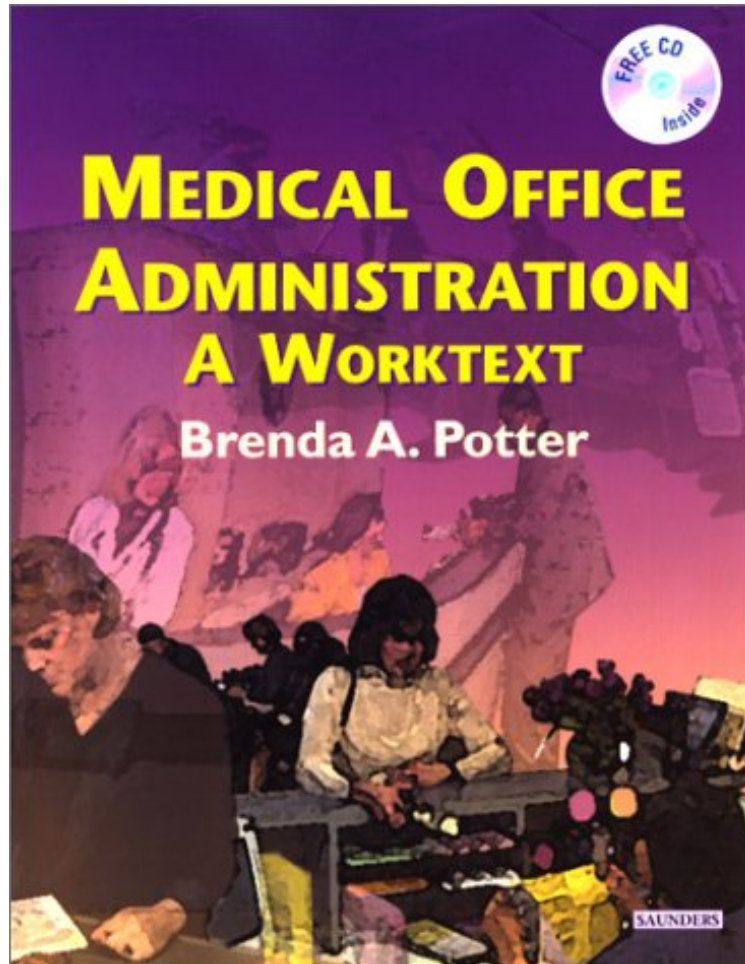


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Medical Office Administration: A Worktext

Brenda A. Potter BS CPC-I CPC

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This all-in-one textbook/workbook features practical information on medical office administrative procedures, skills, and equipment. It clearly details the important role played by medical office employees, showing the importance of being a multi-skilled front office professional. Problem-solving and team-building exercises are integrated into each chapter, enabling students to check their progress on application of topics as they progress through the material. The FREE CD-ROM included with the text simulates real-world scenarios in a contemporary office setting. Applicable CD-ROM exercises also appear in the chapter-ending review sections. The unique worktext format provides all text and exercises students need to master key administrative medical front office theory and skills. An outline of the AAMA (CMA) and AMT (RMA) defined entry-level competencies are specifically covered in each chapter, so students know where to focus their attention as they read and study. Practical activities and exercises in a variety of formats appear at the end of each chapter, helping students understand and apply material as well as develop critical thinking skills. Procedure boxes in applicable chapters offer step-by-step instructions on how to perform specific administrative tasks. A complete list of procedures is featured in the front of the text. Checkpoints throughout the text offer short, critical thinking review questions of previously learned material. Answers to the questions appear in the back of the book in an appendix. Competency checklists in an appendix spell out the individual steps required to complete a full range of administrative procedures so the instructor or student can evaluate performance. Boxes entitled You are the Medical Administrative Assistant feature critical thinking questions associated with a case scenario.

About the Author Brenda A. Potter, BS, Instructor, Northwest Technical College, Moorhead, MN