Component II: Administrative

Module A: Medical Office Reception

Topic 6: Computer Applications

Statement of Purpose
To prepare the learner with the basic knowledge and skills necessary to utilize a computer and computer programming appropriate for a medical office setting.

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

1. Spell and define key terms.
2. Identify computer equipment necessary for productive use in a medical office.
3. Explain uses of a computer in the medical office.
4. Recognize various types of programs available for the medical office.
5. List ergonomic factors necessary to avoid employee injury.

Terminology

1. Body mechanics
2. Central processing unit (CPU)
3. Current procedural term (CPT)
4. Direct link
5. Disk
6. Electronic claims
7. Electronic clearinghouse
8. Ergonomics
9. Financial statements
10. Floppy disk drive
11. Hard disk drive
12. Hardware
13. Immediate update
14. Ink jet printer
15. International Classification of Diseases (ICD)
16. Internet
17. Inventory
18. Keyboard
19. Laser printer
20. Modem
21. Monitor
22. Mouse
23. Software
24. Storing records
25. Tape backup
26. Verify records

References

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Content Outline/Theory Objectives	Suggested Learning Activities
Objective 1 **Spell and define key terms.** 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.	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.

Objective 2
Identify computer equipment necessary for productive use in a medical office.
A. Hardware
   1. Desktop computer.
   2. Laptop computer.
   3. Printers
      a. Laser.
      b. Ink jet.
      c. Dot matrix.
   4. Monitor.
   5. Disk drives, hard and floppy.
   6. Compact disc (CD).
   7. Keyboard.
   8. Mouse.
   9. Tape back-up system.
   10. Modem.
   11. Scanner.
   12. Zip drive.
   13. Flash drive.
   14. Touch screen.
B. Software
   1. Multipurpose word processing programs.
   2. Medical specific application programs
      a. Bookkeeping and accounting.
      b. Appointment scheduling and callback.
      c. Physician Desk Reference (PDR) and programs designed to check drug interactions.
      d. Medical charting and reporting programs.
      e. Internet with access to the Center for Disease Control (CDC), other hospital and health agencies and medical libraries.
      f. Billing codes International Classification of Diseases (ICD) and Current Procedural Terminology (CPT).
   3. Integration of programs for the benefit of the medical facility.
   4. Spreadsheet.
	A. Lecture/Discussion
	B. Assigned Reading
	C. Have students operate a medical office software program or utilize workbook software.

5. Database management.	
Objective 3	
State the uses of a computer in the medical office.	
A. Scheduling appointments.	A. Lecture/Discussion
B. Call backs and patient notification.	B. Assigned Reading
C. Medical record documentation.	
D. Storing and accessing patient records.	
E. Office and patient bookkeeping and accounting	
1. Patient billing.	
2. Balance or reconcile bank accounts.	
3. Pay bills and produce checks.	
4. Generate financial statements for physicians, managers and accountants.	
F. Immediate update for patient receipts.	
G. Input medical billing and insurance information.	
H. Ability to check drug interactions.	
I. Monitor patient medication and their use or abuse.	
J. Assist in diagnosis and treatment plans.	
K. Verify patient's insurance information	
1. Eligibility.	
2. Coverage.	
3. Benefits.	
4. Co-payment amounts.	
5. Deductible	
a. Verify deductible amount.	
b. Verify if deductible has been met.	
L. Produce insurance claims	
1. Print paper formats.	
2. Submit electronic claims directly to companies.	
3. Submit electronic claims to clearinghouse serving many companies.	
M. Other uses	
1. Inventory of office medication and supplies.	
2. Comparing and contrasting similar medical information.	
3. Direct link to laboratories and hospital information.	
4. Report generation per physician request	
a. Number of patients seen per insurance.	
b. Number of patients or patient names related to a specific diagnosis.	
Objective 4	
Recognize various types of programs available for the medical office.	
A. Identify reputable software companies	A. Lecture/Discussion
1. User-friendly programs needed.	B. Assigned Reading
2. Installation of new software by provider.	C. Have guest speaker from a software company demonstrate use of a specialized program.
3. Provide initial and as needed instruction.	
4. Company continues to provide support.	
B. Locate medical compatible programs and equipment to observe and compare	D. Have students participate actively with patient input and printout of patient information
1. In house programs run in the independent offices.	

2. Multi-office programs shared (networks) between offices or physicians.
3. Special programs link medical offices to:
   a. Laboratories.
   b. Hospitals.
   c. Other medical facilities.
4. Link to clearinghouse or insurance billing companies or services.
	including appointments, basic patient information and reports.
	E. Also use textbook computer application programs.

Objective 5
List ergonomic factors necessary to avoid employee injury.
  A. Proper placement of computer equipment
    1. Computer screen at eye level.
    2. Keyboard at 90 degree angle with arm and body.
    3. Chair with adjustable height and supportive back.
    4. Foot rest or foot placement at correct angle with toes elevated above heels.
  B. Proper training of employees and students to comply with Occupational Safety and Health Administration (OSHA) standards and assist in avoiding injury
    1. Correct body mechanics.
    2. Periodic breaks with range of motion exercises.
    3. Use of proper lighting.
	A. Lecture/Discussion
	B. Assigned Reading
	C. Have students demonstrate setting up equipment, body mechanics, and range of motion exercises.