

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 seventh edition of *Medical Office Procedures (MOP)*, the long-awaited revision of this widely used textbook, 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.

This edition features two new co-authors, Nenna Bayes of Ashland Community and Technical College and Bonnie Crist of Harrison College. The changes to the book are based on their experiences in the classroom, along with extensive market feedback.

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 more integrated coverage of HIPAA, coverage of electronic health records, and a brand-new chapter (9) on preparing for employment.
- It contains a brand-new interior design, along with vibrant four-color photos.
- Each chapter has been matched up with the appropriate ABHES and CAAHEP competencies, which are listed on the chapter opener.
- The pedagogy has been updated to make the text even easier to use, including the learning outcomes. The learning outcomes are revised to reflect Bloom's Taxonomy, and the major chapter heads are structured to reflect the learning outcomes (and are numbered accordingly).
- New HIPAA tips are included, as well as Soft Skills Success discussions, which include critical-thinking questions.
 - The end-of-chapter material now includes a tabular summary, tied to the learning outcomes, new Using Terminology questions, and new multiple-choice questions. The Thinking It Through questions, which encourage critical-thinking skills, have been updated.
 - The chapter projects have been updated and aligned with the new organization of the book.
 - 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/bayes7e.
 - *Medisoft® Advanced Version 16* is used for all Medisoft screen shots 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 what awaits today's students after they complete this course. Working in a medical office requires a balance between traditional tools and new technologies, such as EHR and other computerized systems. The cover reflects the many skills and competencies that students will learn in this course.

HERE'S HOW YOUR COLLEAGUES HAVE DESCRIBED MOP:

"The Bayes/Crist/Becklin text is an all-encompassing book on medical office procedures. It is complete, follows a logical order, is easy for students to understand, and has numerous activities for students to complete."

[Helen W. Spain, Wake Technical Community College](#)

"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."

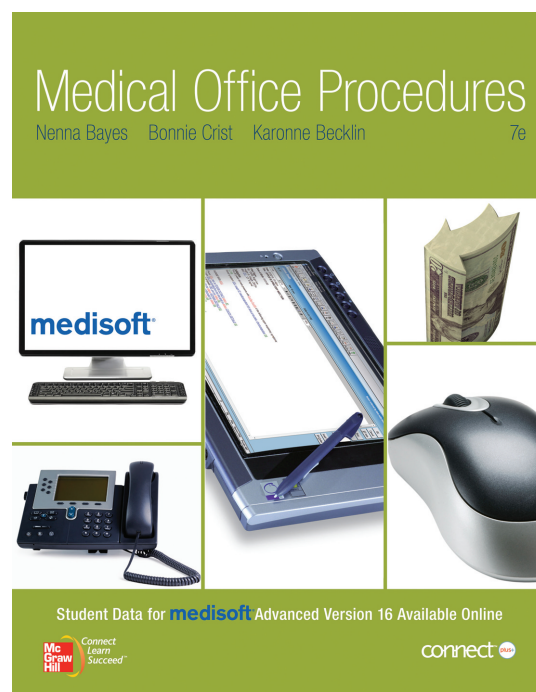
[Debora A. Kaplan, MBA, Pasco-Hernando Community College](#)

"Continuity [is a strength of the book]. The simulation pulls the whole operation of a medical office together. They [the students] are responsible for getting the entire operation correct. This is good for developing soft skills, work ethic, follow-through, etc., and also aids understanding of the entire cycle."

[Pat J. Donahue, MS, Monroe Community 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*, 7E

MOP is divided into four parts:

Part	Coverage
Part 1: The Administrative Medical Assistant	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 SEVENTH EDITION!

The following are the key changes in the seventh edition.

Each chapter has:

- CAAHEP and ABHES entry-level competencies aligned with that chapter.
- New learning outcomes written to reflect Bloom's Taxonomy.
- Updated photos.
- Updated key terms.
- Updated document samples using Word 2007.
- HIPAA Tips.
- 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.

Chapter-by-Chapter

- Chapter 1: New reference to CMA (AAMA) Certification/Recertification Content Outline
- Chapter 2: Updated American Medical Association Principles of Medical Ethics; revised HIPAA material from the appendix has been inserted as Section 2.3
- Chapter 3: New Section 3.1 on the communication cycle; new Section 3.2 on non-verbal communication; material from the former Chapter 6—Written Communications—with revised sample documents using Word 2007; material from the former Chapter 4—Telephone Skills; material from the former Chapter 6—Processing Incoming Mail and Preparing Outgoing Mail; new information on best practices for safe mail handling issued by Homeland Security

- Chapter 4: New chapter title—Managing Health Information; revised material from the former Chapter 3 (removed hardware information but maintain software information); updated documentation format information to include CHEDDAR format; updated material in Section 4.4 Ownership, Quality Assurance, and Records Retention from the former 7.4; new Section 4.6, which includes screen shots on electronic health records; new Section 4.8 on technologies for material input; and moved transcription guidelines to an appendix (available at www.mhhe.com/bayes7e)
- Chapter 5: New Section 5.1 on how to manage the physical environment of the medical office; includes new Section 5.2 on different areas to manage, such as stress and time management; revised material from former Chapter 11 and new material on different management styles
- Chapter 6: Revised material (such as new coding icons) from the former Chapter 6; new Section 6.5 covering *ICD-10* with a sample crosswalk for learners
- Chapter 7: Revised material from the former Chapter 9; new knowledge application exercises within the chapter; updated CMS-1500 claim form and updated completion guidelines along with a revised project and a new project for CMS-1500 claim form completion using electronic CMS form
- Chapter 8: Revised material from the former Chapter 10; removed dated pegboard information but left rationale for balancing, and the manual balancing accounts project is now optional; new Section 8.2 on the Red Flag Requirements as they relate to the medical office; new project covering payroll
- Chapter 9: new chapter, which takes the learner through the employment process from assessing tasks and skills, locating employment opportunities, and completing an application/cover letter/résumé/interview to composing a follow-up thank-you letter—projects and Thinking It Through scenarios are included to reinforce chapter material

For a detailed transition guide between the sixth and seventh editions of *MOP*, visit www.mhhe.com/bayes7e.

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.

Simulations

A two-day simulation appears at the end of Chapter 4; three-day simulations appear at the ends of Chapters 7 and 8. 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/bayes7e). 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 they 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/bayes7e.)

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. Additional *Project Resource Materials* are provided on the student side of the Online Learning Center Web site, www.mhhe.com/bayes7e. This

includes patient information forms and statements, as well as the letterhead for the physician's practice used in the projects and simulations.

medisoft® **Using Medisoft® Advanced Version 16 with MOP**

MOP features Medisoft® Advanced Version 16 patient accounting software with some of the projects and Simulations. McGraw-Hill has partnered with Medisoft from the very beginning, going back 15 years to when the software was DOS-based! The support you receive when you are using a McGraw-Hill text with Medisoft is second to none.

Your students will need the following:

- Minimum system requirements
 - Pentium III
 - 500 MHz (minimum) or higher processor
 - 500 MB available hard disk space
 - 512 MB RAM
 - 32-bit color display (minimum screen display of 1024 X 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 16 patient billing software
- Student data file, available for download from the book's Online Learning Center, www.mhhe.com/bayes7e

Instructor's Software: Medisoft® Advanced Version 16 CD-ROM

Instructors who use McGraw-Hill Medisoft-compatible titles in their courses receive a fully working version of *Medisoft Advanced Version 16* 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)*, 7e
0073374601, 9780073374604
- Sanderson, *Case Studies for Use with Computers in the Medical Office*, 6e
007337489X, 9780073374895
- Valerius/Bayes/Newby/Seggern, *Medical Insurance: An Integrated Claims Process Approach*, 5e
0073374911, 9780073374918
- Valerius, *Workbook for Use with Medical Insurance: An Integrated Claims Process Approach*, 5e
0077364333, 9780077364335
- Bayes/Crist/Becklin, *Medical Office Procedures*, 7e
0073401986, 9780073401980



The McGraw-Hill Guide to Success for Medisoft® Advanced Version 16

We want your transition to *Medisoft Advanced Version 16* to be a snap! In *The McGraw-Hill Guide to Success for Medisoft Advanced Version 16*, the following topics are addressed:

- Software installation procedures for both the Instructor Version and the Student At-Home Version of Medisoft
- Student data files installation procedures
- Use of flash drives
- Backup and restore processes
- Frequently asked questions (FAQs)
- Instructor resources
- Technical support

Ask your McGraw-Hill sales representative to send you a copy, or visit www.mhhe.com/bayes7e to review the materials online.

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/bayes7e. 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/bayes7e.
 - 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. Both a Word version and a computerized version (EZ Test) of the test bank are provided.
 - 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.
 - *Connect Plus*: McGraw-Hill *Connect Plus* is a revolutionary online assignment and assessment solution, providing instructors and students with tools and resources



to maximize their success. Through *Connect Plus*, instructors enjoy simplified course setup and assignment creation. Robust, media-rich tools and activities, all tied to the textbook Learning Outcomes, ensure you'll create classes geared toward achievement. You'll have more time with your students and spend less time agonizing over course planning.



— McGraw-Hill LearnSmart for Medical Insurance, Billing, and Coding: LearnSmart diagnoses students' skill levels to determine what they're good at and where they need help. Then it delivers customized learning content based on their strengths and weakness. The result: Students get the help they need, right when they need it—instead of getting stuck on lessons or being continually frustrated with stalled progress.

McGraw-Hill Higher Education and Blackboard have teamed up. What does this mean for you?

1. **Your life, simplified.** Now you and your students can access McGraw-Hill's *Connect Plus* and *Create* right from within your Blackboard course—all with one single sign-on. Say goodbye to the days of logging in to multiple applications.
2. **Deep integration of content and tools.** Not only do you get single sign-on with *Connect Plus* 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 Plus* assignments, all the tools you need are right where you want them—inside of Blackboard.

- 3. Seamless gradebooks.** Are you tired of keeping multiple gradebooks and manually synchronizing grades into Blackboard? We thought so. When a student completes an integrated *Connect Plus* assignment, the grade for that assignment automatically (and instantly) feeds your Blackboard grade center.
- 4. A solution for everyone.** Whether your institution is already using Blackboard or you just want to try Blackboard on your own, we have a solution for you. 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.



Blackboard

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Need Help? Contact the Digital Care Support Team

Visit our Digital CARE Support Web site at www.mhhe.com/support. Browse the FAQs (frequently asked questions) and product documentation, and/or contact a CARE support representative. The Digital CARE Support Team is available Sunday through Friday.