



## COURSE SYLLABUS

PO Box 1189  
1042 W. Hamlet Avenue  
Hamlet, NC 28345  
(910) 410-1700  
www.richmondcc.edu

**COURSE: MED 130 ADMINISTRATIVE OFFICE PROCEDURES I**

**HOURS:** Lecture: 1 Lab/Shop: 2 Work Exp/Clinical: 0 Credits: 2

### **COURSE DESCRIPTION:**

This course introduces medical office administrative procedures. Topics include the appointment processing, written and oral communications, medical records, patient orientation, and safety. Upon completion, students should be able to perform basic administrative skills within the medical environment

**PREREQUISITE(S):** DRE 098 or ENG 002 or BSP 4002 or ENG 111, Enrollment in the Medical Assisting Program

**COREQUISITE(S):** MED 110

### **TEXTBOOK(S) & OTHER SPECIAL REQUIREMENTS:**

Open Educational Resources (OER) are listed in the course Moodle.

### **STUDENT LEARNING OUTCOMES:**

Upon successful completion of this course, the student will be able to:

1. Identify challenges in communication with different age groups. (V.C.5.)
2. Identify techniques for coaching a patient related to specific needs. (V.C.6.)
3. Identify different types of electronic technology used in professional communication. (V.C.7.)
4. Identify the principles of self-boundaries. (V.C.9)
5. Identify different types of appointment scheduling methods. (VI.C.1.)
6. Identify critical information required for scheduling patient procedures. (VI.C.2.)
7. Identify principals of: (XII.C.7.)
  - a. Body mechanics
  - b. Ergonomics

**\*\*\*Please refer to the online version of the Richmond Community College Program & Course Catalog and the Student Handbook for current academic and general information.**