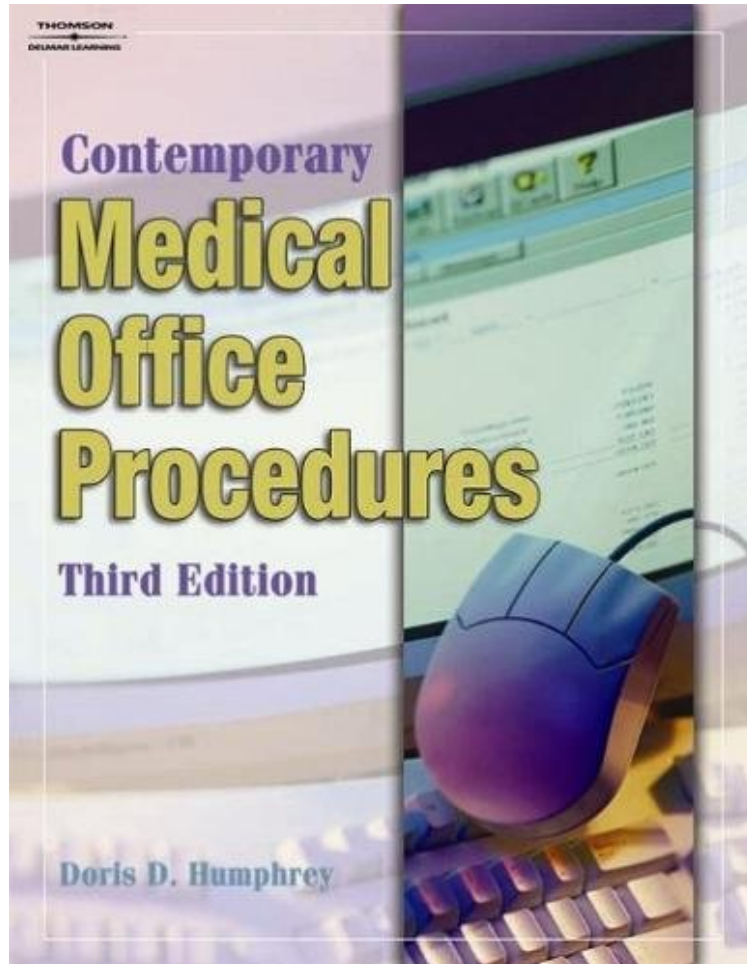


Contemporary Medical Office Procedures

Doris Humphrey

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Contemporary Medical Office Procedures, Third Edition, is designed to provide learners with the knowledge and skills necessary for career success in administrative medical assisting. Entry-level administrative and general competency areas outlined in the Medical Assistant Role Delineation Chart of the AAMA are addressed. The book is divided into five parts: "Today's Medical Environment," "Patient Relations," "Computers and Information Processing in the Medical Office," "Automating Medical Office Financial Management," and "Becoming a Career Medical Assistant."

Each part focuses on a major area that influences an administrative medical assistant's responsibilities.

Preface. How to Use the Book. How to Use the Medical Assisting Administrative Skills CD-ROM. PART I: TODAY'S MEDICAL ENVIRONMENT. Chapter 1: The Medical Environment. Chapter 2: The Medical Staff. Chapter 3: Medical Ethics. Chapter 4: Medical Law. PART II: PATIENT RELATIONS. Chapter 5: Interacting with Patients. Chapter 6: Telecommunications. Chapter 7: Scheduling Appointments. PART III: COMPUTERS AND INFORMATION PROCESSING IN THE MEDICAL OFFICE. Chapter 8: Computers in the Medical Office. Chapter 9: Medical Documents and Word Processing. Chapter 10: Professional Activities, Travel Arrangements, Postal and Delivery Services. Chapter 11: Managing Medical Records. PART IV: AUTOMATING MEDICAL OFFICE FINANCIAL MANAGEMENT. Chapter 12: Pegboard Accounting and Computerized Account Management. Chapter 13: Billing and Collection. Chapter 14: Health Insurance and Coding. PART V: BECOMING A CAREER MEDICAL ASSISTANT. Chapter 15: Seeking Employment. Appendix A: AAMA Medical Assistant Role Delineation Chart. Appendix B: CAAHEP Standards for Curriculum. Appendix C: ABHES Course Content Requirements. Appendix D: Registered Medical Assistant (RMA [AMT])

About the Author Doris Davenport Humphrey PhD is the President of Career Solutions Training Groups in Pennsylvania.