**Course Description:**

Students will apply fundamental principles of communication, leadership, technology and management as it applies to the medical office setting. Students will demonstrate documentation and record keeping procedures set forth by national accrediting organizations.

**Strand 1. Business Operations/21st Century Skills**

Learners apply principles of economics, business management, marketing and employability in an entrepreneur, manager and employee role to the leadership, planning, developing and analyzing of business enterprises related to the career field.

**Outcome 1.1. Employability Skills**

Develop career awareness and employability skills (e.g., face‐to‐face, online) needed for gaining and maintaining employment in diverse business settings.

**Competencies**

1.1.6. Explain the importance of work ethic, accountability and responsibility and demonstrate associated behaviors in fulfilling personal, community and workplace roles.

1.1.7. Apply problem‐solving and critical‐thinking skills to work‐related issues when making decisions and formulating solutions.

1.1.8. Identify the correlation between emotions, behavior and appearance and manage those to establish and maintain professionalism.

1.1.9. Give and receive constructive feedback to improve work habits.

1.1.10. Adapt personal coping skills to adjust to taxing workplace demands.

1.1.11. Recognize different cultural beliefs and practices in the workplace and demonstrate respect for them.

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**Outcome 1.2. Leadership and Communications**

Process, maintain, evaluate and disseminate information in a business. Develop leadership and team building to promote collaboration.

**Competencies**

1.2.1. Extract relevant, valid information from materials and cite sources of information (e.g., medical reports, fitness assessment, medical test results).

1.2.3. Identify and use verbal, nonverbal and active listening skills to communicate effectively.

1.2.4. Use negotiation and conflict‐resolution skills to reach solutions.

1.2.6. Use proper grammar and expression in all aspects of communication.

1.2.7. Use problem‐solving and consensus‐building techniques to draw conclusions and determine next steps.

1.2.8. Identify the strengths, weaknesses and characteristics of leadership styles that influence internal and external workplace relationships.

1.2.9. Identify advantages and disadvantages involving digital and/or electronic communications.

1.2.10. Use interpersonal skills to provide group leadership, promote collaboration and work in a team.

1.2.11. Write professional correspondence, documents, job applications and résumés.

1.2.12. Use technical writing skills to complete forms and create reports.

1.2.14. Use motivational strategies to accomplish goals.

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**Outcome 1.3. Business Ethics and Law**

Analyze how professional, ethical and legal behavior contributes to continuous improvement in organizational performance and regulatory compliance.

**Competencies**

1.3.1. Analyze how regulatory compliance affects business operations and organizational performance.

1.3.2. Follow protocols and practices necessary to maintain a clean, safe and healthy work environment.

1.3.3. Use ethical character traits consistent with workplace standards (e.g., honesty, personal integrity, compassion, justice).

1.3.5. Access and implement safety compliance measures (e.g., quality assurance information, safety data sheets [SDSs], product safety data sheets [PSDSs], United States Environmental Protection Agency [EPA], United States Occupational Safety and Health Administration [OSHA]) that contribute to the continuous improvement of the organization.

1.3.7. Identify the labor and practice laws that affect employment and the consequences of noncompliance for both employee and employer (e.g., harassment, labor, employment, employment interview, testing, minor labor laws, Americans with Disabilities Act, Fair Labor Standards Acts, Equal Employment Opportunity Commission [EEOC], human trafficking) and interpret personal safety rights according to the employee Right‐to‐Know Plan.

1.3.9. Identify potential conflicts of interest (e.g., personal gain, project bidding) between personal, organizational and professional ethical standards.

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**Outcome 1.4. Knowledge Management and Information Technology**

Demonstrate current and emerging strategies and technologies used to collect, analyze, record and share information in business operations.

**Competencies**

1.4.1. Use office equipment to communicate (e.g., phone, radio equipment, fax machine, scanner, public address systems).

1.4.2. Select and use software applications to locate, record, analyze and present information (e.g., word processing, e‐mail, spreadsheet, databases, presentation, Internet search engines).

1.4.3. Verify compliance with security rules, regulations and codes (e.g., property, privacy, access, accuracy issues, client and patient record confidentiality) pertaining to technology specific to the industry pathway.

1.4.4. Use system hardware to support software applications.

1.4.5. Use information technology tools to maintain, secure and monitor business records.

1.4.6. Use an electronic database to access and create business and technical information.

1.4.7. Use personal information management and productivity applications to optimize assigned tasks (e.g., lists, calendars, address books).

1.4.8. Use electronic media to communicate and follow network etiquette guidelines.

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**Outcome 1.5. Global Environment**

Evaluate how beliefs, values, attitudes and behaviors influence organizational strategies and goals.

**Competencies**

1.5.1. Describe how cultural understanding, cultural intelligence skills and continual awareness are interdependent.

1.5.2. Describe how cultural intelligence skills influence the overall success and survival of an organization.

1.5.3. Use cultural intelligence to interact with individuals from diverse cultural settings.

1.5.4. Recognize barriers in cross‐cultural relationships and implement behavioral adjustments.

1.5.5. Recognize the ways in which bias and discrimination may influence productivity and profitability.

1.5.6. Analyze work tasks for understanding and interpretation from a different cultural perspective.

1.5.7. Use intercultural communication skills to exchange ideas and create meaning.

1.5.8. Identify how multicultural teaming and globalization can foster development of new and improved products and services and recognition of new opportunities.

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**Outcome 1.6. Business Literacy**

Develop foundational skills and knowledge in entrepreneurship, financial literacy and business operations.

**Competencies**

1.6.5. Describe organizational structure, chain of command, the roles and responsibilities of the organizational departments and interdepartmental interactions (e.g., following physician’s orders).

1.6.6. Identify the target market served by the organization, the niche that the organization fills and an outlook of the industry.

1.6.9. Explain how the performance of an employee, a department and an organization is assessed.

1.6.11. Describe how all business activities of an organization work within the parameters of a budget.

1.6.12. Describe classifications of employee benefits, rights, deductions and compensations.

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**Outcome 1.8. Operations Management**

Plan, organize and monitor an organization or department to maximize contribution to organizational goals and objectives.

**Competencies**

1.8.3. Analyze the performance of organizational activities and reallocate resources to achieve established goals.

1.8.4. Identify alternative actions to take when goals are not met (e.g., changing goals, changing strategies, efficiencies).

1.8.5. Use inventory and control systems to purchase materials, supplies and equipment (e.g., Last In, First Out [LIFO]; First In, First Out [FIFO]; Just in Time [JIT]; LEAN).

1.8.7. Collect information and feedback to help assess the organization’s strategic planning and policymaking processes.

1.8.8. Identify routine activities for maintaining business facilities and equipment.

1.8.9. Develop a budget that reflects the strategies and goals of the organization.

1.8.10. Analyze how business management and environmental management systems (e.g., health, safety) contribute to continuous improvement and sustainability.

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**Outcome 1.9. Financial Management**

Use financial tools, strategies and systems to develop, monitor and control the use of financial resources to ensure personal and business financial well‐being.

**Competencies**

1.9.1. Create, analyze and interpret financial documents (e.g., budgets, income statements).

1.9.2. Identify tax obligations.

1.9.4. Identify credit types and their uses in order to establish credit.

1.9.5. Identify ways to avoid or correct debt problems (e.g., collection agency payments and post collection agency payments).

1.9.8. Identify income sources and expenditures.

1.9.9. Compare and contrast different banking services available through financial institutions.

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**Outcome 1.10. Sales and Marketing**

Manage pricing, place, promotion, packaging, positioning and public relations to improve quality customer service.

**Competencies**

1.10.1. Identify how the roles of sales, advertising and public relations contribute to a company’s brand.

1.10.2. Determine the customer's/client’s needs and identify solutions and potential community resources.

1.10.5. Monitor customer/client expectations and determine product/service satisfaction by using measurement tools.

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**Strand 2. Human Body System**

Learners will discuss the various forms, functions and pathophysiology associated with body systems and alterations related to the normal aging process, obtain a health history, perform an evaluation of body systems and document using medical terminology.

**Outcome 2.3. Medical Terminology**

Decipher medical terms through word origin and structure with an emphasis on derivation, meaning, pronunciation and spelling.

**Competencies**

2.3.1. Build and decipher medical term meanings by identifying and using word elements (e.g., word roots, prefixes, suffixes, and combining forms).

2.3.2. Apply the rules used to build singular and plural forms of medical terminology derived from the Greek and Latin language.

2.3.3 Use diagnostic, symptomatic, and procedural terms to read and interpret various medical reports.

2.3.4. Use the appropriate abbreviations and symbols to identify anatomical, physiological and pathological classifications and the associated medical specialties and procedures.

2.3.5. Use proper spelling and pronunciation of medical terms when communicating medical instructions and preparing medical documentations.

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**Strand 3. Therapeutic Interventions**

Learners will administer or assist with environmental, health promotion, pharmacological, emergency, nutritional, exercise and rehabilitative and dental and surgical interventions and/or procedures to improve the individuals’ outcome and quality of life across the life span within their scope of practice, evaluate outcomes and ensure individual’s rights.

**Outcome 3.1. Environmental Interventions**

Create and maintain a safe, sterile, efficient, age‐appropriate care environment.

**Competencies**

3.1.2. Maintain patients’ rights, respect individual’s choices and obtain informed consent.

3.1.3. Describe confidentiality guidelines in the Health Insurance Portability and Accountability Act (HIPAA).

3.1.6. Identify and remove environmental and electrical hazards to decrease the risk of falls, injury, or ingestion of dangerous materials (e.g., clutter, equipment, throw rugs, spills, plants, hazardous chemicals).

3.1.7. Demonstrate chemical and electrical safety and their application to the work environment.

3.1.12. Implement disaster preparedness response to fire, tornado, emergency evacuation, hazardous material spill, infant/child abduction, bomb threat, violent person, active shooter, missing adult and loss of power.

3.1.19. Control the level of distractions and noise.

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**Outcome 3.3. Pharmaceutical Interventions.**

Prepare, administer, store and document medications, reactions and outcomes according to laws, regulations and authorized health care provider orders and protocols.

**Competencies**

3.3.1. Identify and define terms related to drugs, pharmacology and medicines.

3.3.2. Identify drug classifications.

3.3.3. Recognize brand and generic names of prescription medications, over‐the‐ counter drugs and herbal preparations.

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**Outcome 3.4. Emergency Interventions.**

Respond to emergencies and natural disasters by performing emergency interventions and proper documentation.

**Competencies**

3.4.1. Perform cardiopulmonary resuscitation (CPR), first‐aid and automated external defibrillation (AED).

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**Strand 4. Assistive Care**

Learners will demonstrate the skills and knowledge to provide personal assistive care for the activities of daily living to a variety of individuals across the life span within their scope of practice.

**Outcome 4.1. Scope of Practice**

Demonstrate the roles and responsibilities of assistive personnel and identify the medical specialists who treat disorders of each body system.

**Competencies**

4.1.1. Describe the guidelines of the governing body concerning abuse, mistreatment, neglect and misappropriation of an individual’s property.

4.1.4. Describe the primary purpose of healthcare settings (e.g., long‐term care facility [LTCF], acute care, home health).

4.1.5. Identify the medical specialists who treat disorders of each body system.

4.1.6. Identify body planes, directions, cavities, quadrants and regions.

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**Outcome 4.2. Therapeutic Communication and Interpersonal Skills**

Demonstrate communication techniques and behaviors when communicating with individuals and interacting with individuals with impairments and document.

**Competencies**

4.2.1. Describe non‐verbal communication, including gestures, posture, touch, facial expressions, eye contact, body movements, avoidance and appearance.

4.2.2. Describe the importance of maintaining an individual’s personal space.

4.2.3. Describe the importance of empathy in interpersonal relationships and the need for kindness, patience and listening.

4.2.4. Maintain aids that promote oral, auditory and visual health (e.g., eye glasses, hearing aids, dentures).

4.2.8. Provide aids to facilitate communication for speech impaired individuals (e.g., picture cards, slates, notepads).

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**Outcome 4.3. Microorganisms, Infection Control and Infection**

Use basic principles of infection control to prevent the growth and spread of pathogenic microorganisms and infection.

**Competencies**

4.3.2. Describe mechanisms for the spread of infection, including airborne, vector‐borne, common

vehicle, droplet and contact.

4.3.3. Describe methods of controlling or eliminating microorganisms and the importance of

practices that hinder the spread of infection (e.g., hand washing, disinfecting care areas).

4.3.5. Demonstrate various decontamination techniques and procedures.

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**Outcome 4.8. End‐of‐Life Care**

Provide physical, emotional and spiritual support to individuals and families at end‐of‐life.

**Competencies**

4.8.1. Describe variations in advanced directives and responsibilities of healthcare providers.

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**Strand 6. Health Information Management**

Learners will demonstrate basic computer literacy, health information literacy and skills, confidentially and privacy of health records, information security and basic skills in the use of electronic health records.

**Outcome 6.1. Health Information Literacy**

Apply principles of systems operations used to capture, retrieve and maintain information from internal and external sources.

**Competencies**

6.1.1. Define health information management (HIM) and differentiate among data, information and competency.

6.1.2. Differentiate between primary and secondary health data sources and databases.

6.1.6. Recognize standard data definitions, vocabularies, terminologies, nomenclatures (e.g., SNOMED‐CT), classifications (e.g., ICD9CM, ICD10, CPT) and relevant healthcare data sets (e.g., OASIS, HEDIS, UHDDS) as used in the organization’s health information systems.

6.1.7. Differentiate between the types and content of patient health records and the data collected (e.g., paper‐based, electronic health records, personal health records).

6.1.8. Describe health record documentation requirements of external agencies and organizations

(e.g., those specified by accrediting bodies, regulatory bodies, professional review organizations, licensure, reimbursement, discipline‐specific “good practice”).

6.1.9. Describe typical internal organizational health record documentation requirements, policies and procedures.

6.1.10. Explain how to apply policies and procedures to ensure organizational compliance with regulations and standards, including Medicare and Medicaid.

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**Outcome 6.2. Confidentiality, Privacy and Security**

Apply the fundamentals of confidentiality, privacy and security to communicate health/medical information accurately and within legal/regulatory bounds across the organization and between organizations.

**Competencies**

6.2.1. Identify components of the court systems and distinguish between public and private law, civil and criminal law and tort, contract actions and the trial process.

6.2.2. Differentiate between types of evidence used in healthcare litigation, process of discovery and the permissible use of evidence in litigation, recognizing the elements of negligence and medical malpractice.

6.2.3. Explain and interpret regulatory requirements, standards of practice, legal responsibility, limitations and implications of actions and describe the appropriate avenues for reporting incidences of malpractice or negligence.

6.2.4. Identify what constitutes the authorized access, release and use of personal health data.

6.2.5. Distinguish between confidential and non‐confidential information within the healthcare system and document, categorize and prioritize requests for personal health information according to internal/external privacy and confidentiality guidelines (e.g. Health Insurance Portability and Accountability Act [HIPAA]).

6.2.6. Use networks, including intranet and internet, according to security and privacy policies and procedures.

6.2.7. Maintain data integrity and validity within an information system.

6.2.8. Describe the possible consequences of inappropriate use of health data in terms of disciplinary action.

6.2.9. Implement administrative, physical and technical safeguards.

6.2.10. Describe elements that are included in the design of audit trails and data quality monitoring programs.

6.2.11. Compare and contrast the relevance of federal, state and private sector initiatives related to the privacy, security and confidentiality of health information technology.

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**Outcome 6.3. Electronic Health Records and Coding**

Perform functions within Electronic Health Records (EHRs) and Personal Health Record (PHRs) to ensure accurate information, retrieve information and maintain data.

**Competencies**

6.3.1. Create and update documents within the EHR and PHR systems.

6.3.2. Locate and retrieve information in the EHR and other electronic sources for a variety of purposes.

6.3.3. Populate and use health data content.

6.3.5. Apply methods to ensure authenticity, timeliness and completeness of health data entries in electronic information systems.

6.3.7. Identify methods to correct errors entered in an EHR.

6.3.10. Resolve minor technology problems associated with using an EHR.

6.3.12. Manage documents within the EHR and PHR, using filing and patient identification methodologies.

6.3.13. Complete health information management (HIM) functions (e.g., scanning, transcription, releasing information) in an electronic environment.

6.3.15. Describe the common insurance claim procedures and apply guidelines of documentation and processing to ensure federal, state and third‐party insurance reimbursements are included and complete insurance claim forms.

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