

# Instructional Scenario

## Introduction to the Healthcare System



**Course/Duty Area:** Medical Administration/Introducing the Healthcare System

**Scenario:** You are working as a medical assistant in a busy healthcare office. Your task is to handle a situation where a patient arrives for their first visit, and you need to guide the patient through the process of setting up their appointment. This includes verifying the patient's insurance, gathering personal and medical information, and explaining how the healthcare system works—such as how insurance coverage affects appointments, billing, and treatment options. You will also help the patient understand what to expect during their visit and ensure all forms are filled out correctly, using knowledge of medical abbreviations and terminology. It is your job to keep everything organized for smooth patient care.

**Big Question:** How can a medical assistant ensure a positive and efficient first visit experience for a new patient while managing the necessary administrative task and demonstrating knowledge of their healthcare system?

**Focused Questions:**

1. What are the primary roles of a healthcare system in patient care?
2. How does health insurance impact patient access to medical services?
3. What is the importance of accurate documentation in maintaining an organized healthcare system?

**Student Project or Outcome:**

Students will create a step-by-step guide and supporting materials to ensure a smooth and positive first visit experience for new patients in a healthcare office to introduce healthcare systems.

1. Develop a checklist: Create a detailed checklist for the steps involved in welcoming a new patient, including verifying insurance, collecting personal and medical information, explaining insurance and billing, and preparing them for the visit.
2. Design a welcome packet: Create a sample welcome packet for new patients. This packet should include
  - a welcome letter
  - patient information forms
  - a brief guide on how the office handles insurance, billing, and appointments
  - frequently asked questions (FAQs) with answers to help patients understand what to expect during their visit
3. Role-play activity: Work in pairs or small groups to simulate the first patient visit. One student acts as the medical administrative assistant, while another acts as the patient.
4. Reflection: Write a short reflection on the experience, highlighting challenges faced during the role-play and how they addressed the challenges.

**Project-Based Assessment:** Students will be evaluated on their ability to simulate and document the processes involved in welcoming and assisting a new patient during their first visit. This assessment measures understanding, organization, communication skills, and practical application of administrative tasks in a healthcare setting.

**Teacher Resources:**

- Sample welcome packet templates
- Sample patient intake forms
- Sample healthcare system training videos

*Scenario submitted by Julliet Coates, Advanced Career Education Center Hermitage, Henrico County Public Schools*