

**DALHOUSIE UNIVERSITY
FACULTY OF DENTISTRY**

CLINIC POLICY AND PROCEDURES MANUAL

**(also see the Schedule of Fees for Dental Services and
the Infection Control Manual for other clinic policies)**

2009 -2010

Version - August 28, 2009

**Compiled by
The Office of the Assistant Dean, Clinics,
August 2009**

**THIS MANUAL IS FOR THE SOLE USE OF THE DALHOUSIE DENTAL
CLINIC FACULTY, STAFF AND STUDENTS.**

**Suggestions for improvements are always welcome. Please pass them on to the
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Medical Office Policy Manual

M Tight



Medical Office Policy Manual:

Medical Office Policy Manual James B. Davis, 2004-01-01 *Insurance Handbook for the Medical Office* Marilyn Fordney, 2015-11-26 Stay up on the latest in insurance billing and coding with Marilyn Fordney's Insurance Handbook for the Medical Office 14th Edition. Trusted for more than 30 years, this market-leading handbook equips you to succeed as a medical insurance specialist in any of today's outpatient settings. Coverage emphasizes the role of the medical insurance specialist in areas such as diagnostic coding, procedural coding, Medicare, HIPAA, and bill collection strategies. As with previous editions, all the plans that are most commonly encountered in clinics and physicians' offices are incorporated into the text, as well as icons for different types of payers, lists of key abbreviations, and numerous practice exercises that assist you in accurately filling out claim forms. This new edition also features expanded coverage of ICD-10, electronic medical records, electronic claims submission, and the HIPAA 5010, keeping you one step ahead of the latest practices and protocols of the profession. Key terms are defined and emphasized throughout the text to reinforce understanding of new concepts and terminology. Separate chapter on HIPAA Compliance in Insurance Billing, as well as Compliance Alerts throughout the text, highlights important HIPAA compliance issues to ensure readers are compliant with the latest regulations. Emphasis on the business of running a medical office and the importance of the medical insurance specialist details the importance of the medical insurance specialist in the business of the medical office. Increased focus on electronic filing, claims submission, prepares readers for the industry-wide transition to electronic claims submission. Separate chapter on documentation in the medical office covers the principles of medical documentation and the rationales for it. Service to Patient features in most chapters offer examples of good customer service. User resources on the Evolve companion website feature performance checklists, self-assessment quizzes, the Student Software Challenge with cases on different payer types, and an interactive CMS 1500 02 12 form to fill in. NEW Expanded coverage of ICD-10 prepares users to code ICD-10 with the planned effective date of October 2015. NEW Added information on the electronic medical record and electronic claims submission, including information on the HIPAA 5010, equips users for the transition between paper and electronic methods of medical records and links the CMS 1500 02 12 form to the electronic submissions process. NEW SimChart for the Medical Office SCMO application activities on the companion Evolve website adds additional functionality to the insurance module on the SCMO roadmap. *Medical Office Administration - E-Book* Brenda A. Potter, 2021-09-04 Learn the skills you need to succeed in the modern medical office. Medical Office Administration A Worktext 5th Edition provides a clear, hands-on approach to help you master the role and responsibilities of the administrative medical assistant. With a focus on exceptional patient service, this easy-to-read text stresses comprehension, application, and critical thinking to ensure you are job-ready on Day 1. When used in conjunction with SimChart for the Medical Office, Elsevier's educational EHR sold separately, you will gain realistic experience with day-to-day tasks as if you were in an actual office setting. This worktext helps you develop the knowledge and skills you need to think

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Insurance Handbook for the Medical Office - E-Book Marilyn Fordney,2014-08-27 A complete guide to insurance billing and coding Insurance Handbook for the Medical Office 13th Edition covers all the plans that are most commonly encountered in clinics and physicians offices Its emphasis on the role of the medical insurance specialist includes areas such as diagnostic coding procedural coding Medicare HIPAA and bill collection strategies Learning to fill in the claim form accurately is made easier by the use of icons for different types of payers lists of key abbreviations and numerous practice exercises This edition provides the latest on hot topics such as ICD 10 healthcare reform the new CMS 1500 form and electronic claims Trusted for more than 30 years this proven reference from Marilyn Fordney prepares you to succeed as a medical insurance professional in any outpatient setting Emphasis on the business of running a medical office highlights the importance of the medical insurance specialist in filing clean claims solving problems and collecting overdue payments Key terms and key abbreviations are defined and emphasized reinforcing your understanding of new concepts and terminology Detailed tables boxes and illustrations call out key points and main ideas Unique Color coded icons clarify information rules and regulations for different payers An Evolve companion website enhances learning with performance checklists self assessment quizzes and the Student Software Challenge featuring cases for different payer types and an interactive CMS 1500 form to fill in A workbook contains learning tips practice exercises for key terms and abbreviations review questions study outlines performance objectives a chapter with practice tests and critical thinking activities for hands on experience with real world cases Available separately Updated coverage of key health insurance topics includes HIPAA compliance the HITECH Act health reform of 2010 electronic health records electronic claims ICD 10 NUCC standards Physician Quality Reporting System PQRS Incentive Program Meaningful Use and CPT 2013 Updated ICD 10 coding information prepares you for the October 2014 ICD 10 implementation date Updated content on claim forms includes block by block explanations and examples for the new CMS 1500 Claim Form

Updated guidelines for the filing and submission of electronic claims include sample screenshots and prepare you for the future of the medical office Operating Policies and Procedures Manual for Medical Practices Bette A. Warn, Elizabeth W. Woodcock, 2001 **The Credentialing Handbook** Sheryl Deutsch, Sheryl K. Deutsch, Christine S. Mobley, 1999 The Credentialing Handbook provides comprehensive plain English guidance to understand and master the provider credentialing process in any health care setting With sample forms checklists flowcharts and correspondence this practical guide walks you through every aspect of effective credentialing appointment and recredentialing You will learn key steps in the credentialing process about express credentialing models how to credential allied health practitioners typical time frames and tracking systems pros and cons of delegating credentialing plus more *Saunders Medical Office Management* Alice Anne Andress, 2013-08-09 With proven techniques and professional insight this one of a kind resource is your complete guide to ensuring both effective patient care and sound business practices in the medical facility From the front office to financial management each detailed chapter addresses the interpersonal and administrative concerns you will face in the management of a medical office accompanied by realistic forms letters and procedural policies that help you prepare for on the job success This new edition keeps you up to date on emerging developments in billing and coding documentation ethical and legal issues and technological advances to help you keep your medical office at the forefront of the competitive health care field Manager's Alert boxes detail measures to help you avoid complications and prevent potential emergencies From the Expert's Notebook boxes help you build daily decision making skills with helpful tips suggestions and insights drawn from real world practice Exercises at the end of each chapter reinforce concepts and help you assess your understanding Detailed appendices provide fast easy access to commonly used abbreviations and symbols Medicare information helpful websites and answers to the end of chapter exercises as well as a sample procedure and policy manual to guide you in developing your own practices Written Communication chapter helps you ensure proper communication and documentation in the health care facility Updated content in the Medical Record chapter familiarizes you with the latest information on the electronic medical record The updated Billing Coding and Collections chapter keeps you up to date with the latest coding and insurance forms CMS 1500 Coverage of current legal and ethical issues and emerging technology in the medical office keep you apprised of recent developments *The Medical Office Policy Manual*, 1996 *Medical Office Policy Manual* Medical Management Institute, The, 1998-01-01 **Kinn's The Medical Assistant - E-Book** Deborah B. Proctor, Alexandra Patricia Adams, 2014-03-27 The most comprehensive medical assisting resource available Kinn's The Medical Assistant 11th Edition provides unparalleled coverage of the practical real world administrative and clinical skills essential to your success in health care Kinn's 11th Edition combines current reliable content with innovative support tools to deliver an engaging learning experience and help you confidently prepare for today's competitive job market Study more effectively with detailed Learning Objectives Vocabulary terms and definitions and Connections icons that link important concepts in the text to corresponding exercises

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Procedure Checklist Manual for Kinn's The Medical Assistant - E-Book Deborah B. Proctor,Alexandra Patricia Adams,2013-08-19 Procedure Checklist Manual for Kinn s The Medical Assistant

Kinn's The Administrative Medical Assistant - E-Book Alexandra Patricia Adams,2013-11-28 Prepare for a successful career in medical assisting Kinn s The Administrative Medical Assistant 8th Edition helps you learn the real world administrative skills essential to working in the health care office In depth coverage ranges from professional behavior and interpersonal skills to billing and coding electronic health records and management of practice finances Written by administrative medical assisting expert Alexandra Adams this classic resource also includes an Evolve companion website with exercises and activities videos review questions for the CMA and RMA certification exams and an interactive portfolio builder Step by step illustrated procedures make it easier to learn and understand medical assisting skills and include rationales for each step Threaded case scenarios let you develop critical thinking skills and apply concepts learned in each chapter to realistic administrative situations Study Guide includes a variety of exercises to test your knowledge and critical thinking skills case scenarios from the book and a Procedure Checklists Manual Sold separately Emergency Preparedness and Assisting with Medical Emergencies chapter prepares you to take action during crises and urgent situations Detailed learning objectives and vocabulary with definitions in each chapter help you study more effectively with connections icons linking concepts in the text to exercises in the study guide and on the Evolve companion website Patient education and legal and ethical issues are described in relation to the Medical Assistant s job A Portfolio Builder on the Evolve website helps you demonstrate proficiency to potential employers NEW Charting examples within the procedures

are highlighted for easier learning UPDATED coverage of the Electronic Health Record ensures that you are familiar with the technology you ll use on the job **Medical Assistant Exam Success** Kris Hardy,2010-09-06 Build confidence improve understanding and prepare for professional growth and success Each question includes the answer and a concise explanation for all correct responses **Kinn's The Medical Assistant - E-Book** Brigitte Niedzwiecki,Julie Pepper,2022-11-20

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coding privacy and security telehealth logistics and more NEW Artwork familiarizes you with the modern medical office and equipment **Jones & Bartlett Learning's Comprehensive Medical Assisting** Judy Kronenberger, Julie

Ledbetter, 2020-05-07 Designed to ensure that every medical assisting graduate can quickly trade a cap and gown for a set of scrubs Jones Bartlett Learning's Comprehensive Medical Assisting Fifth Edition is more than just a textbook it's an engaging dynamic suite of learning resources designed to train medical assisting students in the administrative and clinical skills they'll need in today's rapidly changing health care environment The Fifth Edition includes a full chapter on Emergency Preparedness new in book role playing activities and an expanded array of online resources We're pleased to offer case studies skills videos and animations as part of our ancillary suite **Jones & Bartlett Learning's Clinical Medical**

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Today's Medical Assistant Kathy Bonewit-West, Sue A. Hunt, Edith Applegate, 2012-10-04 Bringing together the clinical know-how of Kathy Bonewit-West the administrative expertise of Sue Hunt and the anatomy and physiology knowledge of Edith Applegate this unique hands-on text guides you through the medical knowledge and skills you need to succeed in today's fast-paced medical office The latest standards and competencies for the medical assistant have been incorporated into this new edition along with expanded coverage on important topics such as nutrition the electronic medical record ICD 10 emergency preparedness and disaster planning time management and computerized prescription refills Consistent meticulous coverage throughout the main text IRM SG DVDs Evolve and more provide reliable content and unparalleled accuracy Over 90 procedural videos on DVD and online provide a visual representation of important procedures Expanded Student Evolve site contains all animations games such as Quiz Show and Road to Recovery drag and drop exercises Apply your Knowledge exercises Prepare for Certification exercises matching exercises and other helpful activities such as blood pressure readings determining height and weight and drawing up medication What Would You Do What Would You Not Do boxes and responses offer applications of real-life case studies Clear and concise Anatomy and Physiology coverage covers the basics of A/P and eliminates the need for a separate A/P text Content updates reflect the latest competencies for medical assistants and ensure you have the most current information on the newest trends and updates in the medical assisting world

8th grade reading level makes material approachable and easy to understand New chapter on Emergency Preparedness offers a well rounded perspective on what to do in specific emergency situations New OSHA Bloodborne Pathogens video improves your understanding of personal safety following the OSHA standards Pronunciation section in the Terminology Review gives you confidence with pronunciation and medical knowledge Application to EMR where appropriate prepares you for the real world by dealing with electronic medical records

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