

Portfolio Project

Emma Crawley

Bryant & Stratton College

MDAA204: Medical Office Procedures

Dr. Nicholas Chuba

August 12, 2023

## Dr. Kevin Johnson's Schedule

Week of: \_\_\_\_\_

Time	Monday	Tuesday	Wednesday	Thursday	Friday
<b>7</b> A.M.	:00	Barry Cuda		B. Homesoon	Harry Henderson
	:15				
	:30	Willie Findit			Lottie Payne
	:45				
<b>8</b> A.M.	:00	Ben Dover		Constance Snoring	Harry Beaver
	:15				
	:30				
	:45				
<b>9</b> A.M.	:00	Willie Makeit	Rhoda Report	A. Mused	Rita Book
	:15				
	:30			Liz Erd	John Cash
	:45				
<b>10</b> A.M.	:00	Frank Furter		Teri Dactyl	Michael Bolton
	:15		Paige Turner		
	:30	Amanda Hug		Maureen Biologist	
	:45				
<b>11</b> A.M.	:00	Dee End	Eileen Sideways	Aida Bugg	Susan Black
	:15				
	:30	Audie Yose			
	:45				
<b>12</b> P.M.	:00	Bess Twishes	Isabelle Ringing		Lois Lane
	:15				
	:30		Ray Sin		Ray Sin
	:45				
<b>1</b> P.M.	:00	Bea Mine	P. Ann O'Recital	Barb Akew	Darryl Dragon
	:15			Marsha Mellow	
	:30		Lynn O'Leeum		
	:45				
<b>2</b> P.M.	:00	Hope Furaletter	Allie Gator	Chris P. Bacon	Ben Jammen
	:15				
	:30		Peg Legge	Ann Chovey	
	:45				
<b>3</b> P.M.	:00		Lois DiNominator		Ima Payne
	:15				
	:30	Anita Letterback		Hazel Nut	
	:45				
<b>4</b> P.M.	:00	Missy Ewe	Fergus Son	Patty O'Fernaturr	Missy Ewe
	:15				
	:30				Tex Ryta
	:45				
<b>5</b> P.M.	:00		Minnie VanRyder	Clark Kent	Anita Bath
	:15				
	:30			Michael Ryan	
	:45				
	:15				Harriet Up

Scheduling an Appointment

Emma Crawley

Bryant & Stratton College

MDAA 204: Medical Office Procedures

Nicholas Chuba

July 15, 2023

### Scheduling an Appointment

Caller: "Hello! Is this XYZ doctor's office?"

Health Worker: "Yes, it is! My name is Emma, how can I help you today?"

Caller: "I would like to schedule an appointment for my daughter Christine Smith."

Health Worker: "Of course! Are you Christine's legal guardian, if you are may I have your name please?"

Caller: "Yes, my name is John Smith, I am Christine's father."

Health Worker: "Thank you John, may I also have the name of your insurance company and Christine's emergency contact?"

Caller: "Yes, my insurance company is Blue Cross & Blue Shield, and Christine's emergency contact is her grandmother Mary Ann Smith."

Health Worker: "Thank you! What day would you like to schedule an appointment for Christine?"

Caller: "I would like to schedule an appointment on Thursday around 3:30."

Health Worker: "Unfortunately, the only time available on Thursday is at 7:00 or 8:00 am. Do those times work for you? Otherwise, you can come in Friday between 4:15-6:00pm."

Caller: "I can come in Friday at 4:30pm!"

Health Worker: "Great! Are you coming in for Christine's yearly check-up with Dr. Johnson, or is there anything else that you would like to have checked out?"

Caller: "Yes, I will be coming in just for Christine's yearly check-up."

Health Worker: "Wonderful, I have you down for Friday at 4:30 pm! Do you have any other questions for me?"

Caller: "No, that will be all."

Health Worker: "Alright! Dr. Johnson will see you at 4:30 pm on Friday thank you so much have a wonderful day!"

Caller: "Thank you!"

# BSC Medical Practice (Superbill)

GUARANTOR: Name, Address, Phone			Visit #	Patient Name	Age	D.O.B.	Provider			
John Smith 123 Main St Anytown, NY 12345 555-555-1234			1	Christine			Dr. Kevin Johnson			
			Patient #	Name of Insurance	S.S.N.	Co-Pay	Date			
			2558	Blue Cross & Blue Shield	222-33-4444	\$45.00				
OFFICE	NEW FEE	ESTAB. FEE	OTHER CHARGES		CONSULTATION		Complete Physical	NEW FEE	ESTAB.FEE	
LEVEL 1	99201	99211	ER Visit	99058	LEVEL I	99241 15 min	< 1 year	99381	99391	
LEVEL 2	99202	99212	After Hours	99050	LEVEL II	99242 30 min	1-4	99382	99392	
LEVEL 3	99203	99213	Sunday/Holiday	99054	LEVEL III	99243 40 min	5-11	99383	99393	
LEVEL 4	99204	99214	<b>COUNSELING</b>		LEVEL IV	99244 60 min	12-17	99384	99394	
LEVEL 5	99205	99215	LEVEL I	99213 - 15 min	LEVEL V	99245 80 min	18-39	99385	99395	
			LEVEL II	99214 - 25 min			40-64 yrs	99386	99396	
			LEVEL III	99215 - 40 min			65 +	99387	99397	
LABORATORY		ICD-10	PROCEDURES			SUPPLIES				
36415 Drawing			Anoscopy 46600			A4570 Wrist or Thumb Splint				
82947 Glucose [ Fast/Non Fast]			Flex Sig w/out Bx 45330 with Bx 45331			A4460 Ace Bandage				
83036 Hgb A1C			PFT 94060			L4350 Air Brace – Ankle				
82043 Microalbumin			VO2 Max 94621			A4580 Cast Supplies				
80048 Basic Panel Chem 7			Stress Test 93015			L3650 Clavicle Strap				
80053 Chem 13			EKG/Interpretation 93000			L4360 Fracture Air Walker				
80076 LFT	82977 GGT		Tympanogram 92567			29505 Long Leg Splint				
82150 Amylase			Irrigation: Ear / 69210 Eye / 66999			29515 Short Leg Splint				
80061 Lipids [ Fast/Non Fast]			Foreign Body Removal: Ear/69200 Eye/65205			90780 I.V. Setup & Administration				
83721 Direct LDL			Foreign Body Skin: Simple/10120 Complicated/10121			J7120 Ringers Lactate (up to 1,000cc)				
82270 Hemoccult			Debridement; skin, partial thickness 11040			J7030 Normal Saline (up to 1,000cc)				
84153 PSA			Burn Care 16020			94640 Nebulizer Treatment				
86140 C-Reactive Protein			Paring/Cutting Callous/Corn: Single/11055 2-4/11056			94665 Nebulizer Follow-Up				
82131 Homocysteine			Wart Tx (cryo, acid, etc) <15 = 17110 >=15 = 17111			A4550 Surgical Tray				
83735 Magnesium			Benign/Premalignant Lesion Tx (ie AK) (cryo, etc)			99070 Peak Flow Meter				
84550 Uric Acid			Lesion 1 -- 17000 Lesions 2-14 – 17001			L3800 Finger Splint				
88150 Pap			Trigger Point Injection 20550							
88142 Thin Prep / Pap			Nail Removal 11730			<b>IMMUNIZATION ADMINISTRATION</b>				
87800 GC/Chlamy DNA Probe			Aspiration Cyst 10160			<input type="checkbox"/> 90471 <input type="checkbox"/> 90472 x				
87252-87274 Herpes Culture			Aspiration Joint 20600			90702 DT (child) 90634 Hep A (child)				
86703 HIV			I&D Abscess - Simple/Single/10060			90718 Td (Adult Tetanus) 90632 Hep A (adult)				
86592 RPR/VDRL			I&D Abscess - Complicated/Many/10061			90700 DTaP 90744 Hep B (Birth - 11 yo)				
80074 Hepatitis Panel			Endometrial Biopsy 57500			90720 DTaP and Hib 90745 Hep B (11-19 yo)				
85025 CBC/Complete		85025	Colposcopy: w/ Bx/57454 w/out Bx/57452			90669 Pevnar (Conj-Pneumo) 90746 Hep B (>=20 yo)				
85651 Sed Rate						90707 MMR, (live) 90659 Influenza				
83540 Iron		82728 Ferritin	Skin Tag Removal < 15 Lesions 11200			90713 Poliomyelitis (inject) 90732 Pneumovax (adult)				
83550 Iron Panel			Skin Lesion Excision:			90716 Varicella, (live) 90733 Meningococcal				
83520 BNP			Repair: <input type="checkbox"/> Simple <input type="checkbox"/> Complex			95115 Allergen Injxn: single 86580 PPD				
86038 ANA		86431 RF	Size: <0.5cm 0.6-1.0cm 1.1-2.0cm			<b>MEDICATION</b>				
84439 T4, Free			2.1-3.0cm 3.1-4.0cm >4.0cm			90782 Amoxicillin 200mg PO				
84443 TSH			Site: <input type="checkbox"/> face, ears, eyelids, nose, lips			BID				
84481 Free T3			<input type="checkbox"/> scalp, neck, hands, feet, genitalia			<b>X-RAY EXAM</b>				
81000 Urine Dip			<input type="checkbox"/> trunk, arm, leg							
81001 Urinalysis			<b>*** Hold for Pathology ***</b>			<b>BILLING INFORMATION</b>				
87088 Urine Culture			<b>LACERATIONS</b>			<b>BALANCE FORWARD</b> 0				
87880 Rapid Strep Test			Scalp, Neck, Trunk, Arms, Feet			<b>TODAY'S CHARGES</b> \$360.00				
87070 Strep Culture				Simple	Intermediate	<b>ADJUSTMENTS</b> \$25.00				
86308 Mono Spot			0-2.5 cm	12001	12031	<b>PAID ON ACCOUNT</b>				
84703 Pregnancy (Serum)			2.6-7.5 cm	12002	12032	<input type="checkbox"/> VISA <input type="checkbox"/> M/C <input type="checkbox"/> CHECK <input type="checkbox"/> CASH				
81025 Pregnancy (Urine)			7.6-12.5 cm	12004	12034	<b>TOTAL DUE</b> \$240.00				
87045 Stool Culture			0-2.5 cm		12041					
87186 Sensitivity			2.6-7.5 cm		12042					
87210 Wet prep/Fecal WBC's			7.8-12.5 cm		12044					

87177 O&P x		<b>Face, Ears, Eyes, Nose, Lips</b>			PHYSICIAN'S SIGNATURE
87328 Giardia-EIA			Simple	Intermediate	
87230 C. difficile toxin		0-2.5 cm	12011	12051	
86677 H. Pylori		2.6-5.0 cm	12013	12052	
85610 PT / INR	85670 PTT	5.0-7.5 cm	12014	12053	RETURN VISIT ON:

# BSC Medical Practice Audit Superbill

GUARANTOR: Name, Address, Phone			Visit #	Patient Name	Age	D.O.B.	Provider		
John Smith 123 Main St Anytown, NY 12345 555-555-1234			1	Christine Smith	2	12/13/2014	Kevin Johnson		
			Patient #	Name of Insurance	S.S.N.	Co-Pay	Date		
			2558	Blue Cross & Blue Shield	222-33-4444	45.00			
OFFICE	NEW FEE	ESTAB. FEE	OTHER CHARGES		CONSULTATION		Complete Physical	NEW FEE	ESTAB.FEE
LEVEL 1	99201	99211	ER Visit	99058	LEVEL I	99241 15 min	< 1 year	99381	99391
LEVEL 2	99202	99212	After Hours	99050	LEVEL II	99242 30 min	1-4	99382	99392
LEVEL 3	99203	99213	Sunday/Holiday	99054	LEVEL III	99243 40 min	5-11	99383	99393
LEVEL 4	99204	99214	<b>COUNSELING</b>		LEVEL IV	99244 60 min	12-17	99384	99394
LEVEL 5	99205	99215	LEVEL I	99213 - 15 min	LEVEL V	99245 80 min	18-39	99385	99395
			LEVEL II	99214 - 25 min			40-64 yrs	99386	99396
			LEVEL III	99215 - 40 min			65 +	99387	99397
LABORATORY		ICD-10	PROCEDURES			SUPPLIES			
36415 Drawing			Anoscopy 46600			A4570 Wrist or Thumb Splint			
82947 Glucose [ Fast/Non Fast]			Flex Sig w/out Bx 45330 with Bx 45331			A4460 Ace Bandage			
83036 Hgb A1C			PFT 94060			L4350 Air Brace – Ankle			
82043 Microalbumin			VO2 Max 94621			A4580 Cast Supplies			
80048 Basic Panel Chem 7		J18.9	Stress Test 93015			L3650 Clavicle Strap			
80053 Chem 13			EKG/Interpretation 93000			L4360 Fracture Air Walker			
80076 LFT		82977 GGT	Tympanogram 92567			29505 Long Leg Splint			
82150 Amylase			Irrigation: Ear / 69210 Eye / 66999			29515 Short Leg Splint			
80061 Lipids [ Fast/Non Fast]			Foreign Body Removal: Ear/69200 Eye/65205			90780 I.V. Setup & Administration			
83721 Direct LDL			Foreign Body Skin: Simple/10120 Complicated/10121			J7120 Ringers Lactate (up to 1,000cc)			
82270 Hemocult			Debridement; skin, partial thickness 11040			J7030 Normal Saline (up to 1,000cc)			
84153 PSA			Burn Care 16020			94640 Nebulizer Treatment J18.9			
86140 C-Reactive Protein			Paring/Cutting Callous/Corn: Single/11055 2-4/11056			94665 Nebulizer Follow-Up			
82131 Homocysteine			Wart Tx (cryo, acid, etc) <15 = 17110 >=15 = 17111			A4550 Surgical Tray			
83735 Magnesium			Benign/Premalignant Lesion Tx (ie AK) (cryo, etc)			99070 Peak Flow Meter			
84550 Uric Acid			Lesion 1 -- 17000 Lesions 2-14 – 17001			L3800 Finger Splint			
88150 Pap			Trigger Point Injection 20550						
88142 Thin Prep / Pap			Nail Removal 11730			<b>IMMUNIZATION ADMINISTRATION</b>			
87800 GC/Chlamy DNA Probe			Aspiration Cyst 10160			<input type="checkbox"/> 90471 <input type="checkbox"/> 90472 x			
87252-87274 Herpes Culture			Aspiration Joint 20600			<b>90702</b> DT (child) <b>90634</b> Hep A (child) <b>90718</b> Td (Adult Tetanus) <b>90632</b> Hep A (adult) <b>90700</b> DTaP <b>90744</b> Hep B (Birth - 11 yo) <b>90720</b> DTaP and Hib <b>90745</b> Hep B (11-19 yo) <b>90669</b> Prevnar (Conj-Pneumo) <b>90746</b> Hep B (>=20 yo) <b>90707</b> MMR, (live) <b>90659</b> Influenza <b>90713</b> Poliomyelitis (inject) <b>90732</b> Pneumovax (adult) <b>90716</b> Varicella, (live) <b>90733</b> Meningococcal <b>95115</b> Allergen Injxn: single <b>86580</b> PPD <b>95117</b> Allergen Injxn: >=2 <b>Other:</b>			
86703 HIV			I&D Abscess - Simple/Single/10060			<b>MEDICATION</b>			
86592 RPR/VDRL			I&D Abscess - Complicated/Many/10061			<b>X-RAY EXAM</b>			
80074 Hepatitis Panel			Endometrial Biopsy 57500			90782 _____ CXR 71020			
85025 CBC/Complete		J19.8	Colposcopy: w/ Bx/57454 w/out Bx/57452			<b>BILLING INFORMATION</b>			
85651 Sed Rate						<b>BALANCE FORWARD</b>			
83540 Iron		82728 Ferritin	Skin Tag Removal < 15 Lesions 11200			0			
83550 Iron Panel			Skin Lesion Excision:			<b>TODAY'S CHARGES</b>			
83520 BNP			Repair: <input type="checkbox"/> Simple <input type="checkbox"/> Complex			25.00			
86038 ANA		86431 RF	Size: <0.5cm 0.6-1.0cm 1.1-2.0cm			<b>PAID ON ACCOUNT</b> <input type="checkbox"/> VISA <input type="checkbox"/> M/C <input type="checkbox"/> CHECK <input type="checkbox"/> CASH			
84439 T4, Free			2.1-3.0cm 3.1-4.0cm >4.0cm						
84443 TSH			Site: <input type="checkbox"/> face, ears, eyelids, nose, lips						
84481 Free T3			<input type="checkbox"/> scalp, neck, hands, feet, genitalia						
81000 Urine Dip			<input type="checkbox"/> trunk, arm, leg						
81001 Urinalysis			<b>*** Hold for Pathology ***</b>			<b>TOTAL DUE</b>			
87088 Urine Culture			<b>LACERATIONS</b>			240.00			
87880 Rapid Strep Test			<b>Scalp, Neck, Trunk, Arms, Feet</b>			<b>PHYSICIAN'S SIGNATURE</b>			
87070 Strep Culture				Simple	Intermediate				
86308 Mono Spot			0-2.5 cm	12001	12031				
84703 Pregnancy (Serum)			2.6-7.5 cm	12002	12032				
81025 Pregnancy (Urine)			7.6-12.5 cm	12004	12034				
87045 Stool Culture			0-2.5 cm		12041				
87186 Sensitivity			2.6-7.5 cm		12042				
87210 Wet prep/Fecal WBC's			7.8-12.5 cm		12044				
87177 O&P x			<b>Face, Ears, Eyes, Nose, Lips</b>						
87328 Giardia-EIA				Simple	Intermediate				

# MDAA204 Medical Office Procedures

87230 C. difficile toxin		0-2.5 cm	12011	12051	RETURN VISIT ON:
86677 H. Pylori		2.6-5.0 cm	12013	12052	
85610 PT / INR	85670 PTT	5.0-7.5 cm	12014	12053	

[Name of Practice]

## REGISTRATION FORM

Today's Date:		PCP: Dr Kevin Johnson			
PATIENT INFORMATION					
Patient's last name: Smith		First: Christine		Middle:	Marital status: Single
Is this your legal name? <input checked="" type="radio"/> Yes <input type="radio"/> No	If not, what is your legal name? N/A	Former name:	Birth date: 12/13/2014	Age: 2	Sex: <input type="radio"/> M <input checked="" type="radio"/> F
Address: 123 Main St Anytown NY 12345					
Social Security no.: 222-33-4444		Home phone no.: 555-555-1234		Cell phone no.: N/A	
Occupation: N/A		Employer: N/A		Employer phone no.:	
INSURANCE INFORMATION					
<i>(Please give your insurance card to the receptionist.)</i>					
Person responsible for bill: John Smith	Birth date: 1/1/1985	Address (if different):		Home phone no.: 555-555-1234	
Occupation: Manager	Employer: Queen Industries	Employer address: 2300 Maple St Anytown, NY 12345		Employer phone no.: 555-558-2223	
Please indicate primary insurance: Blue Cross & Blue Shield					
Subscriber's name: John Smith	Subscriber's S.S. no.: 222-33-4444	Birth date: 1/1/1985	Group no.: R1234-5	Policy no.: JS124356789	Co-payment: \$ 45.00
Patient's relationship to subscriber: Child					
Name of secondary insurance (if applicable): N/A		Subscriber's name:		Group no.:	Policy no.:
Patient's relationship to subscriber:					
IN CASE OF EMERGENCY					
Name of local friend or relative (not living at same address): MaryAnn Smith		Relationship to patient: Grandmother	Home phone no.: 555-556-2552	Work phone no.: N/A	
The above information is true to the best of my knowledge. I authorize my insurance benefits be paid directly to the physician. I understand that I am financially responsible for any balance. I also authorize [Name of Practice] or insurance company to release any information required to process my claims.					
_____ Patient/Guardian signature			_____ Date		

Week 7 Essay

Emma Crawley

Bryant & Stratton College

MDAA204: Medical Office Procedures

Nicholas Chuba

August 12, 2023

## Week 7

Professional communication is necessary when working in the medical field. When healthcare workers understand the importance of communicating professionally, then everything will run smoothly. Not only do coworkers need to communicate professionally with one another, they also need to communicate well with patients. When doctors, nurses, physicians, medical assistants, and medical administrative assistants communicate professionally with patients, they can establish a strong relationship with them. Medical professionals must also communicate well over the phone and make sure all patient information is correct. Communication is the key to a well-run medical facility.

Establishing trust with a patient does not need to be difficult if medical professionals know how to communicate professionally. When healthcare workers are personable and professional with patients, then patients will be able to trust them. If they treat the patient poorly, degrade them, or make them feel badly about themselves, then the patient will not trust them. It is also important that healthcare professionals are confident in what they say to patients. If they seem nervous or unsure of what they are saying, then the patient will feel uneasy. It is imperative that patients are always shown sympathy and feel respected when they are struggling. Healthcare workers must let the patient know that they care about them, and that they are there to help. The phone script demonstrated how to communicate professionally with a patient. It showed how the worker should introduce themselves, and make sure they are listening to the patient. It also showed how to schedule an appointment over the phone and get all of the details correct. The most challenging aspect of writing the script was thinking of all the scenarios of what the patient could be asking. The easiest part was writing what the healthcare worker should say at the

beginning and end of the call. Communicating professionally in the medical field is the best way to establish trust with a patient.

A Medical Administrative Assistant must get all patient information correct on a Superbill and patient records. If the Superbill is filled out incorrectly, then the patient could be overcharged or undercharged for their services. This could happen if the incorrect services were coded on the Superbill or if the wrong amounts were entered for what the patient is charged. If the phone number is wrong, then the medical professional could call the wrong person about another patient's medical information. It is imperative for a Superbill to be filled out completely and accurately, so that the patient is being taken care of. Patient records must also be accurate and filled out completely. Maintaining accurate patient records allows patients health information to remain protected. This means they must have the correct name, insurance company, phone number, birthdate, and other information. If the insurance information is incorrect, then their claim could be sent to the wrong insurance company and get denied. Healthcare professionals must make it their priority to make sure all patients Superbills and records are accurate.

Self-auditing patient records is necessary to do in the medical office. When a patient record is self-audited it helps prevent medical fraud. Preventing medical fraud is the best way for a Medical Administrative Assistant to do their job effectively. It helps make sure that patient information is accurate and that it is safe and secure. Self-audits also prevent denied claims and money loss in the future. When the billing department fails to submit a claim correctly, the company may have to cover the insurance cost. Healthcare professionals must make it their priority to put patient needs first. By thoroughly checking through their work and the accuracy of patient records, they are preventing problems from occurring in the future. The most interesting part of this project was learning how to fill out a Superbill. Learning how to fill out medical

paperwork now, will help prepare me for my job as a Medical Administrative Assistant. Self-auditing patient records regularly is a great way to maintain accurate patient records and protect private health information.

Learning how to communicate professionally, create a superbill, maintaining accurate patient records, and the importance of self-auditing will help me be prepared to become a Medical Administrative Assistant. Communicating professionally with coworkers and patients is the best way to get work done efficiently and establish trust. It is also important to understand how to fill out a superbill and make sure all information is accurate. If some information is incorrect or missing, then there could be many problems that arise. Medical professionals must understand that maintaining accurate patient records is their responsibility. Maintaining accurate patient records is vital to protecting patient information. Lastly, self-auditing is a great way to prevent claims from being denied. It also prevents medical fraud and patient complaints. Medical Administrative Assistants have a lot of responsibility to protect patient information, but as long as they are professional then there should be no problem.