Click to improve Procedure 8-1](#) in *Kinn's the Clinical Medical Assistant* Study guide, review and memorize the steps.

Once you are ready, meet with your instructor to verbalize or demonstrate these steps. You will be graded on the ability to define each step. It does not need to be word for word, but the idea of each step must be included.

As noted on the procedure, any item with an *asterisk is considered to be a critical factor and you would not pass if these are not mentioned. The overall score must be 85% or above and completed in 5 minutes or less. You are allowed three attempts.

Procedure 8-2: Document Telephone Message

You will need to learn the skills of documenting telephone messages. Using [Accessibility score: Low Click to improve Procedure 8-2](#) in *Kinn's the Clinical Medical Assistant* Study guide, review and memorize the steps.

Once you are ready, meet with your instructor to demonstrate these steps. You will be graded on the ability to define each step. It does not need to be word for word, but the idea of each step must be included.

As noted on the procedure, any item with an *asterisk is considered to be a critical factor and you would not pass if these are not mentioned. The overall score must be 85% or above and completed in 5 minutes or less. You are allowed three attempts.

Summary Chapter 8

View [Chapter 8 slides](#) to review the module information and determine if you need to review any concepts in more detail. This will provide a broad overview of the highlights of the chapter content.

Knowledge Check Chapter 8

Chapter 8 quiz on Evolve may be used first as a Knowledge Check. This is an optional assignment. You do not need to submit anything for this assignment.

In [Evolve \(Links to an external site.\)Links to an external site.](#) within Student Resources, go to the correct chapter and click on the link. Click on the Chapter review quiz to complete.

Kinn's Chapter 8 Practice Quiz

Instructions

This Practice Quiz will help you determine your readiness for the final test. You may take this multiple times. It will not count toward your final grade. It is recommended that you obtain a minimum score of 80% before moving on to the next module.

Choose the correct answer to the questions.

Module 3: Introduction to Appointment Scheduling

Although only a few types of appointments may be made in a laboratory setting, since there is potential for matrixing an appointment schedule and needing to schedule patients for specific laboratory procedures it is important that you learn the basics of these skills as they are used in healthcare settings.

This will be useful information to you both in that lab and as cross-training for other fields in healthcare settings.

Competency

Apply proper patient reception and appointment scheduling techniques in a healthcare

When you have completed this module you will be able to:

- Describe guidelines to establish appointment schedule and matrix
- Discuss advantages of computerized appointment scheduling
- Explain appointment scheduling for new and established patients
- Identify critical information required for appointment scheduling

- Discuss patient education and legal and ethical issues for appointment scheduling and patient processing

Skills Sheet Module 3

In this module, you will need to download and print the Skills Sheet. This will help you keep track of assignments and assessments that need to be completed in this module. Have your instructor pass off each skill or activity that is required as you work through the module. This is retained in your student file upon completion. You will be doing this for each module.

[Skills Sheet Module 3](#)

The video and reading the chapters in your textbook will provide information that will prepare you to begin your career as a Clinical Lab Assistant by introducing you to the world of healthcare and your place within it.

The learning activities will help you remember the details of the chapter and then you will be able to use the powerpoint to review the highlights. After that you can check your understanding with the Knowledge Check.

Instructional Activities Chapter 9

1. Read Chapter 9 in the *Kinn's The Clinical Medical Assistant* text.
 1. View the Elsevier Medical Assisting Procedure Videos (found in Evolve Student Resources)
- Scheduling Appointments and Patient Processing
 - Schedule a new patient
 - Schedule a patient procedure, daily operation in the ambulatory care setting

Practice Chapter 9

Now that you have read the chapter, complete the exercises indicated below in the Study Guide. (Note: Any exercises that ask you to join an outside organization, contact or go to outside facilities can be disregarded). These exercises will help you use the information you learned so that it will be better understood and retained in memory. Use the answer key to self-check your work and correct mistakes you may have made. Have your instructor sign off completion of these exercises on your Skills Sheet.

Complete the following activities to practice what you have just learned. The learning activities will help you remember the details of the chapter.

Complete the Study Guide workbook exercises for Chapter 9.

1. Study Guide
 - a. Vocabulary Review
 - b. Skills and Concepts Part I, II, V, VI, VII, VIII, IX, X
 - c. Case Studies
2. Check your understanding by using the self-check [answer key](#).
3. Have your instructor sign off the completed assignments on your Skills Sheet.

Procedure 9-1: Establish the Appointment Matrix

Matrixing an appointment schedule allows those scheduling appointments to see when the provider or other services are available. The matrix may show elements such as lunch hours, hospital rounding times, appointments with

pharmaceutical representatives, outside meetings, and of course open hours when patients may be scheduled for appointments with the provider.

Following the guidelines in [Accessibility score: Low Click to improve Procedure 9-1](#)

Complete the designated matrixing of the [Accessibility score: High Click to improve Appointment Book](#) page.

You will be graded based upon the steps in this procedure. As noted on the procedure, any item with an *asterisk is considered to be a critical factor and you would not pass if these are not mentioned. The overall score must be 85% or above. You are allowed three attempts.

NOTE: Download the interactive Appointment Book page to your flashdrive first and save with your name and Procedure 9-1. Work from the saved document on your flashdrive and save again when completed. Upload this document into the LMS for grading.

Procedure 9-2: Schedule a New Patient

Scheduling an appointment for a new patient requires obtaining additional information and typically requires additional time in the schedule as well. The physician will need additional time with a new patient to review medical and family history, medications, etc. Be sure to mark the appointment schedule in a way to recognize that this is a new patient. Many offices use 'NP' before the patient name to signify this patient's new status. It will be important to verify that the patient's insurance (if applicable) is one that is accepted by your provider and to obtain contact information so that the patient may be alerted if any change is necessary or for appointment reminders.

Following the guidelines in [Accessibility score: Low Click to improve Procedure 9-2](#) schedule the new patient using the [Accessibility score: High Click to improve Appointment Book](#) page and following established priorities.

You will be graded based upon the steps in this procedure. As noted on the procedure, any item with an *asterisk is considered to be a critical factor and you would not pass if these are not mentioned. The overall score must be 85% or above. You are allowed three attempts.

NOTE: Download the interactive Appointment Book page to your flashdrive first and save with your name and Procedure 9-2. Work from the saved document on your flashdrive and save again when completed. Upload this document into the LMS for grading.

Procedure 9-4: Schedule an Established Patient

Scheduling an appointment for an established patient is usually a more simple task, but verifying information such as address, phone, and insurance coverage has not changed is important. It is also important to schedule the proper amount of time necessary for the type of appointment needed to maintain efficient use of time for the provider. Each provider may have preferences when certain types of appointments are to be scheduled and their preferred way of scheduling patients such as time allowed for each appointment. Be aware of any special requirements for each appointment such as specific exam room needs, equipment usage, supplies on hand, etc.

Following the guidelines in [Accessibility score: Low Click to improve Procedure 9-4](#) schedule the established patient using the [Accessibility score: High Click to improve Appointment Book](#) page and following established priorities.

You will be graded based upon the steps in this procedure. As noted on the procedure, any item with an *asterisk is considered to be a critical factor and you would not pass if these are not mentioned. The overall score must be 85% or above. You are allowed three attempts.

NOTE: Download the interactive Appointment Book page to your flashdrive first and save with your name and Procedure 9-4. Work from the saved document on your flashdrive and save again when completed. Upload this document into the LMS for grading.

Procedure 9-5: Schedule a Patient Procedure

Scheduling an appointment for a patient outside of your specific facility or area may require a different type of form. By completing the following document you will become more familiar with type of document and information required.

Following the guidelines in [Accessibility score: Low Click to improve Procedure 9-5](#) schedule the patient using the [Accessibility score: Low Click to improve Outpatient Procedure Scheduling Form](#) page and following established priorities. Use the following additional information not given in the stated scenario.

You will be graded based upon the steps in this procedure. As noted on the procedure, any item with an *asterisk is considered to be a critical factor and you would not pass if these are not mentioned. The overall score must be 85% or above. You are allowed three attempts.

NOTE: Download the interactive Outpatient Scheduling form to your flashdrive first and save with your name and Procedure 9-2. Work from the saved document on your flashdrive and save again when completed. Upload this document into the LMS for grading.

Summary Chapter 9

View [Chapter 9 slides](#) to review the module information and determine if you need to review any concepts in more detail. This will provide a broad overview of the highlights of the chapter content.

Knowledge Check Chapter 9

Chapter 9 quiz on Evolve may be used first as a Knowledge Check. This is an optional assignment. You do not need to submit anything for this assignment.

In [Evolve \(Links to an external site.\)Links to an external site.](#) within Student Resources, go to the correct chapter and click on the link. Click on the Chapter review quiz to complete.

Kinn's Chapter 9 Practice Quiz

Instructions

This Practice Quiz will help you determine your readiness for the final test. You may take this multiple times. It will not count toward your final grade. It is recommended that you obtain a minimum score of 80% before moving on to the next module.

Choose the correct answer to the questions.

Module 4: Introduction to Daily Operations in Ambulatory Settings

Working in any healthcare setting will require specific types of preparation to be sure that the facility is ready for patient care. It may include items such as preparing documents prior to patient arrival, setting up equipment or supplies, ensuring that there are adequate supplies on hand, calibrating and maintaining equipment to be certain that they are functioning correctly so that any information input or received is accurate and reliable, handling incoming correspondence, and working to make it a safe place for patients and employees.

Competency

Apply daily operations in a healthcare setting

When you have completed this module you will be able to:

- Describe daily operations in a healthcare setting

- Explain safety and security procedures important in healthcare settings

Skills Sheet Module 4

In this module, you will need to download and print the Skills Sheet. This will help you keep track of assignments and assessments that need to be completed in this module. Have your instructor pass off each skill or activity that is required as you work through the module. This is retained in your student file upon completion. You will be doing this for each module.

[Skills Sheet Module 4](#)

The video and reading the chapters in your textbook will provide information that will prepare you to begin your career as a Clinical Lab Assistant by introducing you to the world of healthcare and your place within it.

The learning activities will help you remember the details of the chapter and then you will be able to use the powerpoint to review the highlights. After that you can check your understanding with the Knowledge Check.

Instructional Activities Chapter 10

1. Read Chapter 10 in the *Kinn's The Clinical Medical Assistant* text.
1. View Elsevier Medical Assisting Procedures Video (found in Evolve Student Resources)
- Daily Operations in the Abulatory Care Setting
 - Perform an inventory of supplies while using proper body mechanics

Practice Chapter 10

Now that you have read the chapter, complete the exercises indicated below in the Study Guide. (Note: Any exercises that ask you to join an outside organization, contact or go to outside facilities can be disregarded). These exercises will help you use the information you learned so that it will be better understood and retained in memory. Use the answer key to self-check your work and correct mistakes you may have made. Have your instructor sign off completion of these exercises on your Skills Sheet.

Complete the following activities to practice what you have just learned. The learning activities will help you remember the details of the chapter.

Complete the Study Guide workbook exercises for Chapter 10.

1. Study Guide
 - a. Vocabulary Review
 - b. Skills and Concepts Part I, II, III, IV, V
 - c. Case Study
2. Check your understanding by using the self-check [answer key](#).
3. Have your instructor sign off the completed assignments on your Skills Sheet.

Work Product 10-1: Equipment Inventory

Each piece of equipment in the medical facility should be identified and records need to be maintained. The healthcare facility must be able to account for all of the equipment used and owned. In case of disaster or theft, it can provide these details to the insurance company to help facilitate the replacement of the equipment. In case of theft, equipment details can also be shared with the police to help identify equipment if it is found.

To familiarize yourself with inventory of equipment, use the [Accessibility score: Low Click to improve Work Product 10-1](#) form and locate, describe, and identify three (3) pieces of equipment in the classroom laboratory area. Since these items are already in use be sure to wear gloves to protect yourself from exposure to potentially infectious materials as you look for the ID tag or serial number.

After documenting on the form, complete an internet search to locate a potential supplier, cost of the item, and any warranty information that may be available (if not noted place an N/A in that space of the form).

NOTE: Download the interactive [Accessibility score: Low Click to improve Procedure 10-1 Equipment Inventory Form](#) to your flashdrive first and save with your name and Procedure 10-1. Work from the saved document on your flashdrive and save again when completed. Upload this document into the LMS for grading.

Work Product 10-2: Maintenance Logs

The healthcare professional is responsible for monitoring equipment safety and proper functioning. Potential issues should not be overlooked and action should be taken to prevent injury to staff or patients and costly damage to the equipment. For administrative and clinical equipment, electrical cords should be checked for damage. Any suspected overheating issues should be immediately addressed. Any unusual noise or change in performance should be investigated. Equipment should be routinely cleaned and maintained in accordance with the operation manual, which will help promote the life of the machine.

In a laboratory setting it is essential to perform equipment maintenance as well as calibration of equipment to ensure that the test results obtained from patient samples is accurate. Accuracy is essential due to the clinical treatment decisions made by the providers based upon these test results.

When any maintenance or calibrations are completed it is important to document the steps taken on a maintenance log. This log is reviewed by employees of the facility and also by inspectors or accreditors of the institution.

Complete [Accessibility score: Low Click to improve Work Product 10-2 Maintenance Log](#) based the most recent four entries on the Maintenance Log found in the classroom laboratory. Ask your instructor for the location of this document.

Work Product 10-3: Supply Inventory

There are many supplies required in healthcare facilities used to treat patients. Both administrative and clinical supplies are needed. The healthcare professional needs to ensure the facility has enough supplies to treat patients. It is important to have needed supplies on hand but also important not to overstock supplies. Having adequate amounts of supplies in inventory is crucial.

1. To familiarize yourself with inventory of supplies, complete [Accessibility score: Low Click to improve Work Product 10-3 Supply Inventory](#) form following steps in [Accessibility score: Low Click to improve Procedure 10-3](#) and locate, describe, and identify the supply items found in the classroom laboratory (Ask your instructor for the location of these items and to open it for you so you can complete the inventory procedure).

2. On the inventory form provide item name, size (if needed), quantity found, and item number (if available).

3. Complete an internet search to locate a supplier and cost of each items.

4. Compare the numbers of items found during the inventory with recommendations found on [Accessibility score: Low Click to improve Work Product 10-4: Completed Inventory Worksheet](#).

(This document is for reference only - use the Work Product 10-3: Supply Inventory to complete the assignment.) Items found in the classroom may vary slightly from items indicated on this list.

- Compare the number of items found during your inventory to the Reorder point and calculate if the quantity is lower than the reorder point and if so by how many.
- Then add that number to the Quantity to Reorder and input that number in the Order column.

- Use this number for the Supply Inventory form and the Purchase Order form for the number to be ordered.

NOTE: Download the interactive forms to your flashdrive first and save with your name and items title. Work from the saved document on your flashdrive and save again when completed. Upload all document at once into the LMS for grading.

Procedure 10-4: Purchase Order

Learning how to complete a purchase order will provide the skill necessary if you need to perform this function in your future employment. Based upon the supplies that were determined to be in need of reorder in the supply inventory activity, complete the [Accessibility score: Low Click to improve Work Product 10-5 Purchase Order Form](#)

Additional Information Needed to Complete the Form:

- Use sales tax at 6.85% and shipping and handling fee of \$10.00.

Summary Chapter 10

View [Chapter 10 slides](#) to review the module information and determine if you need to review any concepts in more detail. This will provide a broad overview of the highlights of the chapter content.

Knowledge Check Chapter 10

Chapter 10 quiz on Evolve may be used first as a Knowledge Check. This is an optional assignment. You do not need to submit anything for this assignment.

In [Evolve \(Links to an external site.\)](#)[Links to an external site.](#) within Student Resources, go to the correct chapter and click on the link. Click on the Chapter review quiz to complete.

Kinn's Chapter 10 Practice Quiz

Instructions

This Practice Quiz will help you determine your readiness for the final test. You may take this multiple times. It will not count toward your final grade. It is recommended that you obtain a minimum score of 80% before moving on to the next module.

Choose the correct answer to the questions.

Professional Letter Performance Assessment

This is a performance based assessment and will be graded using the rubric. You must achieve 10 points to pass. You are allowed three attempts

Create a professional letter in full block letter format. Use the following information.

Letter Content:

Walden, M.D, has requested that you compose a letter to Brown to let her know that her MRI of the lumbar spine done two days ago at MRI Imaging Center showed spondylolisthesis. She would like her to call the office to schedule a follow-up appointment within the next week to discuss her condition and possible treatment.

Professional E-mail Performance Assessment

This is a performance based assessment and will be graded using the rubric. You must achieve 12 points to pass. You are allowed three attempts to pass.

Create a professional e-mail as you did in the previous exercises. Use the following information.

Clinic:

Horatio had e-mailed the office requesting a refill on his Lisinopril 10 mg. He would like to have this called in to Pharmacy. Dr. Martin has requested that you contact the patient through his e-mail to let him know that the prescription has been approved for a 90 day supply with one table to be taken each day, but he should schedule a follow-up appointment before it can be refilled again.

Objective Summative Assessment 1- Requires Respondus LockDown Browser

Instructions

You must come to the classroom to complete this test. An instructor will need to provide a code for you to have access to this test. You must obtain a minimum of 80% to pass.

Choose the correct answer to each question.

Turn in your Skills Sheet to the instructor so that they may sign off on your activities. If all items in the module are complete your instructor will keep the completed Skills Sheet.

Module 5: Introduction to The Health Record

In this module you will be given information about health records and the critical importance of accurate and thorough documentation. Health records may be in paper or electronic format and you will have the opportunity to learn about and work with both types.

Competency

Demonstrate how to properly create and maintain paper medical records

When you have completed this module you will be able to:

- Explain the importance of accurate medical records
- Explain ownership of medical records
- Demonstrate correct filing techniques of paper medical records
- Demonstrate documentation of corrections or alterations in a paper health record
- Create, organize, and maintain paper patient medical records
- Identify two types of medical records
- Differentiate between Electronic Medical Record (EMR) and Electronic Health Record (EHR)
- Identify types of records common to the healthcare setting

- Differentiate between subjective and objective information in a health record

Skills Sheet Module 5

In this module, you will need to download and print the Skills Sheet. This will help you keep track of assignments and assessments that need to be completed in this module. Have your instructor pass off each skill or activity that is required as you work through the module. This is retained in your student file upon completion. You will be doing this for each module.

[Skills Sheet Module 5](#)

The video and reading the chapters in your textbook will provide information that will prepare you to begin your career as a Clinical Lab Assistant by introducing you to the world of healthcare and your place within it.

The learning activities will help you remember the details of the chapter and then you will be able to use the powerpoint to review the highlights. After that you can check your understanding with the Knowledge Check.

Instructional Activities Chapter 11

1. Read Chapter 11 in the *Kinn's The Clinical Medical Assistant* text.

Practice Chapter 11

Now that you have read the chapter, complete the exercises indicated below in the Study Guide. (Note: Any exercises that ask you to join an outside organization, contact or go to outside facilities can be disregarded). These exercises will help you use the information you learned so that it will be better understood and retained in memory. Use the answer key to self-check your work and correct mistakes you may have made. Have your instructor sign off completion of these exercises on your Skills Sheet.

Complete the following activities to practice what you have just learned. The learning activities will help you remember the details of the chapter.

Complete the Study Guide workbook exercises for Chapter 11.

1. Study Guide
 - a. Vocabulary Review
 - b. Skills and Concepts Part II, III, IV, V, VI, VII, VIII, IX, X, XI
 - c. Case Study
2. Check your understanding by using the self-check [answer key](#).
3. Have your instructor sign off the completed assignments on your Skills Sheet.

Use the following StudyStack interactive activities for review: Flashcards, Matching, Study Stack, Study Table, Target, Type-in, Hangman, Crossword, Hungry Bug, Bug Match, Unscramble, Chopped, Quiz, and Test.

[Medical Records \(Links to an external site.\)](#)[Links to an external site.](#)

Procedure 11-3: Create and Organize a Patient's Paper Chart

Although 'paper charts' are becoming obsolete as electronic medical records are implemented in most healthcare facilities, it will still be useful in this exercise for you to become familiar with the types of documents found in either paper or electronic medical records. You will have the opportunity to review various forms used in healthcare

settings and should become familiar with them since it will be part of your job to explain these to patients or even assist them as they fill them out.

1. Print the [Accessibility score: Low Click to improve Paper Chart](#) documents.
2. Assemble the documents and fill them out for a 'pretend' patient (do not use any personal information - make the information fictitious).
3. Become familiar with the use of each type of document within this medical record as you may need to explain these type of documents to patients in the future.
4. Arrange them in a convenient and usable order in a file folder. Although many records are now electronic the types of information is similar in paper or electronic form.
5. Show the chart to your instructor for credit.
6. Keep this chart for future use as you begin to document patient care in the classroom.

Alphabetic Filing

Complete **Skills and Concepts Part 1: Filing Medical Records** from *Kinn's The Clinical Medical Assistant* study guide.

1. On a word document type in each patient name in alphabetic order as they would be filed.
2. Save it with your name to your flashdrive.
3. Upload this document into the LMS for credit.

Numeric Filing

When additional confidentiality is required, numeric filing is used. In this type of filing, patients are assigned a numeric value and the cross-reference to tie the name and number together is maintained in a secure location.

To practice one type of potential numeric filing complete the [Accessibility score: Perfect Click to improve Numeric Filing Handout](#)

NOTE: Download the interactive Appointment Book page to your flashdrive first and save with your name. Work from the saved document on your flashdrive and save again when completed. Upload this document into the LMS for grading.

Sentinel Event: Incident Report

A Sentinel Event is an adverse event in health care delivery, which either leads to or has potential to lead to catastrophic outcomes. When an event occurs in a healthcare facility in which a patient has some type of adverse reaction, injury, or incorrect treatment an incident report is completed and maintained in the patient's medical record. If this occurs it is very important to document completely and accurately as this would be part of the information required legally.

Complete the [Accessibility score: High Click to improve Sentinel Event Incident Report](#) using the scenario given at the top of the page.

NOTE: Download the interactive Appointment Book page to your flashdrive first and save with your name. Work from the saved document on your flashdrive and save again when completed. Upload this document into the LMS for grading.

SOAP Documentation

In the reading within the Chapter and the work in the Study Guide you learned about SOAP documentation within a patient's medical record. In this assignment you will read information about a patient visit and break down the areas of Subjective, Objective, Assessment, and Plan in documentation.

* Quick reminder of each area:

- Subjective: Information only the patient can tell you (what they feel, what has happened, etc.).
- Objective: Information that can be observed or measured during the visit.
- Assessment: The diagnosis that the physician has assigned.
- Plan: Procedures, tests, follow-up, etc. ordered by the physician to be completed

Using the [Accessibility score: Low Click to improve Interactive SOAP Note Practice](#) complete the documentation.

NOTE: Download the interactive Appointment Book page to your flashdrive first and save with your name. Work from the saved document on your flashdrive and save again when completed. Upload this document into the LMS for grading.

Summary Chapter 11

View [Chapter 11 slides](#) to review the module information and determine if you need to review any concepts in more detail. This will provide a broad overview of the highlights of the chapter content.

Knowledge Check Chapter 11

Chapter 11 quiz on Evolve may be used first as a Knowledge Check. This is an optional assignment. You do not need to submit anything for this assignment.

In [Evolve \(Links to an external site.\)](#)[Links to an external site.](#) within Student Resources, go to the correct chapter and click on the link. Click on the Chapter review quiz to complete.

Kinn's Chapter 11 Practice Quiz

Instructions

This Practice Quiz will help you determine your readiness for the final test. You may take this multiple times. It will not count toward your final grade. It is recommended that you obtain a minimum score of 80% before moving on to the next module.

Choose the correct answer to the questions.

Module 6: Introduction to Electronic Medical Records

In this module you will be learning about Meaningful Use and how to apply the concepts into an electronic medical record system. SimChart is an interactive program that simulates an electronic medical record (EMR) that is divided into three work areas. It includes Front Office, Clinical Care, and Coding & Billing. This will be an important part of your training to become a healthcare professional since it will help you navigate within the electronic medical record environment.

You will have eleven Front Office assignments, thirteen Billing and Coding assignments, and sixteen Clinical Care Assignments. There will also be eight additional combination assignments. Each interactive assignment also includes a quiz that applies to the content area of that area within the EMR.

To prove your ability to navigate within an EMR environment you will have a final performance assessment in the areas of Front Office, Clinical Care, and Billing and Coding.

Competencies

- Demonstrate how to properly create and maintain electronic medical records
- Apply meaningful use strategies to meet quality improvement outcome initiatives

When you have completed this module, you will be able to:

- Define meaningful use
- Apply meaningful use strategies in electronic medical records
- Create, organize, and maintain patient electronic records

Skills Sheet Module 6

In this module, you will need to download and print the Skills Sheet. This will help you keep track of assignments and assessments that need to be completed in this module. Have your instructor pass off each skill or activity that is required as you work through the module. This is retained in your student file upon completion. You will be doing this for each module.

[Skills Sheet Module 6](#)

The video and reading the chapters in your textbook will provide information that will prepare you to begin your career as a Clinical Lab Assistant by introducing you to the world of healthcare and your place within it.

The learning activities will help you remember the details of the chapter and then you will be able to use the powerpoint to review the highlights. After that you can check your understanding with the Knowledge Check.

Instructional Activity Meaningful Use

Read the information below that will provide information about Meaningful Use and its place in the healthcare environment. It is a term that has specific applications necessary to meet requirements set forth in the use of Electronic Medical Records to meet guidelines set by CMS.

Meaningful use is using certified electronic health record (EHR) technology to:

- Improve quality, safety, efficiency, and reduce health disparities
- Engage patients and families
- Improve care coordination
- Improve the population's and public's health
- Maintain privacy and security of patient health information

Ultimately, it is hoped that the meaningful use compliance will result in:

- Better clinical outcomes
- Improved population health outcomes
- Increased transparency and efficiency
- Empowered individuals
- More robust research data on health systems

Meaningful use sets specific objectives that eligible professionals (EPs) and hospitals must achieve to qualify for Centers for Medicare & Medicaid Services (CMS) Incentive Programs. Read more [here \(Links to an external site.\)](#)[Links to an external site.](#)

What do I have to do with an EHR to be a “meaningful user”?

The process is intended to help providers use a step-by-step approach to adopting and effectively using electronic records and data exchange to improve patient care and lower costs.

*Only credentialed healthcare workers can input various types of information into the electronic health record. Credentialing (national certification) will be an important part of your future in health care.

References: HealthIT.gov. (2011). Meaningful use definition & objectives. Retrieved from <http://www.healthit.gov/providers-professionals/meaningful-use-definition-objectives> Medicity. (2011). Meaningful use 101. Retrieved from <http://www.medicity.com/meaningful-use-101.html?gclid=CPW9zrvwqrACFY4FRQodK09GUg>[Links to an external site.](#) [Links to an external site.](#)

Practice Meaningful Use

Healthcare Compliance Pros Website

You will again access Healthcare Compliance Pros training to complete this module. This company provides training for many areas in healthcare. You have been introduced to Meaningful Use in your reading in the previous section. That overview will help you as you complete the detailed training module for this important item from Healthcare Compliance Pros.

Instructions

1. Contact your instructor and provide your email address so that registration for this training can be completed (if not previously). This must be done before you will have access.
2. Start the training by accessing the [Healthcare Compliance Pros website \(Links to an external site.\)](#)[Links to an external site.](#)
 1. Click on ‘Client Login’ in the top right of the screen.
 2. Enter the email you provided for registration and ‘password’ for the access password.
3. Complete the training program by following it step by step. Once completed you will have access to the certificate.

Note: If you have problems with access to the training website, DO NOT contact the company. Instead please contact your instructor.

Assignment - Meaningful Use Certification

Upon successful completion of the online training program you will have access to a certificate.

Instructions:

1. Print a copy the certificate for yourself.
2. Upload an electronic version of the certificate into Canvas for credit for the assignment.
3. Have your instructor sign off the completion on the Skills Sheet.
4. Instructional Activity Using SimChart

5. 1. Enroll:
 6. Sign into your [Evolve \(Links to an external site.\)Links to an external site.](#) account and add the access code for SimChart that you received with your textbook bundle or by purchasing the access through Elsevier publishing. Activate and set up your SimChart if you have not done so previously.
 7. Course activation code is **119226_cskinner18_1002**.
 8. 2. Ask your instructor for a classroom copy of the SimChart text book. This will give you step by step instructions as you begin to use SimChart in completing the Front Office, Billing and Coding, and Clinical Care assignments. You must sign out this book to use it outside of the classroom, and it must be returned to the classroom upon completion.
 9. You are not required to complete all the available activities, but it is recommended that you complete several of each type (Front Office, Billing and Coding, Clinical Care) with different activities until you are comfortable and proficient with various tasks within the EMR. You will be assessed on these types of activities in the SimChart Performance Assessments.
10. 3. Begin Using SimChart
 11. a.) Sign into [Evolve \(Links to an external site.\)Links to an external site.](#) to access SimChart
 12. b.) Complete the assignments as defined by the instructions. (You will need to complete the EMR actions and submit quizzes for all activities completed for them to post within the SimChart grading system.)
 13. *Additional Resources for SimChart available in next page if needed.

SimChart Additional Resources

Additional Resources for SimChart:

NOTE: The price for SimChart as a stand alone product through Elsevier (if it was not part of your textbook bundle) is \$105.00 (as of 7/6/2017).

1. If additional enrollment information is needed, review the information in the [SCMO Student Enrollment](#)
2. Read [Medical Office Workflow](#) if needed to further familiarize yourself with navigating in SimChart.
3. [Codes and Information Needed](#) to Complete SimChart Assignments may be useful if there are missing items needed within the assignments.

Practice SimChart

If you would like to complete additional practices within SimChart you can use the Simulation Playground to complete additional work within an EMR.

This is an optional activity.

SimChart Performance Assessment Front Office (1)

1. Log into [Evolve \(Links to an external site.\)Links to an external site.](#) for Access to SimChart.
2. Complete the following SimChart Activity. Click on the 'activity link' and the additional information provided. Complete this activity within the Simulation Playground in SimChart.
3. Create a screen shot of each section of the activity and save to your flashdrive. Submit the screen shots within the LMS for the assessment.

Grading will be completed using the rubric. A minimum score of 80% must be achieved in each of the SimChart Assessments (3) to be graded out of this course with an MC. You will have three attempts for each assessment to reach the passing score.

1. Billing & Coding Performance Assessment
 1. [Accessibility score: Medium Click to improve SimChart Assessment](#)

SimChart Performance Assessment Clinical Care (2)

1. Log into [Evolve \(Links to an external site.\)Links to an external site.](#) for Access to SimChart.
2. Complete the following SimChart Activity. Click on the 'activity link' and the additional information provided. Complete this activity within the Simulation Playground in SimChart.
3. Create a screen shot of each section of the activity and save to your flashdrive. Submit the screen shots within the LMS for the assessment.

Grading will be completed using the rubric. A minimum score of 80% must be achieved in each of the SimChart Assessments (3) to be graded out of this course with an MC. You will have three attempts for each assessment to reach the passing score.

1. Billing & Coding Performance Assessment
 1. [Accessibility score: Medium Click to improve SimChart Assessment](#)

SimChart Performance Assessment Billing & Coding (3)

1. Log into [Evolve \(Links to an external site.\)Links to an external site.](#) for Access to SimChart.
2. Complete the following SimChart Activity. Click on the 'activity link' and the additional information provided. Complete this activity within the Simulation Playground in SimChart.
3. Create a screen shot of each section of the activity and save to your flashdrive. Submit the screen shots within the LMS for the assessment.

Grading will be completed using the rubric. A minimum score of 80% must be achieved in each of the SimChart Assessments (3) to be graded out of this course with an MC. You will have three attempts for each assessment to reach the passing score.

1. Billing & Coding Performance Assessment
 1. [Accessibility score: Medium Click to improve SimChart Assessment](#)

Objective Summative Assessment 2- Requires Respondus LockDown Browser

Instructions

You must come to the classroom to complete this Chapter test. An instructor will need to provide a code for you to have access to this test. You must obtain a minimum of 80% to pass.

Choose the correct answer to each question.

Turn in your Skills Sheet to the instructor so that they may sign off on your activities. If all items in the module are complete your instructor will keep the completed Skills Sheet.