

Plunketts Procedures For The Medical Administrative Assistant

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plunkett s procedures for the medical administrative assistant 4th edition provides instruction for all the essential office procedures required by today s medical administrative assistants in canada whether they work in a medical office a complementary care office or in a hospital setting written in a clear engaging style this new edition contains the most current information available in the field and specifically reflects health care in canada chapters address the diverse skills and knowledge required by a medical administrative assistant such as good communication stress management medical transcription filing and appointment booking key terms with definitions highlight important terminology in the field learning objectives and boxed inserts address important issues for students to consider end of chapter assignments simulate real life tasks in the medical office setting discussion questions address important issues in the office setting and how best to deal

with them enhanced coverage of health benefits with updated information on provincial and territorial health plans across canada an accompanying cd rom which includes working papers and templates for in text assignments as well as new interactive exercises for extra practice on tasks and scenarios encountered in the medical office environment additional coverage of important topics such as patient safety and confidentiality prioritizing tasks limits to the role of office administrator appropriate communication medical ethics and legal issues and the need to be able to handle both manual and computerized methods a full chapter devoted to career planning and the job search four appendices addressing common abbreviations used in the health care field common laboratory tests and turnaround times commonly prescribed drugs and a list of important reference resources

new four colour design with new art programme better illustrates current concepts and improves readability and visual appeal updated expanded coverage of healthcare plans across canada new coverage of electronic medical records emr new evolve site including chapter review questions review questions videos forms and templates audio glossary and more updated reflects contemporary standards technological tools and terminology used in day to day modern health care practice new new and revised learning tools including learning objectives key terms assignment boxes tips critical thinking boxes and did you know boxes updated reflects current privacy legislation pipeda and changes to provincial and territorial freedom of information acts new chapter order and comprehensive table of contents

learn the skills you need to succeed in the modern medical office medical office administration a worktext 5th edition provides a clear hands on approach to help you master the role and responsibilities of the administrative medical assistant with a focus on exceptional patient service this easy to read text stresses comprehension application and critical thinking to ensure you are job ready on day 1 when used in conjunction with simchart for the medical office elsevier s educational ehr sold separately you will gain realistic experience with day to day tasks as if you were in an actual office setting this worktext helps you develop the knowledge and skills you need to think critically and respond confidently to the challenges you ll encounter on the job approachable writing style uses a conversational tone for easy understanding procedure checklists outline the steps required to complete a full range of administrative tasks patient centered focus highlights the importance of exceptional service as a key component of every medical assisting competency think about it feature encourages you to apply your knowledge to realistic work situations and develop critical thinking chapter checkpoints promote comprehension with questions following sections of the text compliance tips provide focused guidance on how to follow hipaa mandates learning resources on the evolve website provide extra practice including chapter quizzes a sample certification exam and interactive forms new content expands discussion of patient confidentiality healthcare data security appointment scheduling procedure coding changes job search strategies and more unique correlation with new simchart for the medical office scmo exercises simulates all aspects of the administrative functions that make up the day to day practice of a medical office scmo sold separately new sample practice examination on the evolve website provides effective preparation for certification

to succeed in today s medical front office you need a resource that will help you learn not only the principles of medical office administration but also how to apply your factual knowledge to the many complex scenarios that may arise in the medical office environment reflecting brenda potter s first hand experience as an active instructor medical office administration a worktext 3rd edition combines instruction and application to help you develop the knowledge and skills you need to think critically and respond confidently to the challenges you ll encounter on the job it includes procedures to be used with medisoft version 18 which allows you to practice the day to day activities as if you were in an actual office setting an optional upgrade package is available which includes a medisoft version 18 demo cd isbn 9780323279789 engaging worktext format makes it easier to apply what you ve learned to the real world breaking up the content into manageable segments and providing case studies critical thinking exercises role playing exercises and collaborative learning activities real world examples apply important concepts to the medical office setting a conversational writing style makes it easier to

read and understand the material hipaa hints ensure that you comply with hipaa mandates unique the diverse community of patients chapter addresses the important issue of cultural diversity procedure boxes offer step by step instructions on how to perform specific administrative tasks procedure checklists spell out the individual steps required to complete a full range of administrative procedures and are based on caahep competencies learning objectives show the key points that you are expected to learn in each chapter new medisoft v18 software allows you to practice common administrative tasks with real world office management software medisoft sold separately new coverage of icd 10 coding prepares you for the october 2014 transition to icd 10 updated ehr coverage applies administrative concepts and procedures to their use within the electronic health record new electronic procedure checklists on the evolve companion website measure how well you have mastered procedures

while medical administrative assistant duties vary by employer professionals in this field typically perform a variety of tasks to support the medical team with administrative functions and care of patients they may use their medical administrative assistant training to update medical histories transcribe treatment notes arrange for patient hospitalization process insurance forms and oversee inventory of office and medical supplies in some practices a medical administrative assistant may be the first contact a patient has with the medical team professionals in this role might be responsible for greeting patients and visitors answering telephones scheduling appointments managing email inquiries and answering questions medical administrative assistant requirements often include solid interpersonal skills proficiency in written and verbal communication and good spelling and grammar strong organizational skills and the ability to work independently are also important attributes for aspiring medical administrative assistants this guide is intended to aid in preparation for the general certifications regarding the certified medical administrative assistant this text also contains over 800 practice exam questions

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

written in a clear engaging style plunkett s procedures for the canadian medical administrative assistant 6th edition provides instruction for all the essential office procedures required by today s health services administrative assistants in canada whether working in a medical office a complementary care office or in a hospital setting chapters address the diverse skills and knowledge required by a medical office administrative assistant such as good communication privacy customer service stress management medical transcription ling appointment booking physical and virtual meetings billing icd 10 ca and more this new expanded edition includes in depth coverage of topics including privacy and confidentiality hospital procedures

cross cultural communication and more three new chapters explore health care s evolving landscape therapeutic communication and pharmacology while a revised art program visually reinforces key concepts accompanied by a robust offering of invaluable learning resources on evolve this is the only text you ll need to prepare for your career in health care administration assistance quintessentially canadian content and viewpoint meets the needs of the medical office assistant and health services administrative assistant in canada reflects current privacy legislation pipeda and changes to provincial and territorial freedom of information acts current coverage includes the latest information on electronic medical records emrs and health care plans across canada real world examples and exercises enable you to delve deeper into key topic areas variety of working papers and templates allow for extra practice on tasks and scenarios encountered in the medical office environment helpful learning tools throughout the text include learning objectives key terms assignment boxes tips critical thinking boxes did you know boxes end of chapter assignments and discussion questions companion evolve website offers review questions videos forms and templates an audio glossary and more to reinforce your mastery of important concepts clear engaging and accessible writing style makes content easy to understand four colour design and art program illustrates current concepts and improves readability updated content reflects contemporary standards technological tools and terminology used in day to day modern health care practice expanded coverage of top of mind topics includes confidentiality and privacy cross cultural communication infection prevention and control new electronic information technologies hospital procedures billing practices administrative roles and responsibilities in the evolving health care information environment and more new chapters on therapeutic communication health care in an evolving environment and pharmacology explore emerging topics in the field expanded and updated art program provides current examples of forms and technologies encountered in the workplace as well as new diagrams illustrating concepts introduced in the chapter to support comprehension new evolve resources include simchart for the medical office exercises and practicum activities new accompanying workbook is available to reinforce your understanding of textbook content with a variety of learning tools review questions case studies and more sold separately

written in a clear engaging style plunkett s procedures for the the health services administrative assistant 6th edition provides instruction for all the essential office procedures required by today s health services administrative assistants in canada whether they work in a medical office a complementary care office or in a hospital setting plunkett s contains the most current information available in the field and specifically reflects health care in canada chapters address the diverse skills and knowledge required by a medical office administrative assistant such as good communication privacy customer service stress management medical transcription filing appointment booking physical and virtual meetings billing icd 10 ca and more this new expanded edition includes in depth coverage of topics including privacy and confidentiality hospital procedures cross cultural communication and more three new chapters on health care s evolving landscape therapeutic communication and pharmacology and a revised art program accompanied by a robust offering of invaluable instructor and student resources on evolve plunkett s procedures for the health services administrative assistant 6e is the only text you ll need to prepare for your career in health care administration assistance written in an accessible clear engaging and easy to understand style quintessentially canadian content and viewpoint examples and exercises delve deeper into topic areas teaching and learning tools including learning objectives key terms assignment boxes tips critical thinking boxes did you know boxes end of chapter assignments and discussion questions throughout extensive offering of working papers and templates allow for extra practice on tasks and scenarios encountered in the medical office environment coverage of healthcare plans across canada coverage of electronic medical records emr four colour design and art program illustrates current concepts and improves readability and visual appeal evolve site including teach lesson plans a test bank teach powerpoint slides image collection for instructors chapter review questions review questions videos forms and templates audio glossary and more reflects current privacy legislation pipeda and changes to provincial and territorial freedom of information acts updated thoroughly updated to reflect contemporary standards technological tools and terminology used in day to day modern health care practice expanded coverage on top of mind topics including confidentiality and privacy cross cultural communication infection prevention and control new electronic information technologies hospital procedures billing practices administrative roles and responsibilities in the evolving health care information environment and more new chapter on therapeutic communication new chapter on health care in an evolving environment new chapter on pharmacology expanded

and updated art program provides greater current examples of forms and technologies encountered in the workplace as well as new diagrams illustrating concepts introduced in the chapter to support student comprehension new additional evolve resources simchart for the medical office exercises and practicum activities

supplements to the board s annual report include the report of the medical officer

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