Medical Systems Administration  
(BE 6730)  
One Credit, One Year  
Grades 11 - 12

Counselors are available to assist parents and students with course selections and career planning. Parents may arrange to meet with the counselor by calling the school's guidance department.

COURSE DESCRIPTION
Students wishing to gain employment in the health care field may take this course to learn how to use medical terminology and apply administrative procedures necessary to be productive employees in a health care environment. Students will learn how to manage office activities, enhance communication skills, identify legal and ethical issues in health care practices, manage financial functions and enhance employability skills.

CERTIFICATION
Medical Administrative Assisting Certification (CMAA)

STUDENT ORGANIZATION
The Future Business Leaders of America (FBLA) is the co-curricular organization for secondary Business and Information Technology students. The organization enhances occupational preparation for students by helping them attain the following goals: leadership skills; knowledge of the American enterprise system; self-confidence; improvement of home, business, and community; scholarship; citizenship; and career goals.

PREREQUISITE
None

OPTIONS FOR NEXT COURSE
None

REQUIRED STUDENT TEXTBOOK
None
Demonstrating Workplace Readiness Skills: Personal Qualities and People Skills
001 Demonstrate positive work ethic.
002 Demonstrate integrity.
003 Demonstrate teamwork skills.
004 Demonstrate self-representation skills.
005 Demonstrate diversity awareness.
006 Demonstrate conflict-resolution skills.
007 Demonstrate creativity and resourcefulness.

Demonstrating Workplace Readiness Skills: Professional Knowledge and Skills
008 Demonstrate effective speaking and listening skills.
009 Demonstrate effective reading and writing skills.
010 Demonstrate critical-thinking and problem-solving skills.
011 Demonstrate healthy behaviors and safety skills.
012 Demonstrate an understanding of workplace organizations, systems and climates.
013 Demonstrate lifelong-learning skills.
014 Demonstrate job-acquisition and advancement skills.
015 Demonstrate time-, task- and resource-management skills.
016 Demonstrate job-specific mathematics skills.
017 Demonstrate customer-service skills.

Demonstrating Workplace Readiness Skills: Technology Knowledge and Skills
018 Demonstrate proficiency with technologies common to a specific occupation.
019 Demonstrate information technology skills.
020 Demonstrate an understanding of Internet use and security issues.
021 Demonstrate telecommunications skills.

Examining All Aspects of an Industry
022 Examine aspects of planning within an industry/organization.
023 Examine aspects of management within an industry/organization.
024 Examine aspects of financial responsibility within an industry/organization.
025 Examine technical and production skills required of workers within an industry/organization.
026 Examine principles of technology that underlie an industry/organization.
027 Examine labor issues related to an industry/organization.
028 Examine community issues related to an industry/organization.
029 Examine health, safety and environmental issues related to an industry/organization.

Addressing Elements of Student Life
030 Identify the purposes and goals of the student organization.
031 Explain the benefits and responsibilities of membership in the student organization as a student and in professional/civic organizations as an adult.
032 Demonstrate leadership skills through participation in student organization activities, such as meetings, programs and projects.
033 Identify Internet safety issues and procedures for complying with acceptable use standards.

Managing Office Activities
034 Prepare incoming and outgoing mail.
035 Demonstrate the procedures for receiving and sending information, using electronic communications (e.g., e-mail, fax, scanner).
036 Demonstrate alpha-numeric keyboarding techniques.
037 Compose documents (e.g., referral letters and appointment reminders) relating to the health care practice.
038 Demonstrate procedures for maintaining and operating office equipment (e.g., copier, printer, fax, scanner).
039 Maintain computer devices and desk area.
040 Manage inventory (e.g., office supplies and equipment) necessary for a health care practice.
041 Receive deliveries of office equipment, supplies and other orders from vendors and customers.
042 Coordinate meetings, events and activities.
043 Identify procedures for handling medical emergencies in the office.
044 Set up patient records (e.g., registration form, medical history, insurance information, consent form).
045 Scan patient documents.
046 Maintain filing system of paper and electronic patient and office practice information.
047 Maintain patient database.
048 Manage patient appointments.
049 Maintain health care provider’s schedule.
050 Demonstrate procedures for handling patient complaints.
051 Manage reception area procedures as they relate to Health Insurance Portability and Accountability Act (HIPAA), Occupational Safety and Health Administration (OSHA), and other industry practices.
052 Identify the procedure for obtaining insurance authorization for patient treatment or testing.
053 Identify procedures for handling hospital admissions (inpatient and outpatient) and physician referrals.
054 Identify types of health insurance coverage.
055 Use medical terminology.
056 Record information from the encounter form, using Current Procedural Terminology (CPT) and International Classification of Diseases (ICD-9*) codes for billing purposes and insurance claims.
057 Complete insurance claim form(s).
058 Identify procedures for handling diagnostic test results.

Enhancing Communication Skills
059 Demonstrate personal interaction skills with patients, staff, and visitors.
060 Process incoming calls.
061 Complete outgoing calls.
062 Explore new and emerging health care office technologies (e.g., electronic health records, voice recognition software, Wi-Fi and Smart phones).

Identifying Legal and Ethical Issues in Health Care Practices
063 Describe the purpose of Occupational Safety and Health Administration (OSHA) regulations as they relate to working in a medical office.
064 Explain the Health Insurance Portability and Accountability Act (HIPAA) as it relates to confidentiality.
065 Describe the procedures for handling pharmaceuticals in the office.
066 Identify the Principles of Medical Ethics (e.g., case studies, role playing, research papers).
067 Conduct research on medical cases, legal or ethical issues, medications, new medical procedures or malpractice information.

Managing Financial Functions
068 Maintain patient accounts.
069 Prepare patient statements.
070 Post payments from patients and insurance carriers.
071 Describe various types of office expenditures (e.g., petty cash, purchase requisition, vouchers).
Perform general banking procedures.

Enhancing Employability Skills
073 Identify personal interests, aptitudes and attitudes related to the qualities found in successful health care personnel.
074 Update portfolio, including résumé suitable for online posting.
075 Participate in a mock interview for a health care position.
076 Compose an interview follow-up letter.
077 Identify types and purposes of lifelong learning.
078 Compose a letter of resignation.
079 Investigate employment opportunities for health care positions.

Preparing for Industry Certification
080 Describe the process and requirements for obtaining industry certifications related to the Medical Systems Administration course.
081 Identify testing skills/strategies for certification examination.
082 Demonstrate ability to successfully complete selected practice examinations (e.g., practice questions similar to those on certification exams).
083 Successfully complete an industry certification examination representative of skills learned in this course (e.g., MOS, IC3, NOCTI)
Notice of Non-Discrimination Policy

Virginia Beach City Public Schools does not discriminate on the basis of race, color, religion, national origin, sex, sexual orientation/gender identity, pregnancy, childbirth or related medical condition, disability, marital status, age, genetic information or veteran status in its programs and activities and provides equal access to the Boy Scouts and other designated youth groups. School Board policies and regulations (including, but not limited to, Policies 2-33, 4-4, 5-7, 5-19, 5-20, 5-44, 6-7, 6-33, 7-48, 7-49, 7-57 and Regulations 2-33.1, 4-4.1, 4-4.2, 4-4.3, 4-6.1, 5-44.1, 7-11.1, 7-17.1 and 7-57.1) provide equal access to courses, programs, counseling services, physical education and athletic, vocational education, instructional materials and extracurricular activities.

To seek resolution of grievances resulting from alleged discrimination or to report violations of these policies, please contact the Title VI/Title IX Coordinator/Director of Student Leadership at (757) 263-2020, 1413 Laskin Road, Virginia Beach, Virginia, 23451 (for student complaints) or the Section 504/ADA Coordinator/Chief Human Resources Officer at (757) 263-1133, 2512 George Mason Drive, Municipal Center, Building 6, Virginia Beach, Virginia, 23456 (for employees or other citizens). Concerns about the application of Section 504 of the Rehabilitation Act should be addressed to the Section 504 Coordinator/Executive Director of Student Support Services at (757) 263-1980, 2512 George Mason Drive, Virginia Beach, Virginia, 23456 or the Section 504 Coordinator at the student’s school. For students who are eligible or suspected of being eligible for special education or related services under IDEA, please contact the Office of Programs for Exceptional Children at (757) 263-2400, Laskin Road Annex, 1413 Laskin Road, Virginia Beach, Virginia, 23451.

Alternative formats of this publication which may include taped, Braille, or large print materials are available upon request for individuals with disabilities. Call or write The Department of Teaching and Learning, Virginia Beach City Public Schools, 2512 George Mason Drive, P.O. Box 6038, Virginia Beach, VA 23456-0038. Telephone 263-1070 (voice); fax 263-1424; 263-1240 (TDD) or email at Theresa.Dougherty@vbschools.com.

vbschools.com your virtual link to Hampton Roads’ largest school system

VIRGINIA BEACH CITY PUBLIC SCHOOLS CHARTING THE COURSE

No part of this publication may be produced or shared in any form without giving specific credit to Virginia Beach City Public Schools.

(Revised August 2018)