

Revised Fall 2016

HIM 149

Introduction to Medical Practice Management

COURSE OUTLINE

Prerequisites:

None

Course Description:

Introduces principles of administrative practice management. Examines patient scheduling, records management, financial systems and other systems/procedures. Focuses on the development of organizational and decision making skills utilized by the practice manager.

Course Objective

This is an introduction course for medical practice manager. The class is designed to acquaint you with the specific knowledge and skills you will need as a medical practice manager. Our objectives will be correlated with the health care industry competencies. We will be defining tasks, describing work environments, and introducing medical ethics and medical law. We will be discussing the scheduling of patients, records management, and medical communications. We will discuss procedures for preparing and organizing patient's charts and review bills and insurance. Our final phase will be the concerns of the practice finances and how everything in the office is related to the practice finances.

Semester Credits: 2 Lecture Hours: 2 Lab/Recitation Hours: 0

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Course Outcomes

At the completion of this course, the student should be able to:

Student should be acquainted with the specific knowledge and skills you will need as a medical practice manager.

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Required Materials:

Textbook

Textbook:

Managing the Medical Practice, Second Edition AMA Press,
ISBN #1-57947-292-3

The following supplementary materials are available:

- 1.
- 2.
- 3.

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Topical Description: (Outline chapters and sections to be covered in the book – may include timeline)

Course Outline:

- The Role of Manager
- Organizational Structure
- Staffing and Human Resource Issues
- Training and Education
- Managing Staff/Team Building
- Employment Law
- Patient Satisfaction
- Managing the Telephone
- Appointment Scheduling and Patient Flow
- Managing the Medical Record
- Integrating Technology
- Financial Management
- Billing and Collections
- Improving Performance Using Benchmarks
- Marketing the Practice

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Notes to Instructors

(List information about optional topics, departmental exams, etc)

1. Give the students terminology terms to look up as related to medical practice management
2. Give at least three exams during the semester
3. Students write a paper on what type of practice they would like to work with (i.e. large or small, independent or facility owned)

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