

Preface

The medical profession is complex and demanding. The typical physician rarely has time to attend to the administrative responsibilities of the office. Successfully performing the work of an administrative medical assistant requires a foundation of procedural knowledge as well as continuing education to keep up to date with technology, including computer skills and new computer software. This eighth edition of *Medical Office Procedures (MOP)* provides the required background for the responsibilities of the administrative medical assistant. To prepare students for the ever-increasing use of technology in the medical office, this revision places continued importance on the computerization of routine tasks and of communications.

Job opportunities in the medical field often change with varying degrees of education and specialization required. This textbook allows for the integrated application of office procedures, skills, and knowledge in the classroom through the use of projects and simulations. Students learn to perform the duties of the administrative medical assistant under realistic conditions and with realistic pressures that require them to organize the work and set priorities.

HERE'S WHAT YOU AND YOUR STUDENTS CAN EXPECT FROM THE NEW EDITION OF *MOP*:

- The table of contents has been restructured to reflect today's courses, including splitting the communications information into two separate chapters to allow for expanded coverage of these crucial topics.
- All the chapter projects, end-of-chapter material, and simulations are now available online in *Connect Plus*, making it even easier for you and your students to access all the necessary materials in one convenient place.
- *Connect Plus* provides simulated Medisoft® exercises in select chapters. These exercises simulate the use of *Medisoft® Advanced Version 17* to complete various tasks. If you are assigned this option, you should follow the instructions that are printed in the chapter projects and simulations. In this version, some data may be prepopulated to allow students to focus on the key tasks of each exercise. These simulations are autograded.
- Each chapter has been matched up with updated ABHES and CAAHEP competencies, which are listed on the chapter opener.
- The end-of-chapter material—including the Using Terminology matching questions, Checking Your Understanding multiple-choice questions, and Thinking It Through critical-thinking questions—have been updated.
- The chapter projects have been updated and aligned with the new organization of the book. Several new chapter projects have been added to provide extra practice with skills most important to students.
 - The updated Working Papers are both at the back of the book and available electronically at the book's Online Learning Center, www.mhhe.com/bayes8e. The Working Papers are also included in *Connect Plus* alongside their related projects where applicable.
 - *Medisoft® Advanced Version 17* is used for all Medisoft® screenshots and the related student data file.



ABOUT THE COVER

Along with the many other updates in this edition of *Medical Office Procedures*, the book's cover has been redesigned to reflect the increasingly digital nature of the administrative medical assistant's role. Working in a medical office involves multitasking and navigating a balance of communication skills, organizational skills, and technological skills. The cover reflects the variety of skills, tasks, and technologies that students will master in this course.

HERE'S HOW YOUR COLLEAGUES HAVE DESCRIBED *MOP*:

"I feel that this text has done an excellent job in having the students use technology in the field. The chapter projects in each and every chapter are not just busy work, they are real work."

[Vanessa Austin, Medtech College–Greenwood](#)

"This book offers unifying themes for the students and simplifies the complexities of content in ways that enhance understanding without diluting the essential subject matter. The approach would reach most every student in our classes. Objectives are clearly stated and match the material. I find the reading and illustrations included an easy approach to complement my teaching and enhance the students' learning."

[Eva Ruth Oltman, M.Ed., CPC, CMA, EMT, Jefferson Community and Technical College](#)

"*Medical Office Procedures* is an excellent resource for any student wishing to work in a medical office. The book provides insight on the various aspects of working in a medical office, from the front office, medical assisting, chart documentation, billing and insurance, filing, transcription and medical law."

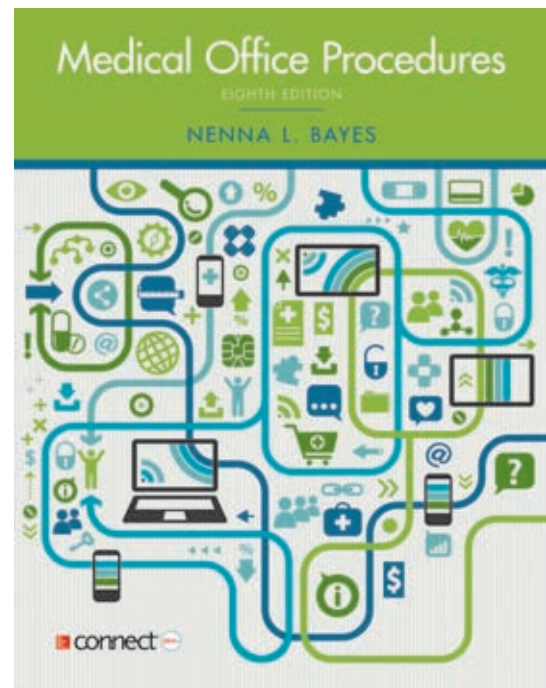
[Debora A. Kaplan, MBA, Pasco-Hernando Community College](#)

"Each chapter is clear, cohesive, linked seamlessly to learning objectives, and followed by post-chapter activities that reinforce what's been learned in the chapter."

[Edna Boroski, Trident Technical College](#)

"I have used *MOP* for several years and been thoroughly pleased with the textbook. Plus, the simulations are excellent—the students' knowledge, skills, and confidence grow with each simulation. When I first started teaching a medical office procedures course, I tried two other textbooks before discovering *MOP*. The first semester I used the textbook, I knew it was a perfect fit for the class. I look forward to the new and improved edition!"

[Cindy Minor, Ed.M., CPS, MCAS, John A. Logan College](#)



ORGANIZATION OF MOP, 8E

MOP is divided into four parts:

Part	Coverage
Part 1: The Administrative Medical Assistant's Career	Introduces the administrative medical assistant's career, defining the tasks, describing the work environments, and introducing medical ethics and medical law as they apply to the administrative medical assistant. Includes section on HIPAA as it relates to the role of the administrative medical assistant.
Part 2: Administrative Responsibilities	Introduces specific administrative responsibilities, including a chapter on managing health information with technology, and provides opportunities for practice.
Part 3: Practice Financials	Discusses procedures for preparing and organizing patients' charts and bills/insurance. Includes section on compliance and introduction to the new <i>ICD-10-CM</i> code set.
Part 4: Preparing for Employment	Prepares students for employment by covering all steps of the job-search process, from completing applications to interviews and follow-up.

NEW TO THE EIGHTH EDITION!

The following are the key changes in the eighth edition. Each chapter has:

- All chapter projects, Soft Skills Success exercises, and end-of-chapter materials now available in *Connect Plus*.
- CAAHEP and ABHES competencies aligned with that chapter.
- Updated photos.
- Updated key terms.
- Updated document samples.
- HIPAA Tips.
- New “My Notes” icons added to tops of many pages to encourage students to take notes to remember key concepts covered in class.
- Soft Skills Success discussions.
- Updated chapter projects.
- End-of-chapter tabular summary correlated with the learning outcomes.
- End-of-chapter matching and multiple-choice review questions.
- Updated Thinking It Through questions.
- Updated Medisoft® screenshots using *Medisoft® Advanced Version 17*.

Chapter by Chapter

- Chapter 1: Added more information on an introduction to healthcare; added a subsection on professionalism under “Professional Image”; added new information on communication with deaf and hard-of-hearing patients.
- Chapter 2: Added a new section on POLST, MOLST, MOST, and POST; expanded the section regarding requirements for emancipated minors; included a section on new medical laws, including Stark Laws, the False Claims Act, and the Good Samaritan Act.

- Chapter 3: Divided former Chapter 3 on office communications into two chapters to allow for expanded information on all types of communications; updated all sections to include information on newer communication technology; added content to help clarify the process of editing and proofreading.
- Chapter 4: Expanded entire chapter (part of Chapter 3 in previous edition); added section on shared medical appointments, patient online scheduling, and electronic scheduling; included more information regarding electronic health records and confidentiality.
- Chapter 5: Rearranged the order of the entire chapter to more effectively convey progression of information and importance of digital technology in the medical office; expanded section on making corrections in an electronic health record; added section on electronic health records and meaningful use.
- Chapter 6: Revised section on making travel arrangements to include more up-to-date travel guidelines; added new example focusing on office management decision-making skills; expanded Policies & Procedures section to include more information about dress codes as well as emergency preparedness.
- Chapter 7: Completely revised diagnostic coding section to feature *ICD-10-CM* information (*ICD-9-CM* information has been moved to Appendix C, available online); expanded procedural coding section to include detailed information on anesthesia procedures and radiology services; updated insurance payer information to include most current details, especially regarding BCBS, Medicare, and TRICARE for Life.
- Chapter 8: Expanded section explaining how claims are processed by a third-party payer; revised all images of and instructions for completing the CMS-1500 form to reflect the newly approved version of the form (02/12); added new section detailing the Fair Debt Collection Practices Act.
- Chapter 9: Revised section on who must comply with Red Flag Requirements; revised all figures to show updated deposit slips and reports; added two new projects focusing on bank reconciliation and petty cash reconciliation.
- Chapter 10: Added new information to expand on the importance of community service/volunteering; added new section on employment e-portfolios; added new section on requests for private social media data during an interview.

For a detailed transition guide between the seventh and eighth editions of *MOP*, visit www.mhhe.com/bayes8e.

TO THE INSTRUCTOR

McGraw-Hill knows how much effort it takes to prepare for a new course. Through focus groups, symposia, reviews, and conversations with instructors like you, we have gathered information about what materials you need in order to facilitate successful courses. We are committed to providing you with high-quality, accurate instructor support.

Connect®

McGraw-Hill's *Connect*® is an easy-to-use learning tool that enables you to create and deliver assignments online and automatically collect the results from your students. The assignments can be distributed and updated automatically by linking them to other instructors or teacher assistants who have a *Connect* account. Grades are calculated upon assignment completion and can be exported to course management software.

Getting Started in *Connect* It's easy to get up and running with *Connect*! If you need a *Connect* account created, please contact your McGraw-Hill Education representative to request access. You can also follow these steps:

1. Visit www.mcgraw-hillconnect.com/getstarted.
2. View the *Connect* Quick Guides and/or sign up for an Instructor Webinar Orientation.

3. Fill out the form. The Web address will be provided during the online orientation.
4. Submit the Web form for approval and setup. We'll contact you by e-mail and include our Welcome Kit once your account has been approved and set up. The Welcome Kit includes helpful resources for you and your students created by our technical support team, and we encourage you to review and keep them for future reference.

If you believe you already have an account, please keep the following in mind:

- Your login information is your full e-mail address.
- You can reset your password if necessary.

Signing In to Connect Once you have contacted McGraw-Hill to set up a new *Connect* account, you can use the *Connect* home page to log in: www.mcgrawhillconnect.com or www.mcgraw-hillconnect.com. To sign in:

1. Enter the e-mail address you used to register your *Connect* account.
2. Enter your password.
3. Click Sign In.

The *My Courses* page is displayed listing your courses.

System Requirements for Connect *Connect* works best with the following system requirements:

- *Operating systems*
 - Windows XP Home Edition 2002 SP2, XP Pro 2002, Vista Home Premium, Windows 7
 - Mac OS X Snow Leopard 10.6, Lion 10.7, Mountain Lion 10.8
- *Browsers*
 - Firefox 12+
 - Internet Explorer 8, 9
 - Google Chrome 18+
 - Safari 5.x
- *Plug-ins*
 - Flash 11+
 - Java SE6, SE7
 - Quicktime 7.7+

Also ensure cookies are accepted and pop-up blocker windows allowed. To confirm system and components, scroll to the bottom of any screen within your *Connect* course. Look for the Troubleshooting link in the orange bar. Click on Troubleshooting to confirm your computer has the appropriate components.

Simulations

We know that hands-on experience is an extremely valuable tool for your students. To provide that “real-life” experience, *Medical Office Procedures* features simulations that help students understand what it feels like to work in a medical practice. A four-day simulation appears at the end of Chapters 5 and 9. The text provides instructions for the completion of the simulation. In each simulation, the student listens to the *Simulation Recordings* that accompany the program (available at www.mhhe.com/bayes8e, as well as in *Connect Plus*). The recordings contain conversations between Linda Schwartz (the doctor’s administrative medical assistant, with whom the student will identify) and Dr. Karen Larsen, various patients, and other office callers. (*Note:* The student may use the simulation recordings individually, or the recordings may be assigned for use by the class as a whole. A complete transcript of the Simulation Recordings appears in the *Instructor’s Manual* at www.mhhe.com/bayes8e.)

Student Resource Materials

In the *Working Papers* section at the back of the text, forms, medical histories, handwritten drafts, incoming correspondence, and other communications needed to complete the projects and the simulations are provided. These Working Papers, as well as additional Project Resource Materials, are provided on the student side of the Online Learning Center at www.mhhe.com/bayes8e. This includes patient information forms and statements, as well as the letterhead for the physician's practice used in the projects and simulations.

Chapter Projects—Now Featuring Simulated Medisoft® Exercises

New to this edition of *MOP*, you now have even more options for completing the chapter projects, which give students the opportunity to get hands-on experience with medical office tasks. Completing these on-the-job tasks, especially those related to practice management software, is an important aspect of an administrative medical assistant's work. *MOP* now offers these options for completing these tasks:

- *Connect Plus* Simulated Medisoft® Exercises: New to this edition, *Connect Plus* provides Medisoft® exercises that simulate the use of *Medisoft® Advanced Version 17*. The simulated exercises, offered online in *Connect Plus*, cover key practice management tasks to provide experience in working with patient, insurance, procedure, diagnosis, and transaction databases. Students will experience the look and feel of using live software, without actually having to download any software. To access these simulations, follow the instructions printed in the relevant chapter projects and simulations. For more-detailed instructions regarding the use of these simulated Medisoft® exercises, please go to the Online Learning Center (OLC) at www.mhhe.com/bayes8e.
- Live Medisoft® software: As in previous editions, *MOP8e* also offers you the option of including *Medisoft® Advanced Version 17* live software with your course. This live software can be downloaded and used for select projects and simulations in the book.
- Hardcopy or manual work: As always, your students will also have the option of experiencing the manual version of these practice management texts, using the various resources included in the Working Papers and Online Learning Center for the text. See the chapter projects for specific instructions regarding the manual options.

Using Medisoft® Advanced Version 17 with MOP

medisoft®

If you choose to use the live *Medisoft® Advanced Version 17* software with *MOP*, your students will need the following:

- Minimum system requirements
 - Pentium 4
 - 1.0 GHz (minimum) or higher processor
 - 500 MB available hard disk space
 - 1 GB RAM
 - 32-bit color display (minimum screen display of 1024 × 768)
 - Windows XP Professional SP3 or higher 32-bit
 - Windows Vista Business SP1 or higher 32-bit
 - Windows 7 Ultimate
- External storage device, such as a USB flash drive, for storing backup copies of the working database
- *Medisoft Advanced Version 17* patient billing software
- Student data file, available for download from the book's Online Learning Center, www.mhhe.com/bayes8e

Instructor's Software: *Medisoft*® Advanced Version 17 CD-ROM

Instructors who use McGraw-Hill Medisoft-compatible titles in their courses receive a fully working version of *Medisoft Advanced Version 17* software, which allows a school to place the live software on the laboratory or classroom machines. Only one copy is needed per campus location. Your McGraw-Hill sales representative will help you obtain Medisoft for your campus.

Medisoft-compatible titles available from McGraw-Hill

- Sanderson, *Computers in the Medical Office (CiMO)*, 8e
0073402133, 9780073402130
- Sanderson, *Case Studies for Use with Computers in the Medical Office*, 8e
007445333, 9780077445331
- Valerius/Bayes/Newby/Blochowiak, *Medical Insurance: An Integrated Claims Process Approach*, 6e
0073513717, 9780073513713
- Newby/Carr, *Insurance in the Medical Office: From Patient to Payment*, 7e
0073374598, 9780073374598
- Bayes/*Medical Office Procedures*, 8e
0077862031, 9780077862039

For more information about using *Medisoft Advanced Version 17*, please see the McGraw-Hill Guide to *Success for Medisoft Advanced Version 17*, which is available on the OLC at www.mhhe.com/bayes8e. Also, please refer to Appendix A of this book.

Instructor Resources

You can rely on the following materials to help you and your students work through the exercises in the book:

- Instructor Edition of the Online Learning Center at www.mhhe.com/bayes8e. Your McGraw-Hill sales representative can provide you with access and show you how to “go green” with our online instructor support.
 - Instructor's Manual with course overview; lesson plans; sample syllabi; transition guides; answer keys for end-of-chapter questions; and correlations to competencies from several organizations, such as ABHES and CAAHEP. More details can be found in the IM and at the book's Web site, www.mhhe.com/bayes8e.
 - A PowerPoint slide presentation for each chapter, containing teaching notes correlated to learning outcomes. Each presentation seeks to reinforce key concepts and provide a visual for students. The slides are excellent for in-class lectures.
 - Test bank and answer key for use in classroom assessment. The comprehensive test bank includes a variety of question types, with each question linked directly to its learning outcome, Bloom's Taxonomy, and difficulty level. The test bank is available in *Connect*, and a Word version and a computerized version (EZ Test) are also available on the Online Learning Center (OLC).
 - Conversion Guide with a chapter-by-chapter breakdown of how the content has been revised between editions. The guide is helpful if you are currently using *MOP* and moving to the new edition, or if you are a first-time adopter.
 - Instructor Asset Map to help you find the teaching material you need with a click of the mouse. These online chapter tables are organized by learning outcomes, and allow you to find instructor notes, PowerPoint slides, and even test bank suggestions with ease! The Asset Map is a completely integrated tool designed to help you plan and instruct your courses efficiently and comprehensively. It labels and organizes course material for use in a multitude of learning applications.

Digital Resources

Knowing the importance of flexibility and digital learning, McGraw-Hill has created multiple assets to enhance the learning experience no matter what the class format: traditional, online, or hybrid. This product is designed to help instructors and students be successful, with digital solutions proven to drive student success.

A one-stop spot to present, deliver, and assess digital assets available from McGraw-Hill: McGraw-Hill Connect Medical Office



Procedures McGraw-Hill Connect Medical Office Procedures provides online presentation, assignment, and assessment solutions. It connects your students with the tools and resources they'll need to achieve success. With *Connect* you can deliver assignments, quizzes, and tests online. A robust set of questions and activities, including all of the chapter projects, Soft Skills Success exercises, end-of-chapter questions, simulations, interactives, and test bank questions, are presented and aligned with the textbook's learning outcomes. New to the eighth edition, *Connect* Medical Office Procedures now also includes simulated Medisoft® exercises in select chapters. These autograded exercises simulate the use of *Medisoft® Advanced Version 17* to complete various tasks. As an instructor, you can edit existing questions and author entirely new problems. *Connect* enables you to track individual student performance—by question, by assignment, or in relation to the class overall—with detailed grade reports. You can integrate grade reports easily with Learning Management Systems (LMSs), such as Blackboard, Desire2Learn, or eCollege—and much more. **Connect Plus Medical Office Procedures** provides students with all the advantages of *Connect* Medical Office Procedures *plus* 24/7 online access to an e-book. This media-rich version of the textbook is available through the McGraw-Hill *Connect* platform and allows seamless integration of text, media, and assessments. To learn more, visit <http://connect.mcgraw-hill.com>.

A single sign-on with Connect and your Blackboard course: McGraw-Hill Higher Education and Blackboard

Blackboard, the Web-based course management system, has partnered with McGraw-Hill to better allow students and faculty to use online materials and activities to complement face-to-face teaching. Blackboard features exciting social learning and teaching tools that foster active learning opportunities for students. You'll transform your closed-door classroom into communities where students remain connected to their educational experience 24 hours a day. This partnership allows you and your students access to McGraw-Hill's *Connect* and *Create* right from within your Blackboard course—all with a single sign-on. Not only do you get single sign-on with *Connect* and *Create*, but you also get deep integration of McGraw-Hill content and content engines right in Blackboard. Whether you're choosing a book for your course or building *Connect* assignments, all the tools you need are right where you want them—inside Blackboard. Gradebooks are now seamless. When a student completes an integrated *Connect* assignment, the grade for that assignment automatically (and instantly) feeds into your Blackboard grade center. McGraw-Hill and Blackboard can now offer you easy access to industry-leading technology and content, whether your campus hosts it or we do. Be sure to ask your local McGraw-Hill representative for details.



Whether you're choosing a book for your course or building *Connect* assignments, all the tools you need are right where you want them—inside Blackboard. Gradebooks are now seamless. When a student completes an integrated *Connect* assignment, the grade for that assignment automatically (and instantly) feeds into your Blackboard grade center. McGraw-Hill and Blackboard can now offer you easy access to industry-leading technology and content, whether your campus hosts it or we do. Be sure to ask your local McGraw-Hill representative for details.

Create a textbook organized the way you teach: McGraw-Hill Create With **McGraw-Hill Create**, you can easily rearrange chapters, combine material from other content sources, and quickly upload content you have written, such as your course syllabus or teaching notes. Find the content you need in *Create* by searching through thousands of leading McGraw-Hill textbooks. Arrange your book to fit your teaching style. *Create* even allows you to personalize your book's appearance by selecting the cover and adding your name, school, and course information. Order a *Create* book, and

you'll receive a complimentary print review copy in 3 to 5 business days or a complimentary electronic review copy (eComp) via e-mail in minutes. Go to **www.mcgrawhillcreate.com** today, and register to experience how McGraw-Hill *Create* empowers you to teach *your* students *your* way.

Record and distribute your lectures for multiple viewing: My Lectures—Tegrity McGraw-Hill Tegrity records and distributes your class lecture with just a click of a button. Students can view it anytime and anywhere via computer, iPod, or mobile device. It indexes as it records your PowerPoint presentations and anything shown on your computer, so students can use key words to find exactly what they want to study. Tegrity is available as an integrated feature of **McGraw-Hill Connect Medical Office Procedures** and as a stand-alone.

Need Help? Contact the Customer Experience Group (CXG)

Visit our CXG Self-Service site at www.mhhe.com/support. Browse the FAQs (frequently asked questions) and product documentation, and/or contact a CXG representative. The Customer Experience Group (CXG) is available Sunday through Friday.

Best-in-class Digital Support

Based on feedback from our users, McGraw-Hill Education has developed Digital Success Programs that will provide you and your students the help you need, at the moment you need it.

- One-to-One Training: Get ready to drive classroom results with our Digital Success Team—ready to provide in person, remote, or on demand training as needed
- Peer Support and Training: No one understands your needs like your peers. Get easy access to knowledgeable digital users by joining our Connect Community, or speak directly with one of our digital faculty consultants
- Online Training Tools: Get immediate anytime, anywhere access to modular tutorials on key features through our Connect Success Academy

Get started today. Learn more about McGraw-Hill Education's Digital Success Programs by contacting your local sales representative or visit <http://connect.customer.mcgraw-hill.com/start>.