

**Health Science Career Cluster
Health Information Management / Medical Office
Course Number 25.49700**

Course Description:

This course will orient the student to health information management and working in a medical office. Topics include introducing students to skills and knowledge utilized in a medical office, the structure of healthcare in the United States, healthcare providers, and the structure and function of professional organizations. The course provides students with medical office computer and software skills that include hardware and software components of computers for medical record applications; database software and information management; specialized information management systems in healthcare; methods of controlling confidentiality and patient rights; and accuracy and security of health information data in computer systems. Prerequisites for this course are Introduction to Healthcare and Essentials of Healthcare.

After completion of this pathway and any additional requirements, students may be able to take a medical office assistant exam from a certifying body.

Course Standard 1

HS-HIMMO-1

The following standard is included in all CTAE courses adopted for the Career Cluster/Pathways. Teachers should incorporate the elements of this standard into lesson plans during the course. The topics listed for each element of the standard may be addressed in differentiated instruction matching the content of each course. These elements may also be addressed with specific lessons from a variety of resources. This content is not to be treated as a unit or separate body of knowledge but rather integrated into class activities as applications of the concept.

Standard: Demonstrate employability skills required by business and industry.

The following elements should be integrated throughout the content of this course.

1.1 Communicate effectively through writing, speaking, listening, reading, and interpersonal abilities.

Person-to-Person Etiquette	Telephone and Email Etiquette	Cell Phone and Internet Etiquette	Communicating At Work	Listening
Interacting with Your Boss	Telephone Conversations	Using Blogs	Improving Communication Skills	Reasons, Benefits, and Barriers
Interacting with Subordinates	Barriers to Phone conversations	Using Social Media	Effective Oral Communication	Listening Strategies
Interacting with Co-workers	Making and Returning Calls		Effective Written Communication	Ways We Filter What We Hear
Interacting with Suppliers	Making Cold Calls		Effective Nonverbal Skills	Developing a Listening Attitude
	Handling Conference Calls		Effective Word Use	Show You Are Listening
	Handling Unsolicited Calls		Giving and Receiving Feedback	Asking Questions
				Obtaining Feedback
				Getting Others to Listen

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Nonverbal Communication	Written Communication	Speaking	Applications and Effective Résumés
Communicating Nonverbally	Writing Documents	Using Language Carefully	Completing a Job Application
Reading Body Language and mixed Messages	Constructive Criticism in Writing	One-on-One Conversations	Writing a Cover Letter
Matching Verbal and Nonverbal communication		Small Group Communication	Things to Include in a Résumé
Improving Nonverbal Indicators		Large Group Communication	Selling Yourself in a Résumé
Nonverbal Feedback		Making Speeches	Terms to Use in a Résumé
Showing Confidence Nonverbally		Involving the Audience	Describing Your Job Strengths
Showing Assertiveness		Answering Questions	Organizing Your Résumé
		Visual and Media Aids	Writing an Electronic Résumé
		Errors in Presentation	Dressing Up Your Résumé

1.2 Demonstrate creativity by asking challenging questions and applying innovative procedures and methods.

Teamwork and Problem Solving	Meeting Etiquette
Thinking Creatively	Preparation and Participation in Meetings
Taking Risks	Conducting Two-Person or Large Group Meetings
Building Team Communication	Inviting and Introducing Speakers
	Facilitating Discussions and Closing
	Preparing Visual Aids
	Virtual Meetings

1.3 Exhibit critical thinking and problem-solving skills to locate, analyze and apply information in career planning and employment situations.

Problem Solving	Customer Service	The Application Process	Interviewing Skills	Finding the Right Job
Transferable Job Skills	Gaining Trust and Interacting with Customers	Providing Information, Accuracy and Double Checking	Preparing for an Interview	Locating Jobs and Networking
Becoming a Problem Solver	Learning and Giving Customers What They Want	Online Application Process	Questions to Ask in an Interview	Job Shopping Online
Identifying a Problem	Keeping Customers Coming Back	Following Up After Submitting an Application	Things to Include in a Career Portfolio	Job Search Websites
Becoming a Critical Thinker	Seeing the Customer's Point	Effective Résumés:	Traits Employers are Seeking	Participation in Job Fairs
Managing	Selling Yourself and the Company	Matching Your Talents to a Job	Considerations Before Taking a Job	Searching the Classified Ads
	Handling Customer Complaints	When a Résumé Should be Used		Using Employment Agencies
	Strategies for Customer Service			Landing an Internship
				Staying Motivated to Search

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1.4 Model work readiness traits required for success in the workplace including integrity, honesty, accountability, punctuality, time management, and respect for diversity.

Workplace Ethics	Personal Characteristics	Employer Expectations	Business Etiquette	Communicating at Work
Demonstrating Good Work Ethic	Demonstrating a Good Attitude	Behaviors Employers Expect	Language and Behavior	Handling Anger
Behaving Appropriately	Gaining and Showing Respect	Objectionable Behaviors	Keeping Information Confidential	Dealing with Difficult Coworkers
Maintaining Honesty	Demonstrating Responsibility	Establishing Credibility	Avoiding Gossip	Dealing with a Difficult Boss
Playing Fair	Showing Dependability	Demonstrating Your Skills	Appropriate Work Email	Dealing with Difficult Customers
Using Ethical Language	Being Courteous	Building Work Relationships	Cell Phone Etiquette	Dealing with Conflict
Showing Responsibility	Gaining Coworkers' Trust		Appropriate Work Texting	
Reducing Harassment	Persevering		Understanding Copyright	
Respecting Diversity	Handling Criticism		Social Networking	
Making Truthfulness a Habit	Showing Professionalism			
Leaving a Job Ethically				

1.5 Apply the appropriate skill sets to be productive in a changing, technological, diverse workplace to be able to work independently and apply teamwork skills.

Expected Work Traits	Teamwork	Time Management
Demonstrating Responsibility	Teamwork Skills	Managing Time
Dealing with Information Overload	Reasons Companies Use Teams	Putting First Things First
Transferable Job Skills	Decisions Teams Make	Juggling Many Priorities
Managing Change	Team Responsibilities	Overcoming Procrastination
Adopting a New Technology	Problems That Affect Teams	Organizing Workspace and Tasks
	Expressing Yourself on a Team	Staying Organized
	Giving and Receiving Constructive Criticism	Finding More Time
		Managing Projects
		Prioritizing Personal and Work Life

1.6 Present a professional image through appearance, behavior, and language.

On-the-Job Etiquette	Person-to-Person Etiquette	Communication Etiquette	Presenting Yourself
Using Professional Manners	Meeting Business Acquaintances	Creating a Good Impression	Looking Professional
Introducing People	Meeting People for the First Time	Keeping Phone Calls Professional	Dressing for Success
Appropriate Dress	Showing Politeness	Proper Use of Work Email	Showing a Professional Attitude
Business Meal Functions		Proper Use of Cell Phone	Using Good Posture
Behavior at Work Parties		Proper Use in Texting	Presenting Yourself to Associates
Behavior at Conventions			Accepting Criticism
International Etiquette			Demonstrating Leadership
Cross-Cultural Etiquette			
Working in a Cubicle			

**Support of CTAE Foundation Course Standards and Georgia Standards of Excellence
L9-10RST 1-10 and L9-10WHST 1-10:**

Georgia Standards of Excellence ELA/Literacy standards have been written specifically for technical subjects and have been adopted as part of the official standards for all CTAE courses.

Course Standard 2

HS-HIMMO-2

Evaluate the organization of healthcare delivery in the United States.

- 2.1 Differentiate information system policies and procedures required by national health information initiatives on the health care delivery system.
- 2.2 Distinguish current accreditation, licensure, and certification standards related to health information initiatives and laws from the national, state, local, and facility levels.
- 2.3 Recognize Health IT laws, policies, and procedures to comply with the changing regulations among various payments systems for healthcare services, such as and reimbursement policies, Medicare, Medicaid, and managed care, etc.
- 2.4 Differentiate the roles of various providers and disciplines throughout the continuum of healthcare and respond to information needs in today's healthcare organization.

Course Standard 3

HS-HIMMO-3

Investigate the role of the health information management (HIM) in healthcare facilities.

- 3.1 Recognize the components of HIM.
- 3.2 Analyze the key HIM professional associations including history, purpose, structure and operation.
- 3.3 Demonstrate an understanding of the importance of a professional code of ethics, HIPAA (in person and virtual appointments) and the meaning of HIM Code of Ethics.
- 3.4 Examine a basic overview of health information management and the purpose for maintaining a health record.
- 3.5 Discuss policies and procedures for access and disclosure of a PHR (personal health record).

Course Standard 4

HS-HIMMO-4

Utilize appropriate medical terminology necessary for working in a medical office or other healthcare facilities.

- 4.1 Analyze how words are structured, including roots, prefixes and suffixes.
- 4.2 Identify and utilize medical terms including surgical procedures, pharmacology, common disease, common pathology, insurance processing, and health information systems.
- 4.3 Compare EHR (electronic health record), EMR (electronic medical record), and PHR (personal health record).

Course Standard 5

HS-HIMMO-5

Perform advanced technical skills within medical office services and HIM utilizing appropriate technology.

- 5.1 Review scope of practice for medical office services and HIM.
- 5.2 Perform procedures related to administrative office skills, using appropriate technology including:
 - management of patient accounts: writing receipts and balancing accounts
 - writing checks
 - scheduling appointments
 - answering phone calls
 - completing insurance claims to include diagnostic coding for reimbursement
 - management of electronic health care records

- 5.3 Perform procedures related to back-office skills, including:
- History and Physical
 - o List procedures that are typically performed before a general physical examination.
 - o Demonstrate the procedure for conducting a patient history interview (in person and virtually).
 - o Demonstrate techniques used in the measurement of weight, height and vital signs of adult, children and infants.
 - Set up a good virtual environment (as needed) to assure proper settings of room lighting, office clutter, camera placement, etc.
 - Assisting with physical examinations
 - o Summarize the Medical Office Assistant role in preparing the examination room.
 - o Describe the importance of such factors as temperature, lighting, and ventilation in setting up the examination room.
 - o Outline the steps necessary to prepare the patient for an examination.
 - o Identify, arrange, and prepare instruments and supplies used in a general physical examination.
 - o Demonstrate how to position and drape a patient in each of the common examination positions.
 - o Evaluate how to eliminate hazards to physical safety in the examination room.
- 5.4 Maintain supplies and equipment necessary for the medical facility.
- Order supplies and equipment when needed.
 - Maintain an inventory of supplies and equipment.
 - Ensure routine maintenance and appropriate operation of supplies and equipment.
- 5.5 Maintain safety and infection control procedures as required by OSHA and CDC regulations.
- Adhere to mandated safety and infection control regulations.
 - Prepare for possible office emergencies and practice appropriate response to emergencies including procedures for emergency lockdown or evacuation.
 - Utilize appropriate infection control procedures and PPE (personal protective equipment).

Course Standard 6

HS-HIMMO-6

Analyze the components of Healthcare Data Management.

- 6.1 Utilize and maintain health data (such as data elements, data sets, and data bases).
- 6.2 Analyze computer concepts (such as hardware components, operating systems, languages, software packages).

Course Standard 7

HS-HIMMO-7

Evaluate health data structure, content, and standards.

- 7.1 Explain the structure and use of health information.
- 7.2 Utilize technology, including hardware and software to ensure data collection, storage, analysis, and reporting of information.
- 7.3 Maintain health data (such as data elements, data set, databases and forms, design, and development).
- 7.4 Establish that documentation in the health record supports the diagnosis and reflects the patient's progress, clinical finding, and discharge status.
- 7.5 Assess the timeliness, completeness, accuracy, and appropriateness of electronic data and data sources for patient care management, billing reports, registries, and/or databases.
- 7.6 Discuss data storage, retrieval, document archival and imaging systems.

Course Standard 8

HS-HIMMO-8

Investigate the usage and monitoring of data storage and retrieval.

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- 8.1 Utilize appropriate electronic or imaging technology for data/record storage.
- 8.2 Produce reports and query to facilitate information retrieval.
- 8.3 Administer confidentiality and security measures to protect electronic health information.
- 8.4 Understand how to protect data integrity and validity using software and hardware technology.
- 8.5 Understand application of systems and policies to health information systems and functions and healthcare data concepts.
- 8.6 Examine document archival, retrieval and imaging systems.
- 8.7 Discuss maintenance and monitoring of data storage systems.

Course Standard 9

HS-HIMMO-9

Evaluate the principles of liability as it relates to the management of care.

- 9.1 Discuss how federal regulations contribute to the management of care in the United States health care system.
- 9.2 Discuss how state and local standards are used in defining quality and performance standards in health care.
- 9.3 Describe physician-patient relationship, hospital-patient relationship and hospital-physician relationship.
- 9.4 Define medical malpractice and negligence.
- 9.5 Describe each of the following intentional torts: defamation, invasion of privacy, and medical abandonment.

Course Standard 10

HS-HIMMO-10

Identify patient record requirements and access to health information.

- 10.1 Identify and explain how sources of law influence the content of the medical record.
- 10.2 List the common elements of a valid release of information form.
- 10.3 Explain who is granted authority to release health information.
- 10.4 Compare and contrast the “rights of access” of patient and third parties to patient-specific health information.
- 10.5 Explain the role that institutional review boards play in the access by researchers to health information regarding human subjects.
- 10.6 Evaluate the reasons and mechanisms for reporting public health threats.

Course Standard 11

HS-HIMMO-11

Adhere to laws governing confidentiality and informed consent.

- 11.1 Explain the interrelationship between confidentiality and privacy.
- 11.2 Identify and discuss the three sources of law on which the right of privacy is based.
- 11.3 Define HIPAA and describe its impact on electronic health records.
- 11.4 Assess the obligations placed on health-care providers by the Patient Self-Determination Act
- 11.5 Evaluate a telehealth consent form that has to be completed or acknowledged by a patient.

Course Standard 12

HS-HIMMO-12

Evaluate risk management and quality assurance.

- 12.1 Compare and contrast risk management with quality assurance.
- 12.2 Identify the reporting requirements of the Health Care Quality Improvement Act.

Course Standard 13

HS-HIMMO-13

Assess the implementation of electronic health records and the need for security and

risk prevention.

- 13.1 Identify reasons supporting the transformation from paper healthcare records to an electronic health record.
- 13.2 Compare and contrast the three broad categories of law and regulation governing the creation and storage of an electronic health record.
- 13.3 List the types of lawsuits that may arise from a breach of confidentiality of an electronic health record.
- 13.4 Compare and contrast physical security, personnel security, and risk prevention techniques.
- 13.5 Evaluate risk prevention techniques associated with an electronic patient record system, including personal responsibility in ensuring patient privacy inside and outside the healthcare facility.

Course Standard 14

HS-HIMMO-14

Apply, evaluate and validate clinical classification systems.

- 14.1 Apply principles and conventions of coding systems (such as ICD-9-CM, ICD-10, DSM-IV).
- 14.2 Evaluate Coding Compliance Strategies, Auditing and Reporting (CCI plans).
- 14.3 Validate coding accuracy using clinical information found in the health record.
- 14.4 Assess and resolve discrepancies between coded data and supporting documentation.

Course Standard 15

HS-HIMMO-15

Analyze various reimbursement methodologies.

- 15.1 Categorize group diagnostic and procedural codes into reimbursement classification systems (DRG, MS DRG) group with an encoder.
- 15.2 Support accurate billing through coding, charge master, claims management, and bill reconciliation processes.
- 15.3 Apply policies and procedures for the use of clinical data required in reimbursement and prospective payment system (PPS) in healthcare delivery.
- 15.4 Demonstrate how to compile patient data and perform data quality reviews to validate coded assignment and compliance with reporting requirements, such as outpatient prospective payment systems.

Course Standard 16

HS-HIMMO-16

Apply principles of procedure codes utilizing current regulations and guidelines.

- 16.1 Apply principles and applications of procedure codes using CPT/HCPCS and DSM-IV.
- 16.2 Determine accuracy of diagnostic procedural groups, such as APC, OPPTS.
- 16.3 Demonstrate utilizing current regulations and established guidelines in code assignment.
- 16.4 Validate coding accuracy using clinical information found in the health record.
- 16.5 Evaluate discrepancies between coded data and supporting documentation.

Course Standard 17

HS-HIMMO-17

Explore how related student organizations are integral parts of career and technology education courses through leadership development, school, and community service projects, entrepreneurship development, and competitive events.

- 17.1 Research the history of the state supported healthcare science CTSO (Career Technical Student Organization).
- 17.2 Discuss the mission, purpose, motto, colors, official dress, and other distinguishing characteristics of the state supported healthcare science CTSO.

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- 17.3 Explain how participation in the state supported healthcare science CTSO can promote lifelong responsibility for community service and professional growth and development.
- 17.4 Create a personal leadership plan to participate in programs, conferences, community service and competitive events on the local, state, and national level that align with the competencies, skills, and knowledge of this course.