Medical Administration

6731 18 weeks

6730 36 weeks

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Acknowledgments

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Office of Career, Technical, and Adult Education
Virginia Department of Education

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Course Description

Suggested Grade Level: 11 or 12

Students wishing to gain employment in the healthcare field may take this course to learn how to use medical terminology and apply administrative procedures necessary to be productive employees in a healthcare environment. Students will learn how to manage office activities, enhance communication and employability skills, identify legal and ethical issues in healthcare practices, and manage financial activities. Work-based learning opportunities are available for this course.
Recommended prerequisite(s): Keyboarding course(s) or teacher-approved demonstration and documentation of touch keyboarding skills

**Task Essential Tables**

- Tasks/competencies designated by plus icons (⊕) in the left-hand column(s) are essential
- Tasks/competencies designated by empty-circle icons (◦) are optional
- Tasks/competencies designated by minus icons (⊖) are omitted
- Tasks marked with an asterisk (*) are sensitive.

<table>
<thead>
<tr>
<th>Task Number</th>
<th>6730</th>
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<th>Tasks/Competencies</th>
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<tr>
<td>Managing Office Activities</td>
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<tr>
<td>39</td>
<td>⊕</td>
<td>⊕</td>
<td>Prepare incoming and outgoing mail.</td>
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<td>⊕</td>
<td>⊕</td>
<td>Demonstrate the procedures for receiving and sending information, using electronic communications.</td>
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<td>41</td>
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<td>Demonstrate alpha-numeric keyboarding techniques.</td>
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<td>42</td>
<td>⊕</td>
<td>⊕</td>
<td>Compose documents relating to the healthcare practice.</td>
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<td>43</td>
<td>⊕</td>
<td>⊕</td>
<td>Demonstrate procedures for maintaining and operating office equipment.</td>
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<td>⊕</td>
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<td>Maintain the work environment.</td>
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<td>45</td>
<td>⊕</td>
<td>◦</td>
<td>Manage inventory necessary for a healthcare practice.</td>
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<td>46</td>
<td>⊕</td>
<td>◦</td>
<td>Receive deliveries of office equipment, supplies, and other orders from vendors.</td>
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<td>47</td>
<td>⊕</td>
<td>⊕</td>
<td>Identify procedures for handling medical emergencies in the office.</td>
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<td>48</td>
<td>⊕</td>
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<td>Set up patient records.</td>
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<td>⊕</td>
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<td>Scan patient documents.</td>
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<tr>
<td>50</td>
<td>⊕</td>
<td>⊕</td>
<td>Maintain filing system of paper and electronic patient and office practice information.</td>
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<tr>
<td>51</td>
<td>⊕</td>
<td>⊕</td>
<td>Maintain patient database.</td>
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<td>52</td>
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<td>Manage patient appointments.</td>
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<tr>
<td>53</td>
<td>☐</td>
<td>☐</td>
<td>Maintain healthcare provider’s schedule.</td>
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<td>Demonstrate procedures for handling patient complaints.</td>
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<td>Manage reception area procedures as they relate to Health Insurance Portability and Accountability Act (HIPAA), Occupational Safety and Health Administration (OSHA), and other industry practices.</td>
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<td>Identify procedures for handling inpatient and outpatient hospital admissions and physician referrals.</td>
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<td>Identify types of health insurance coverage.</td>
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<td>☐</td>
<td>☐</td>
<td>Use medical terminology.</td>
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<td>60</td>
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<td>Record information from the encounter form, applying the appropriate codes for billing purposes and insurance claims.</td>
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<tr>
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<td>☐</td>
<td>☐</td>
<td>Complete insurance claim form(s).</td>
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<tr>
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<td>☐</td>
<td>☐</td>
<td>Identify procedures for handling diagnostic test results.</td>
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</table>

**Enhancing Communication Skills**

| 63 | ☐ | ☐ | Demonstrate personal interaction skills with patients, staff, and visitors. |
| 64 | ☐ | ☐ | Process incoming calls. |
| 65 | ☐ | ☐ | Complete outgoing calls. |
| 66 | ☐ | ☐ | Describe new and emerging healthcare office technologies. |

**Identifying Legal and Ethical Issues in Healthcare Practices**

<p>| 67 | ☐ | ☐ | Describe the purpose of OSHA regulations as they relate to working in a medical office. |
| 68 | ☐ | ☐ | Explain the HIPAA Privacy Rule as it relates to safeguarding the privacy of individually identifiable health information. |
| 69 | ☐ | ☐ | Describe the procedures for handling pharmaceuticals in the office. |</p>
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<thead>
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<th>Identify the American Medical Association (AMA) Principles of Medical Ethics.</th>
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<td>Conduct research on medical cases, legal or ethical issues, medications, new medical procedures, or malpractice information.</td>
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</table>

**Managing Financial Activities**

<table>
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<th>Prepare patient statements.</th>
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<td>Post payments from patients and insurance carriers.</td>
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<td>73</td>
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<td>Describe various types of office expenditures.</td>
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<tr>
<td>74</td>
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<td>Perform general banking procedures.</td>
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</tbody>
</table>

**Enhancing Employability Skills**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>Identify personal interests, aptitudes, and attitudes related to the qualities found in successful healthcare personnel.</th>
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</thead>
<tbody>
<tr>
<td>76</td>
<td></td>
<td>Update traditional or online portfolio for employment in a healthcare position.</td>
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<tr>
<td>77</td>
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<td>Participate in a mock interview for a healthcare position.</td>
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<tr>
<td>78</td>
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<td>Compose an interview follow-up letter.</td>
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<tr>
<td>79</td>
<td></td>
<td>Compose a professional letter of resignation.</td>
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<tr>
<td>80</td>
<td></td>
<td>Investigate employment opportunities for healthcare positions.</td>
</tr>
</tbody>
</table>

**Preparing for Industry Certification**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>Describe the process and requirements for obtaining industry certifications related to the Medical Administration course.</th>
</tr>
</thead>
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<td>Identify testing skills/strategies for certification examination.</td>
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<tr>
<td>83</td>
<td></td>
<td>Demonstrate ability to successfully complete selected practice examinations.</td>
</tr>
<tr>
<td>84</td>
<td></td>
<td>Successfully complete an industry certification examination representative of skills learned in this course.</td>
</tr>
</tbody>
</table>

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Curriculum Framework
Managing Office Activities

Task Number 39

Prepare incoming and outgoing mail.

Definition

Preparation should include knowledge of

- procedures for date stamping, sorting, arranging, encrypting (for email), and distributing all incoming mail
- major classifications of outgoing mail and the procedures for processing each type (e.g., certified, registered, return receipt requested)
- confidentiality and information security considerations
- mail delivery services.

FBLA Competitive Events and Activities Areas

Business Communication

Cyber Security

Introduction to Business Communication

Introduction to Business Procedures

Task Number 40

Demonstrate the procedures for receiving and sending information, using electronic communications.

Definition
Demonstration should include

- sending and receiving email, using proper netiquette, and adding attachments
- preparing fax cover sheets
- using a fax machine, scanner, or computer to transmit text and images
- ensuring confidentiality of documents transmitted and received electronically
- verifying the contact information for the patient.

**FBLA Competitive Events and Activities Areas**

**Business Communication**

**Cyber Security**

**Introduction to Business Communication**

**Introduction to Business Procedures**

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**Task Number 41**

**Demonstrate alpha-numeric keyboarding techniques.**

**Definition**

Demonstration should include accurately keying patient information on medical documents (e.g., form letters, reports, referral letters, patient registration).

**FBLA Competitive Events and Activities Areas**

**Business Communication**

**Computer Applications**

**Database Design & Applications**

**Health Care Administration**

**Introduction to Business Communication**

**Introduction to Business Procedures**

**Spreadsheet Applications**
Word Processing

Task Number 42

Compose documents relating to the healthcare practice.

Definition

Composition should include documents such as referral letters and appointment reminders and should model correct

- use of the steps of the writing process
- spelling
- punctuation
- grammar
- sentence structure
- format.

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Database Design & Applications

Health Care Administration

Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications

Task Number 43

Demonstrate procedures for maintaining and operating office equipment.
Definition

Demonstration should include

- loading paper
- cleaning equipment, including glass surfaces
- clearing paper jams
- changing toner cartridge
- integrating technologies (e.g., copier to email)
- information security considerations, including encryption.

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Database Design & Applications

Health Care Administration

Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications

Word Processing

Task Number 44

Maintain the work environment.

Definition

Maintenance should include

- following protocols for maintaining a secure work environment
- following protocols for maintaining a productive work environment
- following correct procedures for turning on, logging in and out, and shutting down the computer (e.g., maintaining secure passwords and logging out whenever leaving the workstation)
• troubleshooting basic problems related to the operation of the computer, according to the manufacturer’s specifications
• maintaining a neat and organized work area with necessary supplies and materials
• handling sensitive and confidential information.

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Computer Problem Solving

Cyber Security

Database Design & Applications

Health Care Administration

Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications

Word Processing

Task Number 45

Manage inventory necessary for a healthcare practice.

Definition

Management should include

• keeping a list of necessary office and medical supplies and equipment
• maintaining secure storage and distribution of office and medical supplies and equipment
• conducting a physical count of office and medical supplies and equipment
• identifying procedures for ordering office and medical supplies and equipment and maintaining online accounts.

FBLA Competitive Events and Activities Areas
Task Number 46

Receive deliveries of office equipment, supplies, and other orders from vendors.

Definition

Receiving deliveries should include

- verifying the order
- reconciling the packing slip with the shipment
- processing forms
- storing and distributing items
- maintaining a record-keeping and/or filing procedure for forms and receipts.

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Computer Problem Solving
Task Number 47

Identify procedures for handling medical emergencies in the office.

Definition

Identification should include

- outlining procedures for maintaining professionalism and a plan for dealing with unexpected situations
- following organizational procedures, guidelines, and legalities, including Health Insurance Portability and Accountability Act (HIPAA).

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Computer Problem Solving

Cyber Security

Database Design & Applications

Health Care Administration

Introduction to Business Communication
Task Number 48

Set up patient records.

Definition

Set up should include producing and maintaining records such as registration forms, medical histories, insurance information, consent forms and

- transferring information accurately (e.g., from the paper copy to an electronic file or from the paper copy to the patient’s folder)
- assisting patients with form completion (e.g., HIPAA notification)
- demonstrating manual and electronic office skills necessary to complete and file records.

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Computer Problem Solving

Cyber Security

Database Design & Applications

Health Care Administration

Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications

Word Processing
Task Number 49

Scan patient documents.

Definition
Scanning should include copying documents such as patient registration forms, insurance identification cards, reports, lab results, and referral letters.

FBLA Competitive Events and Activities Areas

Business Communication
Computer Applications
Computer Problem Solving
Cyber Security
Database Design & Applications
Health Care Administration
Introduction to Business Communication
Introduction to Business Procedures
Spreadsheet Applications
Word Processing

Task Number 50

Maintain filing system of paper and electronic patient and office practice information.

Definition
Maintenance should include following filing procedures (e.g., alphabetic, numeric, demographic, geographic).

**FBLA Competitive Events and Activities Areas**

Business Communication

Computer Applications

Computer Problem Solving

Cyber Security

Database Design & Applications

Health Care Administration

Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications

Word Processing

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**Task Number 51**

**Maintain patient database.**

**Definition**

Maintenance should include entering and updating information, such as

- patient addresses, email addresses, and telephone numbers
- real-time eligibility (RTE)
- insurance information
- demographic information
- patient condition and medication(s).

**FBLA Competitive Events and Activities Areas**

Business Communication
Task Number 52

Manage patient appointments.

Definition

Management should include

- using the various types or styles of appointment books and software
- adhering to office policies regarding scheduling appointments (e.g., walk-ins, emergencies, cancellations, no-shows, reschedules, doctor emergencies, alternate practitioners)
- following office protocol regarding appointments scheduled online, if applicable.

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Computer Problem Solving

Cyber Security

Database Design & Applications
Task Number 53

Maintain healthcare provider’s schedule.

Definition

Maintenance should include

- setting appointments
- handling emergency appointments
- handling cancellations and rescheduling appointments.

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Computer Problem Solving

Cyber Security

Database Design & Applications

Health Care Administration

Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications
Task Number 54

Demonstrate procedures for handling patient complaints.

Definition

Demonstration should include

- showing concern for patients without agreeing or disagreeing with the complaint
- reacting calmly and assisting, as appropriate
- maintaining professionalism at all times
- adhering to office procedures for handling complaints, including those posted to websites or social media pages
- forwarding complaints to the appropriate staff member when necessary.

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Computer Problem Solving

Cyber Security

Database Design & Applications

Health Care Administration

Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications

Word Processing

Task Number 55
Manage reception area procedures as they relate to Health Insurance Portability and Accountability Act (HIPAA), Occupational Safety and Health Administration (OSHA), and other industry practices.

**Definition**

Management should include

- processing patient registration efficiently and in accordance with HIPAA regulations
- providing writing implements, forms, clipboards, or handheld devices to obtain patient information
- observing OSHA regulations that pertain to a reception area
- keeping the reception area neat and clean
- designing an ergonomically correct reception area
- providing patients with current healing and nontriggering media, information, and educational brochures.

**FBLA Competitive Events and Activities Areas**

- Business Communication
- Computer Applications
- Computer Problem Solving
- Cyber Security
- Database Design & Applications
- Health Care Administration
- Introduction to Business Communication
- Introduction to Business Procedures
- Spreadsheet Applications
- Word Processing

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**Task Number 56**
Identify the procedure for obtaining insurance authorization for patient treatment or testing.

Definition

Identification should include

- real-time eligibility (RTE)
- verifying insurance coverage
- determining if requested treatment or test is covered
- applying the legalities of accessing information
- following office policies relating to insurance companies and claims.

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Computer Problem Solving

Cyber Security

Database Design & Applications

Health Care Administration

Insurance and Risk Management

Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications

Word Processing

Task Number 57

Identify procedures for handling inpatient and outpatient hospital admissions and physician referrals.
Definition

Identification should include

- listing hospitals where each healthcare provider practices
- having up-to-date information on all area healthcare facilities
- listing the health plans accepted at area healthcare facilities
- listing the requirements for setting up preoperative and postoperative tests and appointments
- making direct phone contact with patients regarding preoperative or testing instructions
- using the various surgical and physician referral forms
- communicating the necessary information when calling facilities for scheduling
- adhering to managed care policies and procedures.

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Computer Problem Solving

Cyber Security

Database Design & Applications

Health Care Administration

Insurance and Risk Management

Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications

Word Processing

Task Number 58

Identify types of health insurance coverage.

Definition
Identification should include distinguishing among the characteristics of the following:

- Medicare
- Medicaid
- Workers' compensation
- Healthcare accounts
  - Health Savings Account (HSA)
  - Flexible Savings Account (FSA)
  - Health Reimbursement Account (HRA)
- Preferred Provider Organization (PPO)
- Health Maintenance Organization (HMO)
- TRICARE (military benefits)
- Family Access to Medical Insurance Security (FAMIS)
- CHAMPVA (veteran benefits)

**FBLA Competitive Events and Activities Areas**

- Business Communication
- Computer Applications
- Computer Problem Solving
- Cyber Security
- Database Design & Applications
- Health Care Administration
- Insurance and Risk Management
- Introduction to Business Communication
- Introduction to Business Procedures
- Spreadsheet Applications
- Word Processing

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**Task Number 59**

**Use medical terminology.**
Definition

Usage should include

- defining suffixes, prefixes, and root words
- combining suffixes, prefixes, and root words to form medical terms
- interpreting chart notes and abbreviations
- identifying body systems.

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Computer Problem Solving

Cyber Security

Database Design & Applications

Health Care Administration

Introduction to Business Communication

Introduction to Business Procedures

Spreadsheet Applications

Word Processing

Task Number 60

Record information from the encounter form, applying the appropriate codes for billing purposes and insurance claims.

Definition

Recording should include

• using *International Classification of Diseases, Tenth Revision, Clinical Modification (ICD-10-CM)*
• using medical terminology
• entering data into medical records manually and electronically
• adhering to office policies regarding the release of information.

**FBLA Competitive Events and Activities Areas**

**Business Communication**

**Computer Applications**

**Computer Problem Solving**

**Cyber Security**

**Database Design & Applications**

**Health Care Administration**

**Introduction to Business Communication**

**Introduction to Business Procedures**

**Spreadsheet Applications**

**Word Processing**

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**Task Number 61**

**Complete insurance claim form(s).**

**Definition**

Completion should include

• identifying the form used by different insurance plans
• verifying patient information and correct insurance coverage
• determining procedures and information necessary to process claim forms
• using CPT and ICD-10 codes.

**FBLA Competitive Events and Activities Areas**
Task Number 62

Identify procedures for handling diagnostic test results

Definition

Identification should include adhering to office procedures, patient education, and HIPAA rules regarding laboratory documents.

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Computer Problem Solving

Cyber Security

Database Design & Applications
Enhancing Communication Skills

Task Number 63

Demonstrate personal interaction skills with patients, staff, and visitors.

Definition

Demonstration should include use of excellent oral and written communication skills related to

- welcoming patients to the office
- speaking with patients on the telephone
- speaking professionally to coworkers and visitors
- using appropriate verbal and nonverbal communication
- exhibiting cultural awareness
- providing clear and easy-to-follow directions for expectations for the visit
- verifying and updating patient information.

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Computer Problem Solving

Cyber Security
Task Number 64

Process incoming calls.

Definition

Processing calls should include

- complying with HIPAA rules
- following proper telephone etiquette
- prioritizing emergency situations
- adhering to office policies and procedures
- screening and routing calls to the appropriate staff member
- repeating information for clarity
- preparing and distributing incoming telephone messages.

FBLA Competitive Events and Activities Areas

Business Communication

Cyber Security

Health Care Administration

Introduction to Business Communication

Introduction to Business Procedures
Task Number 65

Complete outgoing calls.

Definition

Completion of outgoing calls should include

- gathering necessary information prior to making the call
- using proper telephone etiquette
- following office procedures for making outgoing local and long-distance calls
- arranging conference calls
- reminding patients of appointments
- repeating information for clarity
- providing generic patient information.

FBLA Competitive Events and Activities Areas

Business Communication

Cyber Security

Health Care Administration

Introduction to Business Communication

Introduction to Business Procedures

Task Number 66

Describe new and emerging healthcare office technologies.

Definition

Description should include technologies for accessing, maintaining, and updating patient portals and mobile apps.

FBLA Competitive Events and Activities Areas

3D Animation

Business Communication
Identifying Legal and Ethical Issues in Healthcare Practices

Task Number 67

Describe the purpose of OSHA regulations as they relate to working in a medical office.

Definition

Description should include

- definition of OSHA
- precautions taken relating to clothing, personal hygiene, housekeeping, record keeping, and training to minimize the risk of disease or injury
- identification of areas that require compliance with OSHA regulations
- procedures for dealing with disposal of biohazardous waste.
Task Number 68

Explain the HIPAA Privacy Rule as it relates to safeguarding the privacy of individually identifiable health information.

Definition

Explanation should include

- definition of HIPAA, security, confidentiality, privacy, encryption, informed consent
- primary purposes (i.e., privacy of health information, security of electronic records, administrative simplification, insurance portability)
- entities that must comply with HIPAA
- office policy and procedures relating to the release of medical information, including subpoena duces tecum of records
- laws governing release and retention of records.

FBLA Competitive Events and Activities Areas

Business Ethics

Business Law

Health Care Administration

Introduction to Business Procedures

Task Number 69

Describe the procedures for handling pharmaceuticals in the office.

Definition

Description should include
• methods for maintaining security
• procedures for inventory management
• procedures for secure storage of pharmaceutical samples
• policies procedures for proper disposal and distribution
• examples of controlled substances that employees may typically encounter in the workplace
• office policy concerning pharmaceutical representatives.

FBLA Competitive Events and Activities Areas

Business Ethics

Business Law

Health Care Administration

Introduction to Business Procedures

Task Number 70

Identify the American Medical Association (AMA) Principles of Medical Ethics.

Definition

Identification, according to the AMA Principles of Medical Ethics, should include a discussion of

• integrity
• individual responsibility to society and community
• respect for human dignity
• lifelong study
• professional autonomy or self-rule.

FBLA Competitive Events and Activities Areas

Business Ethics

Business Law

Health Care Administration
Task Number 71

Conduct research on medical cases, legal or ethical issues, medications, new medical procedures, or malpractice information.

Definition

Conducting research should include using

- medical libraries and online information
- legal codes
- office policy manuals
- documentation of pertinent information.

FBLA Competitive Events and Activities Areas

Business Ethics

Business Law

Health Care Administration

Introduction to Business Procedures

Managing Financial Activities

Task Number 72

Prepare patient statements.

Definition
Preparation should follow office policy and procedures for

- maintaining patient accounts
- demonstrating generally accepted accounting principles (GAAP)
- demonstrating confidentiality in reporting
- demonstrating use of forms, formatting, and billing procedures
- demonstrating skill in manual and/or electronic office procedures to prepare and disseminate statements
- entering numeric data.

FBLA Competitive Events and Activities Areas

Accounting I
Accounting II
Business Communication
Business Ethics
Business Law
Computer Applications
Cyber Security
Database Design & Applications
Health Care Administration
Introduction to Business Procedures
Word Processing

Task Number 73

Post payments from patients and insurance carriers.

Definition

Posting payments should include

- crediting the correct patient account
• recording amount received from the patient or insurance company
• determining patient reimbursement or payment due amount from insurance check.

FBLA Competitive Events and Activities Areas

Accounting I
Accounting II
Business Communication
Business Law
Computer Applications
Cyber Security
Database Design & Applications
Health Care Administration
Introduction to Business Procedures
Word Processing

Task Number 74

Describe various types of office expenditures.

Definition

Description should include

• definitions of and procedures for using petty cash, purchase requisition, and vouchers
• completion of related forms.

FBLA Competitive Events and Activities Areas

Accounting I
Accounting II
Business Communication
Task Number 75

Perform general banking procedures.

Definition

Performance should include

- preparing deposit slips
- endorsing checks
- making deposits
- writing checks
- banking electronically, if office policy permits
- counting money
- reconciling bank statements with office bookkeeping records
- coordinating armored truck pick up services for deposits.

FBLA Competitive Events and Activities Areas

Accounting I

Accounting II

Banking and Financial Systems

Business Communication

Computer Applications

Database Design & Applications

Health Care Administration
Enhancing Employability Skills

Task Number 76

Identify personal interests, aptitudes, and attitudes related to the qualities found in successful healthcare personnel.

Definition

Identification should include

- conducting a self-inventory of interests, aptitudes, and attitudes using a credible personality model (e.g., Myers-Briggs typological approach)
- matching personality traits to those sought by employers in health care.

FBLA Competitive Events and Activities Areas

Electronic Career Portfolio

Health Care Administration

Job Interview

Task Number 77

Update traditional or online portfolio for employment in a healthcare position.
Definition

Updating should include

- cover letter, to include
  - business letter format
  - statement of how the applicant found the job posting and their interest in the position
  - statement indicating the applicant’s résumé and references are enclosed for review
  - explanation of the applicant’s additional qualifications, ones not shown on the résumé
  - confirmation of the applicant’s interest in the job
  - the applicant’s contact information
  - a request for further action, perhaps an interview or meeting
- current résumé
- use of keywords
- salary requirements if requested
- employment application
- samples of work
- work-based learning experiences
- certifications and/or security clearances
- language fluencies (including American Sign Language)
- school activities
- community involvement
- references
- professional online presence (e.g., LinkedIn).

FBLA Competitive Events and Activities Areas

Electronic Career Portfolio

Health Care Administration

Job Interview

Task Number 78

Participate in a mock interview for a healthcare position.

Definition

Participation should give students the opportunity to
• present a professional appearance and desirable interviewing skills (e.g., maintaining eye contact, asking informed questions, using positive body language)
• identify undesirable characteristics (e.g., speaking too softly, failing to answer questions completely)
• prepare questions to ask the interviewer
• demonstrate knowledge of the company and the position.

Interviews may be conducted virtually (online), by phone, or in person.

**FBLA Competitive Events and Activities Areas**

Electronic Career Portfolio

Health Care Administration

Job Interview

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**Task Number 79**

**Compose an interview follow-up letter.**

**Definition**

Composition should include

• appropriate business letter format (email and traditional/paper)
• expression of appreciation for the interview
• reminder of the applicant's qualifications
• confirmation of the applicant's interest in the job
• request for further action, perhaps a second interview or meeting.

**FBLA Competitive Events and Activities Areas**

Business Communication

Electronic Career Portfolio

Health Care Administration

Introduction to Business Communication

Job Interview
Task Number 80

Compose a professional letter of resignation.

Definition

Composition should include

- a statement of the employee's decision to leave the position
- a provision of ample time to find a replacement, usually two weeks.

FBLA Competitive Events and Activities Areas

Business Communication

Electronic Career Portfolio

Health Care Administration

Introduction to Business Communication

Job Interview

Task Number 81

Investigate employment opportunities for healthcare positions.

Definition

Investigation should be based on research from credible and current employment resources including

- online sites (e.g., job posting sites, professional networking sites)
- classified advertisements
- directories
- professional journals
- employment agencies (e.g., temporary agencies, Virginia Employment Commission [VEC])
• networking
• school and career counselors.

FBLA Competitive Events and Activities Areas

Business Communication

Electronic Career Portfolio

Health Care Administration

Introduction to Business Communication

Job Interview

Preparation for Industry Certification

Task Number 82

Describe the process and requirements for obtaining industry certifications related to the Medical Administration course.

Definition

The description should include a list of industry certifications related to the Medical Administration course and the process/requirements for obtaining the certifications from

• official websites of the testing organization/vendor
• materials from publishers that have developed practice materials and tests based on information from the testing organization/vendor
• information from certified instructors or industry-certified professionals
• information in the "Course Description" section of this document.

FBLA Competitive Events and Activities Areas

Business Communication
Computer Applications

Electronic Career Portfolio

Health Care Administration

Introduction to Business Communication

Job Interview

Word Processing

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**Task Number 83**

**Identify testing skills/strategies for certification examination.**

**Definition**

The identification of testing skills and strategies should be undertaken by

- conducting an Internet research project
- reviewing materials from exam and practice-exam providers
- interviewing certified instructors and/or industry-certified professionals.

**FBLA Competitive Events and Activities Areas**

Business Communication

Computer Applications

Electronic Career Portfolio

Health Care Administration

Introduction to Business Communication

Job Interview

Word Processing
Task Number 84

Demonstrate ability to successfully complete selected practice examinations.

Definition

Demonstration should include obtaining and successfully completing practice examinations for selected certifications related to the course. The tests should be obtained from vendor sites and/or materials from publishers. The level of performance on a practice examination serves as a gauge of the applicant's readiness for formal industry testing.

FBLA Competitive Events and Activities Areas

Business Communication

Computer Applications

Electronic Career Portfolio

Health Care Administration

Introduction to Business Communication

Job Interview

Word Processing

Task Number 85

Successfully complete an industry certification examination representative of skills learned in this course.

Definition

The successful completion of an industry certification examination will be achieved when the student applicant earns an examination score deemed passing by the testing organization. Qualifying examinations are those currently approved at the state level as representative of Medical Administration skills.
Students should be encouraged to attain industry certification as evidence of their medical administration skill level and general employability.

**FBLA Competitive Events and Activities Areas**

**Business Communication**

**Computer Applications**

**Electronic Career Portfolio**

**Health Care Administration**

**Introduction to Business Communication**

**Job Interview**

**Word Processing**

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**SOL Correlation by Task**

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
<th>Language Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>001</td>
<td>Prepare incoming and outgoing mail.</td>
<td>English: 11.5, 12.5</td>
</tr>
<tr>
<td>002</td>
<td>Demonstrate the procedures for receiving and sending information, using electronic communications.</td>
<td>English: 11.2, 12.2</td>
</tr>
<tr>
<td>003</td>
<td>Demonstrate alpha-numeric keyboarding techniques.</td>
<td>English: 11.2, 12.2</td>
</tr>
<tr>
<td>004</td>
<td>Compose documents relating to the healthcare practice.</td>
<td>English: 11.6, 11.7, 12.6, 12.7</td>
</tr>
<tr>
<td>005</td>
<td>Demonstrate procedures for maintaining and operating office equipment.</td>
<td></td>
</tr>
<tr>
<td>006</td>
<td>Maintain the work environment.</td>
<td>English: 11.5, 12.5</td>
</tr>
<tr>
<td>007</td>
<td>Manage inventory necessary for a healthcare practice.</td>
<td>English: 11.5, 11.6, 11.7, 11.8, 12.5, 12.6, 12.7, 12.8</td>
</tr>
<tr>
<td>008</td>
<td>Receive deliveries of office equipment, supplies, and other orders from vendors.</td>
<td>English: 11.5, 12.5</td>
</tr>
<tr>
<td>009</td>
<td>Identify procedures for handling medical emergencies in the office.</td>
<td>English: 11.5, 11.6, 11.7, 11.8, 12.5, 12.6, 12.7, 12.8</td>
</tr>
<tr>
<td>010</td>
<td>Set up patient records.</td>
<td>English: 11.5, 12.5</td>
</tr>
<tr>
<td>011</td>
<td>Scan patient documents.</td>
<td>English: 11.5, 12.5</td>
</tr>
<tr>
<td>012</td>
<td>Maintain filing system of paper and electronic patient and office practice information.</td>
<td>English: 11.5, 12.5</td>
</tr>
<tr>
<td>013</td>
<td>Maintain patient database.</td>
<td>English: 11.5, 12.5</td>
</tr>
<tr>
<td>014</td>
<td>Manage patient appointments.</td>
<td>English: 11.5, 12.5</td>
</tr>
<tr>
<td>015</td>
<td>Maintain healthcare provider’s schedule.</td>
<td>English: 11.5, 12.5</td>
</tr>
</tbody>
</table>
| 016 | Demonstrate procedures for handling patient complaints. | English: 11.1, 12.1  
History and Social Science: GOVT.7, GOVT.14, GOVT.15, VUS.13, VUS.14 |
| 017 | Manage reception area procedures as they relate to Health Insurance Portability and Accountability Act (HIPAA), Occupational Safety and Health Administration (OSHA), and other industry practices. | English: 11.1, 11.5, 11.6, 11.7, 12.1, 12.5, 12.6, 12.7 |
| 018 | Identify the procedure for obtaining insurance authorization for patient treatment or testing. | English: 11.5, 11.6, 11.7, 12.5, 12.6, 12.7 |
| 019 | Identify procedures for handling inpatient and outpatient hospital admissions and physician referrals. | English: 11.1, 11.5, 11.6, 11.7, 12.1, 12.5, 12.6, 12.7 |
| 020 | Identify types of health insurance coverage. | English: 11.5, 12.5  
History and Social Science: GOVT.7, GOVT.14, GOVT.15 |
| 021 | Use medical terminology. | English: 11.5, 11.8, 12.5, 12.8 |
| 022 | Record information from the encounter form, applying the appropriate codes for billing purposes and insurance claims. | English: 11.2, 12.2 |
| 023 | Complete insurance claim form(s). | English: 11.5, 12.5 |
| 024 | Identify procedures for handling diagnostic test results | English: 11.5, 12.5 |
| 025 | Demonstrate personal interaction skills with patients, staff, and visitors. | English: 11.1, 11.5, 12.1, 12.5 |
| 026 | Process incoming calls. | English: 11.1, 12.1  
History and Social Science: VUS.13, VUS.14 |
| 027 | Complete outgoing calls. | English: 11.1, 12.1 |
| 028 | Describe new and emerging healthcare office technologies. | English: 11.5, 12.5 |
| 029 | Describe the purpose of OSHA regulations as they relate to working in a medical office. | English: 11.5, 11.8, 12.5, 12.8  
History and Social Science: GOVT.7, GOVT.14, GOVT.15 |
| 030 | Explain the HIPAA Privacy Rule as it relates to safeguarding the privacy of individually identifiable health information. | English: 11.5, 12.5  
History and Social Science: VUS.13, VUS.14 |
| 031 | Describe the procedures for handling pharmaceuticals in the office. | English: 11.5, 12.5 |
| 032 | Identify the American Medical Association (AMA) Principles of Medical Ethics. | English: 11.5, 12.5 |
| 033 | Conduct research on medical cases, legal or ethical issues, medications, new medical procedures, or malpractice information. | English: 11.8, 12.8 |
| 034 | Prepare patient statements. | English: 11.2, 12.2 |
| 035 | Post payments from patients and insurance carriers. | English: 11.2, 12.2 |
| 036 | Describe various types of office expenditures. | | Mathematics: A.1, A.4 |
| 037 | Perform general banking procedures. | English: 11.5, 12.5 |
| 038 | Identify personal interests, aptitudes, and attitudes related to the qualities found in successful healthcare personnel. | English: 11.5, 12.5 |
| 039 | Update traditional or online portfolio for employment in a healthcare position. | English: 11.5, 11.6, 11.7, 12.5, 12.6, 12.7 |
| 040 | Participate in a mock interview for a healthcare position. | English: 11.1, 12.1 |
| 041 | Compose an interview follow-up letter. | English: 11.6, 11.7, 12.6, 12.7 |
| 042 | Compose a professional letter of resignation. | English: 11.6, 11.7, 12.6, 12.7 |
| 043 | Investigate employment opportunities for healthcare positions. | English: 11.5, 11.8, 12.5, 12.8 |
| 044 | Describe the process and requirements for obtaining industry certifications related to the Medical Administration course. | English: 11.5, 12.5 |
| 045 | Identify testing skills/strategies for certification examination. | English: 11.5, 12.5 |
| 046 | Demonstrate ability to successfully complete selected practice examinations. | English: 11.5, 12.5 |
| 047 | Successfully complete an industry certification examination representative of skills learned in this course. | English: 11.5, 12.5 |

**History and Social Science: GOVT.8**

### Teacher Resources

**Instructional Scenarios**

The following instructional scenarios provide classroom activities to support the major concepts included in Medical Administration.
• **The Agitated Patient**
  Duty/Concept Area: Managing Office Activities
  Students will role play office a situation whereby a patient is agitated, and the medical receptionist must diffuse the situation.

• **Employment Communications: Cover Letters**
  Duty/Concept Area: Enhancing Employability Skills
  Students will compose a professional cover letter.

• **Job Shadowing and Conducting Informational Interviews**
  Duty/Concept Area: Preparing for Industry Certification
  Students will conduct an informational interview with a professional in the field.

• **Testing Strategies**
  Duty/Concept Area: Preparing for Industry Certification
  Students will identify testing strategies and devise a study plan.

**Texts**


• *Information Technology for the Health Professions*, Lillian Burke and Barbara Weill. Prentice Hall, ISBN: 0132368153


**Professional Associations**

• [American Medical Association](#)

• [Virginia Department of Health Professions](#)

• [Virginia Hospital and Health Care Association](#)

**Additional Resources**

• [Dictionary-Medical](#)

• [Medline Plus, U.S. National Library of Medicine, National Institutes of Health](#)

• [TRICARE: Military Health Insurance](#)

• [U.S. Food and Drug Administration](#)

• [Virginia Board of Medicine](#)

• [Workers' Compensation Commission](#)
Cyber Security and Cyber Forensics Infusion Units

Cyber Security and Cyber Forensics Infusion Units (CYBR) were designed to be infused with designated CTE courses to help students in those programs achieve additional, focused, validated tasks/competencies in personal and professional cyber security skills. These units are not mandatory, and, as such, the tasks/competencies are marked as "optional," to be taught at the instructor's discretion.

Customer Service Infusion Units

Customer Service Infusion Units (CSIU) were designed to be infused with designated CTE courses to help students in those programs achieve additional, focused, validated tasks/competencies in customer service. These units are not mandatory, and, as such, the tasks/competencies are marked as "optional," to be taught at the instructor's discretion.

Entrepreneurship Infusion Units

Entrepreneurship Infusion Units may be used to help students achieve additional, focused competencies and enhance the validated tasks/competencies related to identifying and starting a new business venture. Because the unit is a complement to certain designated courses and is not mandatory, all tasks/competencies are marked “optional.”
Appendix: Credentials, Course Sequences, and Career Cluster Information

Industry Credentials: Only apply to 36-week courses

- A*S*K Fundamental Business Concepts Assessment
- AAPC Medical Coding Examinations
- Administrative Assisting Assessment
- Administrative Services Assessment
- Banking and Related Services Assessment
- Billing Coding Specialist Certification (BCSC) Examination
- Business Financial Management Assessment
- Certified Electronic Health Record Specialist (CEHRS) Examination
- Certified Medical Administrative Assistant (CMAA) Examination
- College and Work Readiness Assessment (CWRA+)
- Communication Skills for Business Examination
- Electronic Health Record Certification (EHRC) Examination
- Financial and Investment Planning Assessment
- General Management Assessment
- Health Informatics Assessment
- Human Resources Management Assessment
- IC3 Digital Literacy Certification Examination
- Medical Administration Assistant Certification (MAAC) Examination
- Medical Coding and Billing Specialist (MCBS) Examination
- Microsoft 365 Fundamentals Examination
- Microsoft Certified Azure Fundamentals Examination
- Microsoft Dynamics 365 Fundamentals Examination
- Microsoft Office Specialist (MOS) Examinations
- National Career Readiness Certificate Assessment
- National Certified Insurance and Coding Specialist (NCICS) Examination
- Nationally Registered Certified Administrative Health Assistant (NRCAHA) Examination
- Nationally Registered Certified Coding Specialist (NRCCS) Examination
- Workplace Readiness Skills for the Commonwealth Examination

Concentration sequences: A combination of this course and those below, equivalent to two 36-week courses, is a concentration sequence. Students wishing to complete a specialization may take additional courses based on their career pathways. A program completer is a student who has met the requirements for a CTE concentration sequence and all other requirements for high school graduation or an approved alternative education program.

- Accounting (6320/36 weeks)
- Accounting, Advanced (6321/36 weeks)
- Business Law (6131/36 weeks)
- Business Law (6132/18 weeks)
- Business Management (6135/36 weeks)
- Business Management (6136/18 weeks)
- Computer Information Systems (6612/36 weeks)
- Computer Information Systems (6614/18 weeks)
- Computer Information Systems, Advanced (6613/36 weeks)
- Computer Information Systems, Advanced (6615/18 weeks)
- Design, Multimedia, and Web Technologies (6630/36 weeks)
- Design, Multimedia, and Web Technologies (6632/18 weeks)
- Design, Multimedia, and Web Technologies, Advanced (6631/36 weeks)
- Design, Multimedia, and Web Technologies, Advanced (6633/18 weeks)
- Digital Applications (6611/36 weeks)
- Digital Applications (6617/18 weeks)
- Health Informatics (8338/36 weeks)
- Information Technology Fundamentals (6670/36 weeks)
- International Baccalaureate Business Management (IB6135/36 weeks)
- International Baccalaureate Information Technology in a Global Society (IB6613/36 weeks)
- Introduction to Health and Medical Sciences (8301/18 weeks)
- Introduction to Health and Medical Sciences (8302/36 weeks)
- Medical Terminology (8383/36 weeks)
- Medical Terminology (8384/18 weeks)
- Office Administration (6621/36 weeks)
- Office Administration (6622/18 weeks)
- Office Specialist I--Preparation (6740/36 weeks)
- Office Specialist II--Preparation (6741/36 weeks)
- Office Specialist III--Preparation (6742/36 weeks)
- Principles of Business and Marketing (6116/18 weeks)
- Principles of Business and Marketing (6115/36 weeks)

### Career Cluster: Business Management and Administration

<table>
<thead>
<tr>
<th>Pathway</th>
<th>Occupations</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Administrative Support</strong></td>
<td>Executive Assistant</td>
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<tr>
<td></td>
<td>Front Office Assistant</td>
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<tr>
<td></td>
<td>Medical Transcriptionist</td>
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<tr>
<td></td>
<td>Office Manager</td>
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<tr>
<td></td>
<td>Receptionist</td>
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<td></td>
<td>Records Processing Assistant</td>
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<tr>
<td><strong>Business Information</strong></td>
<td>Administrative Assistant</td>
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<tr>
<td>Management</td>
<td>Communications Equipment Operator</td>
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<tr>
<td></td>
<td>Data Entry Specialist</td>
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<tr>
<td></td>
<td>Front Office Assistant</td>
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<tr>
<td></td>
<td>Medical Transcriptionist</td>
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<tr>
<td></td>
<td>Records Processing Assistant</td>
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</table>

### Career Cluster: Health Science

<table>
<thead>
<tr>
<th>Pathway</th>
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<tbody>
<tr>
<td><strong>Support Services</strong></td>
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<td>Data Entry Specialist</td>
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<td>Medical Transcriptionist</td>
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<td>Records Processing Assistant</td>
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<tr>
<td>Pathway</td>
<td>Occupations</td>
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<tr>
<td>-------------------------</td>
<td>--------------------------------------------------</td>
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<tr>
<td>Information Support and Services</td>
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<td>Medical Transcriptionist</td>
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<td>Records Processing Assistant</td>
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