

Virginia Western Community College
HIM 149
Introduction to Medical Practice Management

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.

Semester Credits: 2 Lecture Hours: 2 Lab/Clinical/Internship Hours: 0

Required Materials**Textbook:**

Medical Office Management Christine Malone 2nd ed.
Instant Access
9780134846484

Other Required Materials:

Access to a personal computer and internet are required for this online course. For information on the required minimum computer specifications visit: <https://www.viriniawestern.edu/online/computer-access/>
This course may require proctored testing as described in the course syllabus. A student may request an alternative proctoring method, but the student will be responsible for any additional fees associated with the alternative method.

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.

Topical Description**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

Notes to Instructors

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)

[ADA Statement](#) (PDF)

[Title IX Statement](#) (PDF)