

## Component IV: Emerging/Enhanced Roles

### Topic 3: Medical Scribe

#### Statement of Purpose

To prepare the learner with basic knowledge and skills necessary to understand the duties and responsibilities of a medical scribe.

#### Student Learning Outcomes

Upon completion of this topic, the learner will be able to:

1. Spell and define key terms.
2. Identify and define the job of duties of a medical scribe.
3. List the skills and competencies needed by a medical scribe.
4. Practice oral and written communication skills.
5. Prepare documentation requested by physicians.

#### Terminology

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|--|-------------------------|
| 1. Anatomy   | 11. Information systems |
| 2. Coding  | 12. Laptop computer     |
| 3. Communication skills  | 13. Patient education   |
| 4. Confidentiality statement                                   | 14. Patient outcomes    |
| 5. Customer service  | 15. Patient rights      |
| 6. Electronic device   | 16. Physiology          |
| 7. Electronic Health Record                                    | 17. Scope of practice   |
| 8. Ethics  | 18. Terminology         |
| 9. Fax machine   | 19. Transcription       |
| 10. Health Insurance Portability<br>Accountability Act (HIPAA) | 20. VoIP                |

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Content Outline/Theory Objectives	Suggested Learning Activities
<p><b>Objective 1</b>  <b>Spell and define key terms.</b></p> <ul style="list-style-type: none"> <li>A. Review the terms listed in the terminology section.</li> <li>B. Spell the listed terms accurately.</li> <li>C. Pronounce the terms correctly.</li> <li>D. Use the terms in their proper context.</li> </ul>	<ul style="list-style-type: none"> <li>A. Games: word searches, crossword puzzles, Family Feud, Jeopardy, bingo, spelling bee, hangman and concentration.</li> <li>B. Administer vocabulary pre-test and post-test.</li> <li>C. Discuss learning gaps and plan for applying vocabulary.</li> </ul>
<p><b>Objective 2</b>  <b>Identify and define the job tasks of a medical scribe.</b></p> <ul style="list-style-type: none"> <li>A. Scribes work with physicians as they see patients to record information electronically in real time.</li> <li>B. Enter patient information dictated by a physician directly into the electronic health record through an electronic device.</li> <li>C. Provide follow-up information to physicians.</li> <li>D. Communicate with physicians to verify and confirm coding.</li> <li>E. Submit electronic orders and notify physician of result.</li> <li>F. Assist in patient discharge documentation.</li> <li>G. Communicate physician instructions to patient.</li> </ul>	<ul style="list-style-type: none"> <li>A. Lecture/Discussion</li> <li>B. Assigned Readings</li> <li>C. Have students research the job descriptions and qualifications of medical scribes.</li> <li>D. Have two students work together from a prepared script; one to dictate and the other to enter data into an electronic health record and then switch. Check both transcripts for accuracy.</li> </ul>
<p><b>Objective 3</b>  <b>List the skills and competencies needed by a medical scribe.</b></p> <ul style="list-style-type: none"> <li>A. Computer Skills <ul style="list-style-type: none"> <li>1. 50 wpm typing speed.</li> <li>2. Knowledge of multiple electronic health systems.</li> <li>3. Competency using a portable electronic device.</li> <li>4. Ability to enter data quickly from oral dictation.</li> <li>5. Excellent proofreading and grammar skills.</li> <li>6. Ability to access Internet information quickly.</li> </ul> </li> <li>B. Medical Knowledge <ul style="list-style-type: none"> <li>1. Knowledge of patient outcomes and managed care plans.</li> <li>2. Working experience in a medical capacity.</li> <li>3. Knowledge of all medical documentation forms such as chief complaint, history and physical, consultation, lab report, allergies, etc.</li> <li>4. Experience in entering information into an electronic medical form.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>A. Lecture/Discussion</li> <li>B. Assigned Readings</li> <li>C. Have students take typing tests to determine speed.</li> <li>D. If possible, have laptop computers, tablets or iPads available for students to practice inputting in electronic health records.</li> <li>E. Have students practice transcribing medical terminology for anatomy and physiology and procedures and medication.</li> </ul>

<ul style="list-style-type: none"> <li>5. Excellent knowledge of medical terminology.</li> <li>6. Excellent knowledge of anatomy and physiology.</li> <li>7. Compliance with scope of practice for scribe.</li> </ul> <p>C. Patient Interaction</p> <ul style="list-style-type: none"> <li>1. HIPAA confidentiality of all information recorded.</li> <li>2. Clear communication skills relaying information to the patient.</li> <li>3. Accurate oral and written instructions.</li> <li>4. Awareness of patient rights.</li> </ul>	
<p><b>Objective 4</b>  <b>Practice oral and written communication skills.</b></p> <ul style="list-style-type: none"> <li>A. Oral comprehension.</li> <li>B. Listening.</li> <li>C. Speaking.</li> <li>D. Oral expression.</li> <li>E. Posture.</li> <li>F. Nonverbal communication.</li> <li>G. Written comprehension.</li> <li>H. Patient needs.</li> <li>I. Written expression.</li> <li>J. Clear and direct content.</li> <li>K. Communication with medical staff.</li> <li>L. Knowledge of communication equipment such as telephone, fax machine, and VoIP (voice over IP) system.</li> </ul>	<ul style="list-style-type: none"> <li>A. Lecture/Discussion</li> <li>B. Role play a variety of scribe/patient, scribe/physician, scribe/medical staff scenarios and have students compose criteria for each interaction.</li> </ul>
<p><b>Objective 5</b>  <b>Prepare documentation requested by physicians.</b></p> <ul style="list-style-type: none"> <li>A. Referral letters.</li> <li>B. Patient discharge instructions.</li> <li>C. Patient education materials.</li> <li>D. Medical records forms.</li> <li>E. Special reports.</li> </ul>	<ul style="list-style-type: none"> <li>A. Lecture/Discussion</li> <li>B. Assigned readings</li> <li>C. Using a computer, have students prepare a patient referral letter.</li> <li>D. Have students create a fax cover sheet with confidentiality statement and enter information to transmit referral letter.</li> </ul>