

ASSIGNMENT SHEET**CHAPTER 6: ORAL AND WRITTEN COMMUNICATIONS****Unit 1: Telephone Communication****WORDS TO KNOW CHALLENGE****A. Matching: Match the term in column I with its description in column II.**

COLUMN I	COLUMN II
_____ 1. Confirmed	a. To prove to be true; to support by facts
_____ 2. Empathy	b. Verified or ratified
_____ 3. Verify	c. Conventional rules for correct behavior
_____ 4. Personality	d. Sympathetically trying to identify one's feelings with those of another
_____ 5. Etiquette	e. Said in words or by action
_____ 6. Pertinent	f. Transmit copies by telephone
_____ 7. Expressed	g. The personal or individual qualities that make one person different from another
_____ 8. Fax	h. A preliminary or indicating procedure
_____ 9. Screening	i. Having to do with what is being considered

B. Spelling: Underline the correct spelling of each word.

- | | | | |
|----------------|-------------|--------------|--------------|
| 1. pertinent | pertinunt | purtinant | pertenint |
| 2. ecspressed | expressed | excpresed | exspressed |
| 3. verify | verfie | varify | verifye |
| 4. personality | personality | personalitie | personellity |
| 5. etickett | eticette | etiquette | eticquette |

UNIT REVIEW**A. True or False: Place a "T" for true or "F" for false in the space provided. For false statements, explain why they are false.**

- _____ 1. A pleasant voice and good listening skills are essential in telephone communications.

- _____ 2. When patients call for information about their condition or for lab report results, it is not necessary to pull their chart.

- _____ 3. All telephone calls, regardless of what you feel about their importance, should be documented.

- _____ 4. The answering machine in the medical office should be turned on to leave a message for callers only on weekends when the physician is not in the office.

- _____ 5. Telephone callers form a picture of you as they listen to your voice.

- _____ 6. When you finish a phone conversation with a patient, you should hang up first to let the patient know you are finished talking.

- _____ 7. When an attorney phones for information about a patient, you must provide the necessary information immediately.

- _____ 8. Always be sure to make a copy of any correspondence mailed out so you have a copy for the patient's chart.

- _____ 9. The physician usually does not wish to speak to unidentified phone callers during busy office hours.

- _____ 10. When handling medical office calls, you should always know where to reach the physician if he or she is not in the office.

- _____ 11. You should never leave a patient on hold for more than 10 minutes.

- _____ 12. You should screen and complete as many calls as possible before adding names to the physician's call-back list.

B. Short Answer

- 1. List the common types of calls that are received in a medical office. _____

- 2. Explain why a telephone triage manual should be kept by the phone to manage telephone calls in a medical facility. _____

- 3. List the important items of a telephone message. _____

C. Fill in the Blank

- 1. Essential items that should be next to each telephone in a medical facility are a(n) _____, _____, and _____.
- 2. The _____ established by the medical assistant who answers the phone will contribute to successful communication with patients.
- 3. The responsibility of responding to phone calls in a medical office takes a great deal of maturity and _____.
- 4. It is a sensible practice to have all _____ phone numbers listed by each phone in the office.
- 5. All telephone messages that are urgent should be given _____ and handled as soon as possible.
- 6. You should be _____ about your knowledge and experience with phone systems.
- 7. When answering a phone call from a patient, make sure you get the caller's _____ and _____ in case the call is an emergency and it is interrupted.
- 8. An appointment should be _____ by reading the appointment time back to the patient after it has been recorded in the appointment book.

9. Only patient information that has been _____ by the patient in writing, with the patient's signature, may be given to another party.
10. If you have made an error on a patient's bill, be sure to _____ it, _____, and offer to send a _____ statement.

CASE STUDIES

Scenario 1

Jennifer, the clinical medical assistant, answers the telephone for the receptionist, who is busy, and encounters a patient who is very upset and anxious. The patient quickly informs Jennifer that her 3-year-old daughter has fallen and is bleeding badly. The patient tells Jennifer her name and phone number, but hangs up before Jennifer can find anything to write with or record the message on.

Critical Thinking Questions

1. How should Jennifer handle this situation? _____

2. How can she ensure this will not happen again? _____

3. What should Jennifer do before answering the phone the next time? _____

Scenario 2

Several of the telephone lines are ringing at once, and Sarah is already on the line with one patient who needs to have an important question answered immediately.

Critical Thinking Questions

1. What should Sarah do about answering the other lines? _____

2. Should she continue to talk with the first caller and let the other lines ring? _____

3. What device could be of help in this situation? _____

UNIT APPLICATION

Performance Objective Practice

DIRECTIONS: Read the following situations out loud in class and role-play how you would handle them. Answers will vary. Your instructor may want to guide the situations.

A. "I Have to See the Doctor—Today!"

Doctor's Identity: (Use names of local physicians)
Solo or Group: Two-physician partnership
Specialty: Family practice
Time: 8:30 A.M.
Situation: Both physicians are on hospital rounds and are not expected until 10:00 A.M.
The appointment book is full.
Patient: (Insert name of student or fictitious name), a patient since infancy

.....
"I need an appointment today—right away. I'm leaving for college tomorrow, and the doctor just has to see me. Just for a minute. I need a quick physical and a form filled out. It's nothing really. I can't register for class unless the doctor sees me. I just have to have an appointment. I know this is last minute—but just this once, please. Certainly, you understand: you have to."

.....
How do you handle this?

B. Call to Notify Patient

Doctor's Identity: (Use names of local physicians)
Solo or Group: Two-physician partnership
Specialty: OB/GYN
Time: 1:00 P.M.
Situation: Both physicians have called to say that they will be late in returning to the office. It seems all of the babies in town decided to be born today. Dr. _____, anticipating a caesarean section, says he may not be in at all. Dr. _____ says that he will be at least one hour late, and maybe longer. Office protocol is to notify patients, who have not as yet arrived, of the delay.
Patient: (Fictitious name)

.....
You call Mrs. _____ and tell her of the delay. She has an appointment for 3:00 P.M., which she made about three weeks ago. You can tell from the tone of her voice that she is upset.

The medical assistant knows from past experience that the best thing to do would be to cancel Mrs. _____'s appointment and reschedule her. This can't be done. About the earliest time that Dr. _____ can see Mrs. _____ will be 5:00 to 5:30 P.M.

Mrs. _____ is not enthusiastic about either alternative.

.....
How do you handle this?

C. You obtain a telephone message from a recording device and record it on the telephone message form, as shown below. It was left at 8:00 A.M. on Tuesday, 01-06-XX. Information on the recording device follows:

“This is Mr. Anthony. I am having trouble breathing and I need the doctor to call me back immediately! I am very anxious and have used my inhaler three times, but it doesn’t seem to help. Please call me soon.”

PHONE MESSAGE	
For _____	Date _____ Time _____ AM/PM
Mr/Ms _____	
Of _____	
Phone _____	Page # _____ Fax _____
<input type="checkbox"/> Phoned	<input type="checkbox"/> Please call—urgent
<input type="checkbox"/> Returned call	<input type="checkbox"/> Stopped in
<input type="checkbox"/> Will call again	<input type="checkbox"/> Wants appointment
<input type="checkbox"/> Personal	<input type="checkbox"/> See me for message
Message	

Call taken by _____	Date _____ Time _____

Performance Competency

Following the Performance Objective Practice, use the Performance Evaluation Checklists in the Workbook to perform Procedures 6-1, 6-2, and 6-3 for evaluation.

CERTIFICATION AND REGISTRATION PREPARATION

- _____ 1. The medical assistant who handles phone calls for the medical office should have all of the following desirable skills and qualities except:
 - a. courtesy
 - b. great personality
 - c. active listening
 - d. good grooming
- _____ 2. Most physicians will allow the medical assistant to telephone patients with test results that are:
 - a. important
 - b. abnormal
 - c. normal
 - d. high
- _____ 3. It is permissible to leave confidential information about a patient with:
 - a. the patient's child
 - b. the patient's spouse
 - c. whoever answers the phone
 - d. only the patient
- _____ 4. All of the following calls would be handled by the physician except:
 - a. critical lab results
 - b. emergency calls
 - c. referrals
 - d. third-party requests for information
- _____ 5. Which of the following would be used to give instructions to a patient by phone?
 - a. Procedure manual
 - b. Protocol manual
 - c. Screening manual
 - d. Instruction manual
- _____ 6. Which of the following is considered to be the most critical piece of information when recording a telephone message?
 - a. Patient's name
 - b. Patient's telephone number
 - c. Date of the call
 - d. Time of the call
- _____ 7. The telephone should be answered by the _____ ring at the very most.
 - a. first
 - b. second
 - c. third
 - d. fourth

1

2

3

ASSIGNMENT SHEET

CHAPTER 6: ORAL AND WRITTEN COMMUNICATIONS

Unit 2: SCHEDULE APPOINTMENTS

WORDS TO KNOW CHALLENGE

A. Word Search: Find the following words hidden in the puzzle.

SERVICE	RAPPORT	WAVE
SEVERE	CODES	STAFF
TRIAGE	DOWNTIME	STYLE
GATEKEEPER	ROUTINE	FLEX
PERIODIC	CRITERION	PHONE
PRECERTIFICATION	PATIENT	REMOTE
APPOINTMENT	SCHEDULE	GUARANTOR
STREAMING	COMPLICATIONS	INFORMATION
SEQUENTIALLY	DELAY	STRESS
GOALS	MATRIX	DAILY

P E R I O D I C S O M R I S S S
 G O A L S C L O S W A A N E E E
 A P P O I N T M E N T P F Q V V
 T R I A G E D P R S R P O U E C
 E C O D E S H L T T I O R E R R
 K D A I L Y J I S A X R M N E I
 E M S E R V I C E F I T A T R T
 E W S T Y L E A Z F L P T I O E
 P A I D O W N T I M E H I A U R
 E V E A P A T I E N T O O L T I
 R E M O T E D O U B F N N L I O
 S T R E A M I N G T L E K Y N N
 D E L A Y F E S C H E D U L E Z
 G U A R A N T O R A X P B C V O
 P R E C E R T I F I C A T I O N

B. Word Scramble: Unscramble the following terms.

- | | |
|-----------|---|
| 1. _____ | <u>T</u> <u>E</u> <u>A</u> <u>G</u> <u>E</u> <u>P</u> <u>E</u> <u>K</u> <u>R</u> <u>E</u> |
| 2. _____ | <u>M</u> <u>O</u> <u>H</u> <u>C</u> <u>E</u> <u>Y</u> <u>P</u> <u>A</u> <u>R</u> <u>T</u> <u>H</u> <u>E</u> |
| 3. _____ | <u>M</u> <u>E</u> <u>I</u> <u>N</u> <u>C</u> <u>R</u> <u>E</u> <u>T</u> <u>S</u> <u>N</u> |
| 4. _____ | <u>C</u> <u>D</u> <u>E</u> <u>U</u> <u>R</u> <u>T</u> <u>U</u> <u>U</u> <u>N</u> <u>T</u> <u>R</u> <u>S</u> |
| 5. _____ | <u>I</u> <u>A</u> <u>X</u> <u>M</u> <u>T</u> <u>R</u> |
| 6. _____ | <u>M</u> <u>O</u> <u>C</u> <u>O</u> <u>A</u> <u>N</u> <u>M</u> <u>L</u> <u>Y</u> <u>T</u> <u>I</u> |
| 7. _____ | <u>X</u> <u>L</u> <u>E</u> <u>F</u> <u>M</u> <u>I</u> <u>E</u> <u>T</u> |
| 8. _____ | <u>N</u> <u>O</u> <u>T</u> <u>R</u> <u>G</u> <u>A</u> <u>A</u> <u>R</u> <u>U</u> |
| 9. _____ | <u>T</u> <u>E</u> <u>E</u> <u>O</u> <u>L</u> <u>R</u> <u>A</u> <u>T</u> <u>I</u> <u>B</u> |
| 10. _____ | <u>U</u> <u>N</u> <u>E</u> <u>E</u> <u>S</u> <u>Y</u> <u>Q</u> <u>L</u> <u>I</u> <u>A</u> <u>T</u> <u>L</u> |

UNIT REVIEW

A. Matching: Match the term in column I with its description in column II.

COLUMN I	COLUMN II
_____ 1. Wave	a. Appointments are made to accommodate specific needs of patients according to the amount of time that is generally adequate (for continuous patient flow)
_____ 2. Open hours	b. This method is used for patients who will take a considerable amount of time, about 45 minutes to an hour
_____ 3. Streaming	c. Appointment times are given to two or more patients for the same time
_____ 4. Clustering	d. No appointments made; patients sign, noting time of arrival
_____ 5. Single-booking	e. Appointments are made in the first 30 minutes of each hour—second half-hour is for walk-ins
_____ 6. Modified wave	f. A group of patients with the same complaint, diagnosis, or other commonality are scheduled sequentially every 10 minutes
_____ 7. Double-booking	g. Same as wave, but with additional scheduling of the second half of the hour in 10- to 20-minute intervals, according to the medical problem

B. True or False: Place a "T" for true or "F" for false in the space provided. For false statements, explain why they are false.

- _____ 1. Information regarding office hours should be placed in phone directories and wherever applicable.

- _____ 2. Downtime refers to the time when the computer is not functional.

- _____ 3. You should place an OUTguide in place of every chart that is pulled for the daily schedule.

- _____ 4. The process of rescheduling involves calling each scheduled patient and offering an alternative appointment time as close to the original one as possible.

- _____ 5. When scheduling an appointment for a patient, you should offer several choices of times for the appointment.

- _____ 6. The term "precertification" means that certain procedures and treatments must be approved with the patient's insurance company for guaranteed payment of services before the patient receives the service.

- _____ 7. Leaving the appointment book open for unauthorized persons to view breaks the laws of confidentiality.

- _____ 8. Delays in the appointment schedule do not have to be made known to patients because it will upset them.

- _____ 9. Appropriate printed information and instructions should be given to a patient for a referral appointment.

C. Short Answer: Spell out the following abbreviations.

- 1. NP _____
- 2. CPE or CPX _____
- 3. FU _____
- 4. NS _____
- 5. RS _____
- 6. C & C _____
- 7. Ref _____
- 8. Re _____
- 9. PT _____
- 10. Cons _____
- 11. Inj _____
- 12. ECG _____
- 13. Sig _____
- 14. Surg _____

CASE STUDIES

Scenario 1

Mr. Jones calls the office and says that he needs to see the physician immediately. He refuses to give the reason for his visit and says that he will only discuss the situation with the physician.

Critical Thinking Questions

- 1. How should you handle this situation? _____

- 2. How much time should be scheduled for this patient? _____

- 3. Into which appointment slot should this patient be booked? _____

Scenario 2

It is 4:00 P.M. when Mrs. Anderson stops into the office, complaining of severe abdominal pain in the right lower quadrant of her abdomen. She does not have an appointment and the physician is already running an hour behind schedule. There are five patients in the reception area waiting to be seen.

Critical Thinking Questions

- 1. How should this patient be handled? _____

- 2. Should she be worked into the schedule? _____

- 3. Who should take care of this situation? _____

UNIT APPLICATION

Performance Objective Practice

Use the appointment schedule provided. Establish the matrix. Office hours are:

Mondays: 8 A.M.–5 P.M. (Lunch break 12:00–1:15 P.M.)

Tuesdays: 8:30 A.M.–2:30 P.M. (Lunch break 12:00–12:30 P.M.)

Wednesdays: 12:30–6:00 P.M.

Use the list of patients and list of abbreviations in Figure 6-13 of the textbook to fill in the appointment schedule. You should be able to find room for all on the schedule.

INFORMATION SHEET FOR APPOINTMENTS

NAME	PHONE	COMPLAINT OR PROCEDURE	MINUTES	BEST TIME
1. Koch, Curtis	555-0123	Stepped on rusty nail	15	emergency
2. Harris, Dezzie	555-1234	Shortness of breath, dizziness	15	early P.M.
3. Hall, Pauline	555-2345	Smallpox vaccination for travel	15	anytime
4. Graves, Connie	555-3456	Headache and sinus trouble	15	after work
5. Ford, Kenneth	555-4567	Cough and cold	15	anytime
6. Edwards, Melvin	555-5678	Rectal examination and consultation	15	late P.M.
7. Dennis, Mrs. P.A.	555-6789	Annual physical exam; Pap test	30	A.M.
8. Daniels, Dave	555-8910	New patient	30	Monday
9. Carr, Bruce	555-9102	Company examination, new employee	30	Monday
10. Booth, Vivian	555-1023	Injury to ankle	15	Monday, P.M.
11. Block, Jimmy	555-3457	Check leg cast	15	A.M.
12. Bergstrom, Stephen	555-4680	Examination; complaint of pain in hands and knees	15	late Wednesday
13. Applegate, Elmo	555-1357	Follow-up exam and ECG	15	Monday, late P.M.
14. Anders, L.K.	555-0987	Treatment of leg ulcer	15	early A.M.
15. Appleby, Nathan	555-1193	Injection and consultation	15	Monday, late P.M.
16. Jefferson, Thomas	555-7890	Remove sutures and dressing, following hernia operation	15	anytime
17. Benson, Mrs. C.L.	555-5789	Exam and consult regarding gallbladder surgery	30	Wednesday, after 4 P.M.
18. Hanning, Dianne	555-6890	Remove small growth by eye under local	30	a.m.
19. Blair, Robert	555-7901	Chest congestion	15	received complaint today
20. Frost, Theresa	555-8012	IUD insertion	30	late P.M.
21. Booth, Earl	555-9123	Injury to ankle	15	Monday, P.M.
22. Ford, Anna	555-0985	Dressing to injured finger	15	Wednesday
23. Callahan, Barbara	555-0984	Remove wood splinter in leg	30	emergency
24. Dyer, Sandra	555-0983	Excise lesion on back	30	early P.M.
25. Carter, Gertrude	555-0982	Infection on face	15	Wednesday
26. Davis, Charles L.	555-0981	Examination, possible hernia	15	Tuesday
27. Guthrie, Mrs. June	555-0980	Desires weight reduction	15	A.M.
28. Underwood, Edgar	555-0979	Dog bite; left hand	15	emergency
29. Landers, Hubert	555-0978	Consultation regarding plastic surgery for facial scars from auto accident	10	near noon
30. Meyer, Thomas	555-0977	College examination, urinalysis, drug screen	30	anytime
31. Thornton, Helen	555-0976	Weakness; patient thinks she is anemic	15	anytime
32. Ochs, Glenn	555-0975	Preschool exam, booster injection	15	A.M.
33. Saunders, Mrs. G.	555-0974	Post-op dressing, breast surgery	15	early P.M.
34. Poff, Richard	555-0973	Crushed finger in car door	15	emergency
35. Rambo, Clyde	555-0963	Complete physical exam	30	early P.M.

Performance Competency

Following the Performance Objective Practice, use the Performance Evaluation Checklists in the Workbook to perform Procedures 6-4 and 6-5 for evaluation.

CERTIFICATION AND REGISTRATION PREPARATION

- _____ 1. Time blocked off in the schedule book that is not for patient appointments is called the:
- a. schedule
 - b. matrix
 - c. manual
 - d. cancelation
- _____ 2. When patients cancel appointments, you should do all of the following except:
- a. cross them off the schedule with one line through their name
 - b. note C & C on the chart and the reason for canceling
 - c. notify the physician
 - d. refuse to reschedule their appointment
- _____ 3. How long should medical office appointment books be kept in a secured area away from patient access and any unauthorized persons?
- a. Indefinitely
 - b. Three years
 - c. Five years
 - d. Seven years
- _____ 4. The preferred method of payment for services provided by the physician is/are
- a. cash
 - b. check/money order
 - c. credit card
 - d. a and b
- _____ 5. To keep medical records updated, how often should you ask patients about any changes in their personal data (insurance, phone number, address, etc.)?
- a. At each visit
 - b. Every six months
 - c. Once a year
 - d. Not necessary, patient will tell you

ASSIGNMENT SHEET**CHAPTER 6: ORAL AND WRITTEN COMMUNICATIONS****Unit 3: Written Communications****WORDS TO KNOW CHALLENGE****A. Spelling: Underline the correctly spelled word.**

- | | | |
|--------------------|-----------------|-----------------|
| 1. apostrophy | apostrofe | apostrophe |
| 2. communication | comunication | communikation |
| 3. congratulations | congradulations | congratulashuns |
| 4. contraction | contrackion | contracshun |
| 5. coresspondence | correspondence | correspondance |
| 6. hiphen | hyfen | hyphen |
| 7. misspelled | misspeled | misspelled |
| 8. modafies | modifies | modifyes |
| 9. stationery | stationairy | stationare |

B. Word Puzzle: Use the definitions below to spell out these terms.

1. _ _ _ _ T _ _ _ _
2. _ _ _ _ R _ _ _ _
3. _ _ _ A _ _ _
4. _ _ _ N _ _ _
5. _ _ _ _ S _ _ _
6. _ _ _ C _ _ _ _
7. _ _ R _ _ _ _
8. _ _ _ I _ _ _ _
9. _ _ _ P _ _ _ _
10. _ _ _ T _ _ _ _
11. _ _ _ I _ _ _ _
12. _ _ _ O _ _ _ _
13. _ _ _ N _ _ _
14. _ _ _ I _ _ _ _
15. _ _ _ _ S _ _
16. _ _ _ T _ _ _ _

1. The part of a written or spoken statement that surrounds a particular word or passage and can clarify its meaning
2. A shortened word or words formed by omitting or combining some of the letters or sounds
3. A section of a sentence
4. A noun substitute
5. A mark or series of marks used in writing or printing to indicate an omission, especially of letters or words
6. A critical examination of a thing or situation
7. Carefully read material for errors
8. An item suitable for mailing
9. An addition to a letter written after the writer's name

- 10. A mark imprinted on paper that is visible when it is held up to the light; usually a sign of quality
- 11. The name of a person as written by himself or herself
- 12. To qualify or limit the meaning
- 13. To indicate; to mean
- 14. Paper used for letters
- 15. To write; to form by combination of units or parts
- 16. A reference book containing words and their synonyms

C. Matching: Match the term in column I with its description in column II.

COLUMN I	COLUMN II
_____ 1. Letterhead	a. Writer's rank or office
_____ 2. Inside address	b. Identify what or whom letter concerns
_____ 3. Salutation	c. Letter writer's name in script
_____ 4. Reference	d. Materials sent with letter
_____ 5. Body	e. Identifies letter typist
_____ 6. Sender's signature	f. Identifies another receiver of the letter
_____ 7. Title	g. Address of the letter recipient
_____ 8. Reference initials	h. Content of letter
_____ 9. Enclosures	i. Preprinted name and address
_____ 10. Copies	j. Greeting to recipient

UNIT REVIEW

A. Short Answer

1. List seven types of communication that medical assistants may need to compose.

- | | | |
|----------|----------|----------|
| 1. _____ | 4. _____ | 6. _____ |
| 2. _____ | 5. _____ | 7. _____ |
| 3. _____ | | |

2. List six instances when form letters are appropriate.

- 1. _____
- 2. _____
- 3. _____
- 4. _____
- 5. _____
- 6. _____

3. What is the purpose of the HIPAA Release of Information form? _____

4. What is the purpose of an information sheet? _____

5. List six criteria for properly written communication.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____

6. Briefly describe the nine criteria that are labeled mailable standards.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____

7. Identify 11 common problem areas found in written communication.

1. _____
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____
9. _____
10. _____
11. _____

B. Matching: Match the following abbreviations to indicate which type of correspondence is appropriate to the stated situation.

Types: IOC (interoffice communication), IN (informal note), Per Let (personal letter), Pro Let (professional letter), BL (business letter), IS (information sheet)

- | | |
|-------|--|
| _____ | 1. Information sent to a referred patient |
| _____ | 2. Correspondence to colleagues on hospital board |
| _____ | 3. Congratulations to a friend |
| _____ | 4. Instructions for a diagnostic procedure |
| _____ | 5. Request for membership information at a golf club |
| _____ | 6. Request to accountant for mid-year status |
| _____ | 7. Employee memo regarding change in office insurance benefits |
| _____ | 8. Request for medical practice reciprocity in another state |

C. Fill in the Blank: Fill in the blanks using the name of parts of speech.

1. The name of a person, place or thing is called a(n) _____.
2. A(n) _____ expresses action.
3. A noun or pronoun can be limited or restricted by using a(n) _____.
4. A(n) _____ can modify a verb, adjective, or adverb.
5. Words or phrases can be connected by using a(n) _____.
6. If you want to express strong emotion, you should use a(n) _____.
7. The _____ is a substitute for a noun.
8. Using a(n) _____ shows relationship of the object to another word in the sentence.

CASE STUDIES

Scenario 1

Dr. Marks informed Sarah, the office manager, that he had been embarrassed when Dr. Smite asked him why he hadn't received his response to his letter regarding his serving on the association board of directors. Sarah was instructed to get the matter straightened out.

Critical Thinking Questions

1. What can Sarah do to locate the correspondence? _____

2. How can she ensure this will not occur again? _____

3. When the response is prepared, what method should Sarah use to send it and why? _____

Scenario 2

Joyce was filing a copy of a letter sent to Dr. Stevens after Dr. Hughes had examined his patient for surgery. She noticed two spelling errors and thought she should make the office manager aware since they were striving to maintain a high level of professionalism in the practice.

Critical Thinking Questions

1. Should Joyce inform the letter preparer of her errors? _____

2. How might the preparer react to Joyce talking with the manager? _____

3. What process could be established to help prevent errors? _____

ASSIGNMENT SHEET

CHAPTER 6: ORAL AND WRITTEN COMMUNICATIONS

Unit 4: Receiving and Sending Office Communications

WORDS TO KNOW CHALLENGE

A. Abbreviations: Below are some abbreviations pertaining to mail; spell out the terms they stand for.

1. USPS _____
2. OCR _____
3. BCS _____
4. APT _____
5. ATTN _____
6. AVE _____
7. BLVD _____
8. HTS _____
9. HOSP _____
10. INST _____
11. LN _____
12. PKY _____
13. PL _____
14. PO _____
15. RR _____

B. Word Puzzle: Use the definitions below to spell out these terms.

1. _ _ _ C _ _ _ _ _
2. _ _ _ O _ _ _ _ _
3. _ _ _ _ _ M _ _ _ _ _
4. _ _ _ M _ _ _ _ _
5. _ _ _ U _ _ _ _ _ _ _
6. _ _ _ N _ _ _ _ _ _ _
7. _ _ _ _ _ I _ _ _ _ _
8. _ _ _ C _ _ _ _ _
9. _ _ _ _ _ A _ _ _ _ _
10. _ _ _ _ _ T _ _ _ _ _
11. _ _ _ I _ _ _ _ _
12. _ _ _ O _ _ _ _ _
13. _ _ _ N _ _ _ _ _
14. _ _ _ _ _ S _ _ _ _ _

1. A copy
2. Where one works
3. Placed on mail by post office
4. At-home mail
5. Assures
6. Noting
7. Provide written proof

- 8. Receiver
- 9. Uses heat
- 10. Number one
- 11. Overweight first-class mail
- 12. Not domestic
- 13. Object that holds letter
- 14. Sent

UNIT REVIEW

A. Short Answer

- 1. What supplies and equipment are needed to open mail? _____

- 2. What information may be different on the envelope than on the contents of the letter? _____

- 3. The U.S. Postal Service has identified certain features of a letter that might be suspicious. List the three that would be the most inappropriate for a physician's office. _____

- 4. What four steps should you take with a suspicious letter or package? _____

- 5. What incoming mail may be handled by the medical assistant only? _____

- 6. How should unwanted drug samples be disposed of? _____

- 7. Using the following information, address the envelope below so it can be read by the OCR and sorted by the BCS. (You may print your answer in lieu of typing.) Send to: Medical Records, University Hospital, 100 E. First Street, Ourtown, US 12345-6789 Use Elizabeth R. Evans, M.D., Suite 205, 100 E. Main St., Yourtown, US 98765-4321 as the return address.

8. What do the numbers in the Zip code 43221-4940 stand for?
- 4- _____
 - 32- _____
 - 21- _____
 - 49- _____
 - 40- _____
9. Name four things to remember in processing metered mail. _____
10. Where can current postal information be obtained? _____
11. List the six classifications of mail. _____
12. What special sending or receiving features are associated with the following types of mailings?
- a. Express— _____
 - b. Certificate of mailing— _____
 - c. Certified mail— _____
 - d. Registered— _____
 - e. Restricted delivery— _____
13. What is the purpose of a return receipt? _____
14. List six alternative means of communication other than mail.
- a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. _____
 - f. _____
15. A fax machine can be used for many reasons. List six of them.
- a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. _____
 - f. _____
16. Identify six parts of an electronic address
- a. _____
 - b. _____
 - c. _____
 - d. _____
 - e. _____
 - f. _____

17. What is a computer virus? _____

18. List four guidelines to use to avoid acquiring a virus.
1. _____
 2. _____
 3. _____
 4. _____

CASE STUDIES

Scenario 1

You have been asked by the office manager to take care of the incoming mail next week while he is gone on vacation. You have never had this responsibility before, but you think you can handle it.

Critical Thinking Questions

1. Which mail needs to be handled immediately when received? _____

2. What do you do with the physician's personal mail? _____

3. What kind of categories might your office use to sort mail? _____

Scenario 2

Your employer has received the consultation on Mr. Green from Dr. Blosser. He asks you to make a copy and send it to Mr. Green. When you look at the consult, you realize it is quite personal in nature.

Critical Thinking Questions

1. What do the HIPAA regulations say about patient's information? _____

2. How can you be sure Mr. Green receives the consult? _____

3. What should you check before sending mail to a patient's home? _____

UNIT APPLICATION**Research Activity**

The United States Postal Service now offers the ability to send mail from the home or office without going to the post office. Go online and go to Stamps.com. Answer the following questions:

1. What is Stamps.com?
2. What does Stamps.com allow you to print?
3. How much does the service cost per month?
4. Can Stamps.com save an office money?
5. How can you acquire the service?

CERTIFICATION AND REGISTRATION PREPARATION

- _____ 1. In order to send sensitive material to a patient, it would be best to use:
 - a. the FAX machine
 - b. first-class mail
 - c. e-mail
 - d. restricted delivery mail
- _____ 2. A meeting that employs both audio and visual input from people in various locations is called:
 - a. a conference call
 - b. a video conference
 - c. a cellular conference
 - d. a teleconference
- _____ 3. E-mail requires:
 - a. an internet service provider
 - b. a dedicated phone line
 - c. a digital printer
 - d. installation of a firewall
- _____ 4. The post office OCR equipment:
 - a. makes the cancellation mark on the envelope
 - b. sorts mail by size of the envelope
 - c. adds the +4 Zip code
 - d. sprays the bar code on envelopes
- _____ 5. You can keep you computer virus-free by all the following except:
 - a. using antivirus software
 - b. refraining from opening mail from unknown sources
 - c. avoiding opening mail with ".exe" or ".vbs" suffixes
 - d. obtaining a domain name for your address



ASSIGNMENT SHEET

CHAPTER 6: ORAL AND WRITTEN COMMUNICATIONS

Unit 5: Office Management Equipment

WORDS TO KNOW CHALLENGE

A. Word Search: Find the following words hidden in the puzzle.

ACRONYM
CALCULATOR
COMPUTER
DICTATION

ELECTRONIC
HARDWARE
MENU
MICROFILM

PAYEE
PHOTOCOPY
PROCESSOR
PROGRAM

SOFTWARE
TECHNOLOGY
TRANSCRIPTION

```

E C P H O T O C O P Y Y C M I B
X T R A C Q S P R O G R A M C T
U D O D B W C M I C R O F I L M
H R C D I C T A T I O N L B G E
A V E T O M E N U R P C S A Q Y
R X S A D L C U Z F G O O T H K
D J S L M Z H T S P C M F G W F
W B O T R A N S C R I P T I O N
A K R A C R O N Y M G U W C H J
R C A L C U L A T O R T A H K L
E L E C T R O N I C M E R E N P
S V A D C O G G H F C R E T R O
D G V K P A Y E E R H P Z W C A
    
```

B. Matching: Match the term in column I with its description in column II.

- | COLUMN I | COLUMN II |
|-------------------------|---|
| _____ 1. Batch | a. A readable paper copy or printout |
| _____ 2. Bug | b. Information that can be processed or produced by a computer |
| _____ 3. Cursor | c. A single, stored, named unit of information |
| _____ 4. Data | d. The electronic, magnetic, and electromechanical equipment of a computer system |
| _____ 5. Disk | e. Video display unit with a screen |
| _____ 6. File | f. To move the cursor up, down, right, or left |
| _____ 7. Font | g. An error in a program |
| _____ 8. Hard copy | h. Anything plugged into a computer |
| _____ 9. Hardware | i. A set of instructions written in computer language |
| _____ 10. Memory | j. An accumulation of data to be processed |
| _____ 11. Modem | k. Internal storage area on the computer |
| _____ 12. Monitor | l. Process or code that prevents overwriting data or a program on a disk |
| _____ 13. Peripheral | m. A marker on the screen showing where the next character will be placed |
| _____ 14. Program | n. An assortment of characters of a given size and style |
| _____ 15. Scroll | o. A magnetic or optical storage device on which data is encoded |
| _____ 16. Write-protect | p. A device that enables a computer to communicate over telephone or cable lines |

UNIT REVIEW

A. Short Answer

1. List nine examples of frequently copied items. _____

2. What is microfilming? _____

3. How can microfilmed material be read? _____

4. You are having difficulty transcribing dictation due to the following possible reasons. What could you say to the physician to improve the quality of the content?
 - a. You are not sure what type of dictation is to be transcribed or when it was recorded. _____

 - b. The message is clear, but you do not know to whom it goes or where to send it. _____

 - c. You can't tell if a pause is the end of the sentence or a break in dictation. _____

 - d. The dictation seems to be muffled and slurred at times and often barely audible because of background noise. _____

 - e. You are never sure if the dictation is finished or if it's a break in the message. _____

5. What is a computer? _____

6. Name three types of printers. _____

7. Give 10 examples of medical management software uses. _____

B. True or false: Place a "T" for true or "F" for false in the space provided. For false statements, explain why they are false.

- _____ 1. The microfilm scanner takes data from documents and stores it on disks.

- _____ 2. Dictation equipment is turned on or off by a foot pedal.

- _____ 3. HIPAA regulations pertain to office personnel access to patient records.

- _____ 4. The word processor was the forerunner of the electric typewriter.

- _____ 5. Software refers to the instructional program installed in the computer.

- _____ 6. Bluetooth technology allows you to operate the computer at a distance.

- _____ 7. "ROM" refers to the computer's permanent memory.

- _____ 8. A printer can read text or illustrations printed on paper.

- _____ 9. A printer's draft mode saves time and ink.

- _____ 10. The computer hard drive should contain tutorial material.

- _____ 11. It's important to select the type of computer before you select your office management system.

- _____ 12. Usually, offices with new equipment can self-train by using the "help" sections of the programs.

CASE STUDIES

Scenario 1

Jane is the office manager for the Northwest Family Practice facility, a group practice with six physicians. The physician in charge of office operations wants Jane to explore a new office management system that would allow the office to eventually operate entirely electronically. He asks her to report her findings at next month's management meeting.

Critical Thinking Questions

1. What does Jane need to know before she begins her search? _____

2. Where can Jane get some firsthand information? _____

3. What other than the system does she need to research? _____

Scenario 2

Sue is going to be filling in for Nancy, the MA who usually does all the transcription, while she is on vacation. Sue is a little concerned because she has never used the equipment before, nor has she prepared the documents. She also knows from comments being made that the physician is sometimes hard to understand.

Critical Thinking Questions

1. Should Sue try to study the manual to see if she understands how to operate the equipment? _____

2. Could she ask Nancy to take time to help her? _____

3. Should Sue ask the physician to dictate more specifically while Nancy is gone? _____

UNIT APPLICATION

Performance Objective Practice

A. Demonstrate the use of a calculator, with emphasis on accuracy in determining the total of each column of figures:

1.	85.00	2.	40.00	3.	70.00
	10.00		16.00		25.00
	10.00		- 12.00		65.00
	- 15.00		100.00		- 125.00
	4.00		18.00		37.00
	10.00		- 35.00		- 54.00

TOTAL:

B. Use a calculator to determine the balance due on the following patient account. Total each appointment and payment, list monthly balances and final balance due.

		Charges	Receipts	Balance
6/1/XX	Office consult—extensive	200.00		
	Diagnostic X-ray testing	67.00		
	Laboratory	47.00		_____
6/10/XX	Office, follow-up, extensive	160.00		
	ECG	75.00		
	Culture	40.00		
	Injection, antibiotic	50.00		_____
7/1/XX	Office, intermediate	115.00		_____
7/21/XX	Office intermediate	115.00		_____
9/15/XX	Medicare payment		480.00	
	Medicare write-off		120.00	_____
9/25/XX	Travelers payment		96.00	_____

Performance Competency

Following the Performance Objective Practice, use the Performance Evaluation Checklists in the Workbook to perform Procedures 6-8 through 6-11 for evaluation.

CERTIFICATION AND REGISTRATION PREPARATION

- _____ 1. Calculators are helpful except when:
 - a. checking in a new supply order
 - b. balancing a checkbook
 - c. totaling charges for insurance claims
 - d. using office management software
- _____ 2. Newer models of copiers:
 - a. can also serve as printers and scanners
 - b. have paper clip removers
 - c. only need cleaning once a month
 - d. have a lifetime ink supply
- _____ 3. When transcribing documents, if you can't understand a word, the first thing to do is:
 - a. have someone else listen
 - b. leave it blank for the time being
 - c. ask the dictator of the tape
 - d. re-listen
- _____ 4. HIPAA regulations regarding access to stored computer information:
 - a. limits access to persons with passwords
 - b. allows access with patient consent
 - c. is established by the office manager
 - d. is decided by the physician
- _____ 5. After data is entered using computer software
 - a. it will remain until it is deleted
 - b. it resides in main memory until it is saved on the hard drive or another device
 - c. it cannot be changed
 - d. it becomes part of the software program
- _____ 6. USB flash drives:
 - a. make copying data quicker
 - b. allow data to be transferred to and from any computer with a USB port
 - c. have a green LED signal that flashes when connected
 - d. have greater and faster storage capacity than a hard drive

- _____ 7. Which printer produces a copy that is near that of commercial graphic designers?
- a. Laser
 - b. Ink-jet
 - c. Letter quality
 - d. Dot matrix
- _____ 8. Which of the following is not incorporated into office practice software?
- a. patient information data
 - b. procedure and diagnostic codes
 - c. office lease agreement
 - d. ability to post charges and payments