



Course Description:

BUS-017 - Business/Medical Records Technician Units: 3

This course is geared towards students who want to be employed in the medical arena. Students will learn a combination of specialized clerical and procedural tasks that are performed by the Business/Medical Records Technician. Topics will include effective practice procedures, scheduling appointments, teamwork and diversity training, job/patient interviewing, telephone screening, and medical insurance billing. Students will gain the knowledge and skill sets necessary to perform the typical duties of a Front Office Business/Medical Records Technician.

Lecture Hours: 2.5 Lab Hours: 1.5 Repeatable: No Grading: L

Recommended: Basic touch keyboarding skill of 25 net words a minute

CAN: None

Advisory Level: Read: 3 Write: 3 Math: None

Transfer Status: None Degree Applicable: AS

CSU GE: None District GE: None IGETC: None

Learning Outcomes:

1. Demonstrate computer application/keyboarding skills
2. Use the telephone effectively to record and screen calls
3. Demonstrate communication skills that apply to individual client/patient's needs
4. Recognize and respond to verbal and non-verbal communication
5. Experiment with time management skills to increase productivity
6. Demonstrate a professional attitude
7. Practice ethical boundaries
8. Use discretion relating to security issues
9. Maintain confidentiality following federal guidelines
10. Work as a team member to achieve certain goals
11. Schedule appointments
12. Prepare medical records, forms, and reports
13. Prioritize and delegate tasks
14. Demonstrate file management skills
15. Demonstrate knowledge of insurance coding