

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
Accountability Act (HIPAA) | 20. VoIP |

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

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