



Administrative Medical Assisting

By Fordney, Marilyn T.; French, Linda L.; Follis, Joan J.

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Summary: UNIT 1 PROFESSIONAL AND CAREER

RESPONSIBILITIES Chapter 1 A Career As an Administrative Medical Assistant Chapter 2 The Healthcare Environment: Past, Present and Future Chapter 3 Medicolegal and Ethical Responsibilities

UNIT 2 INTERPERSONAL COMMUNICATIONS

Chapter 4 The Art Of Communication Chapter 5 The Receptionist

Chapter 6 Telephone Procedures Chapter 7 Appointments

Chapter 8 Filing Procedures Chapter 9 Medical Records Chapter

10 Drugs and Prescription Records

UNIT 4 WRITTEN COMMUNICATIONS Chapter 11 Written Correspondence Chapter

12 Processing Mail and Telecommunications

UNIT 5 FINANCIAL ADMINISTRATION Chapter 13 Fees, Credit, and Collection Chapter

14 Banking Chapter 15 Bookkeeping Chapter 16 Health

Insurance Systems

UNIT 6 MANAGING THE OFFICE Chapter 17 Office Financial Manager Chapter 18 Financial Management of

the Medical Practice

UNIT 7 EMPLOYMENT Chapter 19 Seeking a Position as an Administrative Medical Assistant.



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