

# MEDICAL ADMINISTRATIVE SUPPORT (MADM)

**MADM 113 Medical Front Office Skills**

(3 Credits, Varies)

Specialized skills for working in medical offices, hospitals, clinics, insurance offices, and public health agencies. Emphasis on patient reception and telephone communications, appointment scheduling, entering daily transactions in an electronic system, insurance billing procedures, arranging for hospital admissions and laboratory services. Includes customer service and communication skills for workplace success. *(3 lecture hours, 0 lab hours, 3 credits)*

**MADM 115 Human Relations in Healthcare**

(3 Credits, Fall/Spring)

Specialized skills for communicating and resolving conflict among team members and patients in medical offices, hospitals, clinics, insurance offices, and public health agencies. Emphasis on team building, interpersonal conflict variables, listening and seeking information, styles and behavior patterns, and negotiation skills. *(3 lecture hours, 0 lab hours, 3 credits)*

**MADM 223 Integrated Medical Office Software**

(3 Credits, Fall/Spring)

Principles and use of an integrated medical practice management and electronic health record system (PM/EHR) in a medical office setting. Emphasis on patient scheduling, submitting electronic bills, and documenting patient encounters. PRE/COREQ: MADM 113 or MEDA 132. *(3 lecture hours, 0 lab hours, 3 credits)*

**MADM 240 Health Insurance and Billing**

(3 Credits, Fall/Spring)

Introduction to health insurance rules and guidelines as they relate to the billing in both the outpatient physician office setting as well as the inpatient/outpatient hospital settings. This course is designed to emphasize the revenue cycle - ten steps that clearly identify all the components needed to successfully manage the medical insurance claims process. PREREQ: Medical Assistant or Medical Administrative Support major. *(3 lecture hours, 0 lab hours, 3 credits)*

*Refer to How to Read Course Descriptions for an explanation of elements found in the course descriptions above.*