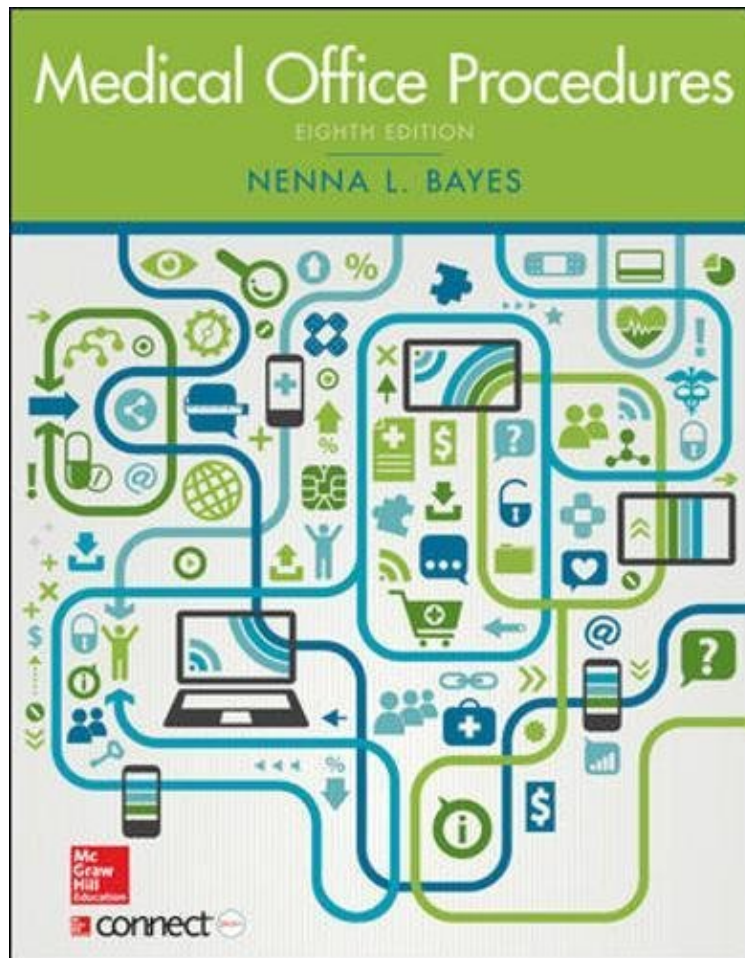


Medical Office Procedures

Nenna L Bayes BA MEd

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Thoroughly revised and updated, *Medical Office Procedures* is a text-workbook that introduces and describes the tasks of a medical office assistant's career; teaches records management, medical communications, and scheduling skills; and describes procedures for preparing patients' charts and bills. Practice management, electronic health records, and finances are also addressed. Multi-day simulations provide real-world experience with physician dictation. Managerial skills are also included.

About the Author Nenna L. Bayes, AAS, BBA, M.Ed., CPC, has coauthored and reviewed various titles within the medical administrative fields. She earned an associate of applied business degree, a bachelor of business administration degree, and a masters of arts in education from Morehead State University. During her tenure, she has taught numerous courses within the administrative and medical administrative curriculum. She is a professor in and the program coordinator for the Office Systems Technology and Medical Information Technology programs at Ashland Community and Technology College in Ashland, Kentucky, and has received many teaching excellence awards. She is also a certified professional coder (CPC). Prior to teaching, she worked in various medical office environments. Additionally, she is a member of the American Academy of Professional Coders (AAPC) and the American Health Information Management Association (AHIMA). She lives in Flatwoods, Kentucky, with her husband and is blessed to have two children and two granddaughters. She is actively involved in music and enjoys camping in her leisure time.