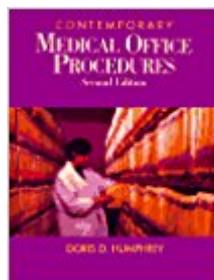


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# Contemporary Medical Office Procedures (Medical Assisting Exam Review: Preparation For The CMA, Rma, & Cmas)



## **Synopsis**

This comprehensive worktext covers current administrative medical office procedures - both traditional and computer-related skills. The performance-based approach, complemented by realistic examples and application problems, offers you practical advice on managing required tasks - from patient relations and scheduling, to computerized financial management, to "21st-century" skills. What's more, real-life assessment methods help you systematically measure your progress along the way.

## **Book Information**

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Preface. How to Use the Book. How to Use the Medical Assisting Administrative Skills CD-ROM.

PART I: TODAY'S MEDICAL ENVIRONMENT. Chapter 1: The Medical Environment. Chapter 2:

The Medical Staff. Chapter 3: Medical Ethics. Chapter 4: Medical Law. PART II: PATIENT

RELATIONS. Chapter 5: Interacting with Patients. Chapter 6: Telecommunications. Chapter 7:

Scheduling Appointments. PART III: COMPUTERS AND INFORMATION PROCESSING IN THE

MEDICAL OFFICE. Chapter 8: Computers in the Medical Office. Chapter 9: Medical Documents

and Word Processing. Chapter 10: Professional Activities, Travel Arrangements, Postal and

Delivery Services. Chapter 11: Managing Medical Records. PART IV: AUTOMATING MEDICAL

OFFICE FINANCIAL MANAGEMENT. Chapter 12: Pegboard Accounting and Computerized

Account Management. Chapter 13: Billing and Collection. Chapter 14: Health Insurance and

Coding. PART V: BECOMING A CAREER MEDICAL ASSISTANT. Chapter 15: Seeking Employment. Appendix A: AAMA Medical Assistant Role Delineation Chart. Appendix B: CAAHEP Standards for Curriculum. Appendix C: ABHES Course Content Requirements. Appendix D: Registered Medical Assistant (RMA [AMT]) --This text refers to an out of print or unavailable edition of this title.

Doris Davenport Humphrey PhD is the President of Career Solutions Training Groups in Pennsylvania.

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