

Dakota County Technical College

HEAL 2500: Medical Office Skills for the Health Care Technician

A. COURSE DESCRIPTION

Credits: 3

Lecture Hours/Week: 2

Lab Hours/Week: 1

OJT Hours/Week: *.*

Prerequisites: None

Corequisites: None

MnTC Goals: None

This course provides an orientation to the health care delivery system, health records, and basic health information as it applies to the Health Care Technician. A study of the basic concepts of medical record science includes the Medication Record (Pyxis) and basic office technology.

The course will provide information and simulation skills in areas such as: the medical record, assembly of records and soft skills including customer service and communication skills needed in the healthcare setting. Basic documentation skills related to medical information and core office personnel skills are introduced as they relate to the healthcare profession.

B. COURSE EFFECTIVE DATES: 08/26/2013 - Present

C. OUTLINE OF MAJOR CONTENT AREAS

D. LEARNING OUTCOMES (General)

1. Ability to coordinate general health unit operations
2. Correctly spell, define and pronounce medical office terminology.
3. Demonstrate critical thinking and problem solving skills
4. Demonstrate effective listening, written and oral communication skills.
5. Graduates will communicate professionally in the health care environment
6. Integrate medical office skills into the Patient Care Technician role.
7. Maintain reports, medical documents and confidential information.
8. Manage client information
9. Model professional and ethical behaviors including confidentiality and compassion.
10. Perform basic medical secretary/administrative tasks which provide assistance to the healthcare team.
11. Prepare charts for as related to individual health care areas.

E. Minnesota Transfer Curriculum Goal Area(s) and Competencies

None

F. LEARNER OUTCOMES ASSESSMENT

As noted on course syllabus

G. SPECIAL INFORMATION

None noted