Medical Office Procedures

The health-care system in Canada is close to the hearts of all Canadians. Over the past years, more and more responsibility has been transferred to administrative professionals in all sectors of health care. Doctors’ offices, hospitals, and other health-care facilities need skilled and knowledgeable graduates from postsecondary health administration programs who are prepared to meet the challenges offered in this dynamic field. This course will help health professionals in all sectors of health administration meet these challenges.

In this course, learn how to work effectively within a medical environment, become acquainted with medical ethics and law, and how to interact with patients. Study telecommunications, medical record management, and accounts management. Learn about scheduling appointments, making travel arrangements, managing medical records, and billing.

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Course Overview

Course Goals
This course is divided into five parts.

**Part I introduces** the reader to the concept, roles, and responsibilities of the health professional. It provides an overview of the characteristics, practices, and skills that combine to contribute to the student’s success and professional development in health administration.

Part II, Health in Context, looks at health and the individual, health and culture, and health in the context of the Canadian health-care system.

**Part III, Health-Care Basics**, provides an overview of the knowledge essential for the Canadian health office professional in all health-care settings.

**Part IV, Office Procedures**, examines the basic administrative needs of the health office: communications, scheduling appointments, provincial/territorial billing, and main-tenance of the medical record.

**Part V, Hospital Procedures**, addresses the needs of graduates from postgraduate pro-grams in health office administration seeking employment in the hospital setting. It focuses on the skills required for employment (primarily as a clinical secretary) within the hospital.
**Syllabus**

| **Course Format** | This is a self-paced online course. You can study the course content, take the course quizzes, complete the assignments, and interact with the other participants in the course via discussion forum(s) on your own schedule. |
| **Learning Resources** | • You will be contacted within one business day of enrolment to confirm your shipping address for the textbook for this program, which will arrive within 10 business days of your confirmation.  
  • LearnItOnlineNow.com [LION] provides its supplemental anatomy & physiology learning materials via online lessons, PDFs, and other interactive and passive content. You will be connected to the learning platform immediately upon confirmation of your course purchase. |
| **Assignments** | • Practice quizzes assigned per topic  
  • Midterm exam to review materials halfway through course  
  • Final Exam assigned to complete the course |
| **Grading** | Successful completion of this course is contingent upon the following factors:  
  • Study all content sections  
  • Complete all assignments  
  • Pass all assignments & quizzes with a grade of 60%  
  A course certificate is issued on successful completion. |
| **Completion Timeframe** | You have unlimited access to LearnItOnlineNow.com to complete your course materials. Take all the time you need to review the materials, practice the objectives, and complete the assignments. Your access will never expire! |
| **Instruction Method** | • Self-paced, independent study.  
  • Instructor-created curriculum guides you through the material.  
  • No facilitator contact is provided for this course. |
Learning Objectives
By the end of this course, you will be able to:

- Discuss the organization of the human body and the properties that it shares with all living things.
- Understand how the body regulates its own internal environment; this unceasing process, called homeostasis, is a major theme throughout your studies.
- Master the basic vocabulary that will help you speak about the body in a way that is understood by scientists and health-care professionals.
- Understand and discuss the various levels of organization in the body, including chemical, cellular, and tissue.
- Define, locate, and understand the body systems:
  - Integumentary System
  - Skeletal System: Bone Tissue
  - Joints
  - Digestive System
  - Hepatobiliary & Pancreatic System
  - Cardiovascular System
  - Respiratory System
  - Urinary System
  - Reproductive System
  - Special Senses
  - Lymphatic System & Immunity
  - Endocrine System
  - Neoplasms
  - Blood
  - Nervous System
  - Fluid, Electrolyte, And Acid-Base Homeostasis
  - Pregnancy and Embryonic Development
About the Textbook
This introductory text presents complete and accurate coverage of the basic skills needed to perform effectively as a health office administrative assistant in today's fast-changing work environment. Canadian examples, data, and illustrations have been integrated throughout, and the author draws on her extensive teaching and industry experience to provide real-life examples and scenarios to make key concepts come alive.

The third edition of this book, Administrative and Clinical Procedures for the Canadian Health Professional, continues to fill the void for a comprehensive and current resource that deals with the complexities of the Canadian health-care system, including the unique and diverse entities of provincial/territorial billing and primary care reform.

Administrative and Clinical Procedures for the Canadian Health Professional is designed for use in Canadian postsecondary schools, such as community and private colleges, as well as for health offices, hospitals, and other health-care facilities for related in-service programs. It can also be used as a resource text by persons employed in health administration.

The following features of this book aim to help students understand, apply, and retain core concepts and ideas:

- **Learning Objectives**: Each chapter begins with a list of learning objectives related to key concepts contained within the chapter.
- **Illustrations, Figures, and Charts**: Each chapter contains illustrations, figures, and charts to supplement related text.
- **Key Terms**: Key terms are highlighted in the text and defined in the margins for quick reference. These terms and definitions are also consolidated in a glossary at the end of the book.
- **Websites of Interest**: For further exploration of chapter topics, we have identified pertinent websites at the end of each chapter.
- **Chapter Summaries**: At the end of each chapter, key points from the chapter are summarized.
- **Future Trends**: At the end of each chapter, a new feature entitled Future Trends summarizes developing technologies, practices, and innovations that relate to specific chapter content.
- **Review Questions**: At the end of each chapter, you will find extensive questions designed to review the content of that chapter.
- **Application Exercises**: End-of-chapter application exercises assist the student to apply skills and knowledge learned in the chapter either through group discussion or independent activities.
This course covers the following topics:

| Unit I: Organization of the Human Body | • An Introduction to the Human Body  
| | • The Chemical Level of Organization  
| | • The Cellular Level of Organization  
| | • The Tissue Level of Organization  
| | • The Integumentary System  
| Unit II: Principles of Support and Movement | • The Skeletal System: Bone Tissue  
| | • The Skeletal System: The Axial Skeleton  
| | • The Skeletal System: The Appendicular Skeleton  
| | • Joints  
| | • Muscle Tissue  
| | • The Muscular System  
| Unit III: Control Systems of the Human Body | • Nervous Tissue  
| | • The Spinal Cord and Spinal Nerves  
| | • The Brain and Cranial Nerves  
| | • The Autonomic Nervous System  
| | • Sensory, Motor and Integrative Systems  
| | • The Special Senses  
| | • The Endocrine System  
| Unit IV: Maintenance of the Human Body | • The Cardiovascular System: The Blood  
| | • The Cardiovascular System: The Heart  
| | • The Cardiovascular System: Blood Vessels and Hemodynamics  
| | • The Lymphatic System, Nonspecific Resistance to Disease, and Immunity  
| | • The Respiratory System  
| | • The Digestive System  
| | • Metabolism  
| | • The Urinary System  
| | • Fluid, Electrolyte, and Acid-Base Homeostasis  
| Unit V: Continuity | • The Reproductive Systems  
| | • Development and Inheritance  

Help/Support

Technical Support
We want to make sure that you have the support you need while proceeding through the course. For any questions or concerns, including technical or administrative issues, please email techsupport@learnitonline.com.

Technology Requirements
To navigate successfully you will need the following on your computer:

- A Web browser with JavaScript and cookies enabled
- A stable Internet connection
- Adobe Reader

Ready to go?
Access Medical Office Procedures Now!