

## Medical Office Occupations Outline – 180 hrs

Major Units of Instruction (Employability Skills, Content Area Skills, and Expected Student Proficiencies)	Expected Student Learning Results (ESLRs)	Methods of Assessment and Materials Used	Class Hours Tier 1	Class Hours Tier 2	Class Hours Tier 3	CC/ CVE Hours	Standards
1. Introduction to medical office operations	Responsible Individual Interpersonal Learner Effective Communicator Problem Solver	*Lecture *Demonstration *Guided practice *Independent practice *Tests & quizzes *Class participation	20			5	
2. History of medical delivery services	Responsible Individual Effective Communicator	*Lecture *Demonstration *Guided practice *Independent practice *Tests & quizzes *Class participation	25				
3. Evolution of insurance billing	Responsible Individual Effective Communicator Technological Producer	*Lecture *Demonstration *Guided practice *Independent practice *Tests & quizzes *Class participation	25				
4. Health Insurance Portability and Accountability Act (HIPAA) regulations	Responsible Individual Effective Communicator	*Lecture *Demonstration *Guided practice *Independent practice *Tests & quizzes *Class participation	23			2	
5. Project – Develop a medically related company	Responsible Individual Interpersonal Learner Effective Communicator Technological Producer Problem Solver	*Lecture *Demonstration *Guided practice *Independent practice *Tests & quizzes *Class participation	15				

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6. Essential employability skills/career preparation standards A. Understand how personal skill development affects employability (positive attitude, honesty, self-confidence, time management). B. Understand principles of effective interpersonal skills (group dynamics, conflict resolution, negotiations). C. Understand the importance of good academic skills, critical thinking, and problem-solving in the workplace. D. Understand principles of effective communication. E. Understand occupational safety issues and observe all safety rules. F. Understand career awareness, paths, and strategies for obtaining employment. G. Understand and adapt to changing technology. H. Understand and prepare for employment (resume, job application, job interview, portfolio development).	Responsible Individual Interpersonal Learner Effective Communicator Technological Producer Problem Solver	*Lecture *Demonstration *Guided practice *Independent practice *Tests & quizzes *Class participation	3			2	<u>Language Arts</u> (8) R 1.3, 2.6 W1.3, 2.5. LC 1.4,1.5, 1.6 LS1.2, 1.3, 1.7 (9/10) R2.1,2.3,2.6; W2.5; LC1.4; LS 1.1, 2.3 (11/12) R2.3; W2.5; LC1.2 <u>Math (7)</u> NS1.2, 1.3, 1.7 MR 1.1,1.3,2.1, 2.7,2.8, 3.1 <u>CAHSEE</u> Lang. Arts R 8.2.1 (9/10) R 2.1, 2.3; W2.5 Math (7) NS 1.2, 1.3, 1.7 MR 1.1, 2.1, 3.1
7. Understands Medical terminology	Interpersonal Learner Effective Communicator Technological Producer Problem Solver	*Lecture *Demonstration *Guided practice *Independent practice *Tests & quizzes *Class participation		15		5	
8. Understands International Classification of Diseases (ICD-9) and Procedural Terminology (CPT-4 Coding Text)	Responsible Individual Effective Communicator Technological Producer Problem Solver	*Lecture *Demonstration *Guided practice *Independent practice *Tests & quizzes *Class participation		15		5	
9. Knowledge of Managed Care A. Understands Preferred Provider Organizations (PPO) B. Understands Health Maintenance Organizations (HMO)	Responsible Individual Effective Communicator Technological Producer Problem Solver	*Lecture *Demonstration *Guided practice *Independent practice *Tests & quizzes *Class participation		20			
10. Knowledge of Worker's Compensation	Responsible Individual Interpersonal Learner Effective Communicator Technological Producer Problem Solver	*Lecture *Demonstration *Guided practice *Independent practice *Tests & quizzes *Class participation		18		2	
11. Understands Pharmacy Practices A. Knowledge of name brands B. Knowledge of generic drugs	Responsible Individual Interpersonal Learner Effective Communicator Technological Producer Problem Solver	*Lecture *Demonstration *Guided practice *Independent practice *Tests & quizzes *Class participation		20			
12. Understands Supplemental insurances	Responsible Individual Interpersonal Learner Effective Communicator Technological Producer Problem Solver	*Lecture *Demonstration *Guided practice *Independent practice *Tests & quizzes *Class participation		18		2	

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13. Understands Medicare	Responsible Individual Interpersonal Learner Effective Communicator Technological Producer Problem Solver	*Lecture *Demonstration *Guided practice *Independent practice *Tests & quizzes *Class participation			18	2	
14. Understands Medi-Cal/Medicaid	Responsible Individual Interpersonal Learner Effective Communicator Technological Producer Problem Solver	*Lecture *Demonstration *Guided practice *Independent practice *Tests & quizzes *Class participation			18	2	
15. Understands Billing Methods A. Knowledge of manual billing B. knowledge of computerized billing	Responsible Individual Interpersonal Learner Effective Communicator Technological Producer Problem Solver	*Lecture *Demonstration *Guided practice *Independent practice *Tests & quizzes *Class participation			13	7	
16. Understands First, Second, and Third Party Billing	Responsible Individual Interpersonal Learner Effective Communicator Technological Producer Problem Solver	*Lecture *Demonstration *Guided practice *Independent practice *Tests & quizzes *Class participation			13	7	
17. Understands Collection Practices A. Knowledge of private methods B. Knowledge of insurance methods	Responsible Individual Interpersonal Learner Effective Communicator Technological Producer Problem Solver	*Lecture *Demonstration *Guided practice *Independent practice *Tests & quizzes *Class participation			18	2	
18. Record keeping	Responsible Individual Interpersonal Learner Effective Communicator Technological Producer Problem Solver	*Lecture *Demonstration *Guided practice *Independent practice *Tests & quizzes *Class participation			13	7	
<b>Total Hours (360)</b>			<b>111</b>	<b>106</b>	<b>93</b>	<b>50</b>	