

**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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# Procedure Manual In The Medical Office Workplace

**TD Snyder**



## **Procedure Manual In The Medical Office Workplace:**

**Clinical Procedures for Medical Assistants - E-Book** Kathy Bonewit-West, 2022-09-03 Master the foundational concepts and skills necessary to become a successful clinical medical assistant Written using clear and accessible language Clinical Procedures for Medical Assistants 11th Edition guides you through essential medical assisting clinical procedures such as taking vital signs collecting processing and testing laboratory specimens preparing patients for examinations and procedures administering medications and assisting with office surgeries This edition is thoroughly updated throughout to align with 2022 medical assisting competencies and includes a new art program plus updated coverage of the medical record nutritional guidelines OSHA standards for infection control and prevention emergency preparedness and the latest medical assisting clinical guidelines More than 90 procedures help you learn key medical assisting skills with step by step instructions and clear illustrations Learning features throughout focus on case based critical thinking patient education legal issues practice tips and documentation exercises and a full complement of online resources provides practice for classroom and board exams EHR documentation exercises video procedures with evaluation questions and a variety of interactive exercises to reinforce comprehension and content mastery This thorough text ensures you have the clinical skills needed to succeed in today's fast paced medical office Consistent meticulous coverage ensures alignment of all content throughout the text on the Evolve companion website and in the study guide More than 90 illustrated procedures offer step by step guidance with many featuring accompanying online videos Learning features focus on case based critical thinking patient education legal issues practice tips and documentation examples Student resources on Evolve include video procedures with evaluation quizzes case based quizzes SimChart for the Medical Office documentation exercises sample certification exams practicum activities and interactive activities NEW 2022 medical assisting competencies throughout represent the latest educational standards approved by CAAHEP and ABHES NEW Updated content and skills address electronic prescribing of medications computer generated laboratory results and reports nutritional guidelines OSHA standards for infection control and prevention emergency preparedness and the latest clinical guidelines NEW Art program features more than 200 new illustrations for procedures equipment and supplies used in the modern medical office **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'll 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 o f 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 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 critically and respond confidently to the challenges you ll encounter on the job Approachable writing style uses a conversational tone for easy understanding Procedure checklists outline the steps required to complete a full range of administrative tasks Patient centered focus highlights the importance of exceptional service as a key component of every Medical Assisting competency Think About It feature encourages you to apply your knowledge to realistic work situations and develop critical thinking Chapter checkpoints promote comprehension with questions following sections of the text Compliance tips provide focused guidance on how to follow HIPAA mandates Learning resources on the Evolve website provide extra practice including chapter quizzes a sample certification exam and interactive forms NEW content expands discussion of patient confidentiality healthcare data security appointment scheduling procedure coding changes job search strategies and more UNIQUE Correlation with NEW SimChart for the Medical Office SCMO exercises simulates all aspects of the administrative functions that make up the day to day practice of a medical office SCMO sold separately NEW Sample practice examination on the Evolve website provides effective preparation for certification     Study Guide for Jones & Bartlett Learning's Comprehensive Medical Assisting Judy Kronenberger,Julie Ledbetter,2023-01-09 Master your course with the practice and hands on activities that will help you get ready for the medical office In this new edition of Study Guide for Jones Bartlett Learning s Comprehensive Medical Assisting the exercises and activities align with the most current Medical Assisting Education Review Board MAERB of the American Association of Medical Assistants AAMA curriculum standards

The Study Guide is divided into sections that coincide with the textbook and includes exercises that reinforce the knowledge and skills required of all Medical Assistants      Laboratory Procedures for the Medical Office Tom Palko,Hilda Palko,1995

*Kinn's The Medical Assistant - E-Book* Brigitte Niedzwiecki,Julie Pepper,2022-11-20 Selected for Doody s Core Titles 2024 in Medical Assisting More than any other product on the market the most successful Medical Assistants begin their careers with Kinn Known for more than 65 years for its alignment with national curriculum standards Kinn s The Medical Assistant An Applied Learning Approach 15th Edition teaches the real world administrative and clinical skills essential for a career in the modern medical office always with a focus on helping you apply what you ve learned This edition features a new unit on advanced clinical skills and expanded content on telemedicine infection control related to COVID 19 IV therapy radiology rehabilitation insurance coding privacy data security and much more With its approachable writing style appropriate for all levels of learners and a full continuum of separately sold adaptive solutions real world simulations EHR documentation experience and HESI remediation and assessment quickly master the leading skills to prepare for certification and a successful career in the dynamic and growing Medical Assisting profession Comprehensive coverage of all administrative and clinical procedures complies with accreditation requirements Step by step illustrated procedures include rationales and a focus on professionalism Electronic health record EHR coverage provides access to hands on activities using SimChart for the Medical Office sold separately Applied learning approach incorporates threaded case scenarios and critical thinking applications Patient education and legal and ethical features at the end of each chapter reinforce legal and communications implications within Medical Assisting practice Key vocabulary terms and definitions are presented at the beginning of each chapter highlighted in text discussions and summarized in a glossary for quick reference NEW Content aligns to 2022 Medical Assisting educational competencies NEW Advanced Clinical Skills unit features three new chapters on IV therapy radiology basics and radiology positioning to support expanded medical assisting functions NEW Coverage of telemedicine enhanced infection control related to COVID 19 and catheterization NEW Procedures address IV therapy limited scope radiography applying a sling and coaching for stool collection UPDATED Coverage of administrative functions includes insurance coding privacy data security and more UPDATED Online practice exam for the Certified Medical Assistant matches 2021 test updates EXPANDED Information on physical medicine and rehabilitation EXPANDED Content on specimen collection including wound swab nasal and nasopharyngeal specimen collections      **Kinn's The Administrative Medical Assistant E-Book** Brigitte Niedzwiecki,Julie Pepper,2022-11-19 Selected for Doody s Core Titles 2024 in Medical Assisting More than any other product on the market the most successful medical assistants begin their careers with Kinn Known for more than 65 years for its alignment with national curriculum standards Kinn s The Administrative Medical Assistant An Applied Learning Approach 15th Edition teaches the real world administrative skills essential for a career in the modern medical office always with a focus on helping you apply what you ve learned This edition features new and expanded content

on insurance coding privacy and security telehealth logistics and much more With its approachable writing style appropriate for all levels of learners and a full continuum of separately sold adaptive solutions EHR documentation experience and HESI remediation and assessment quickly master the leading skills to prepare for certification and a successful career in the dynamic and growing administrative medical assisting profession Step by step illustrated procedures include rationales and a focus on professionalism Electronic health record EHR coverage provides access to hands on activities using SimChart for the Medical Office sold separately Applied learning approach incorporates threaded case scenarios and critical thinking applications Patient education and legal and ethical features at the end of each chapter reinforce legal and communications implications within medical assisting practice Key vocabulary terms and definitions are presented at the beginning of each chapter highlighted in text discussions and summarized in a glossary for quick reference Robust Evolve companion website offers procedure videos practice quizzes mock certification exams and interactive learning exercises NEW Content aligns to 2022 Medical Assisting educational competencies NEW and UPDATED Comprehensive coverage of all administrative functions complies with accreditation requirements and includes insurance coding privacy and security telehealth logistics and more NEW Artwork familiarizes you with the modern medical office and equipment     *Standard Operating Procedures for All Doctors* Robyn Adkins, Leila Chambers, 2005     **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     **Jones & Bartlett Learning's Comprehensive Medical Assisting** Judy Kronenberger, Julie Ledbetter, 2023-03-31 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 Sixth 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 This edition has been updated to include the most current American Association of Medical Assistants AAMA curriculum standards for medical assistants in all three domains cognitive psychomotor and affective These standards are required for the Commission on Accreditation of Allied Health Education Programs CAAHEP accredited programs     *Lippincott Williams and Wilkins' Administrative Medical Assisting* Laura Southard Durham, 2008 Lippincott Williams Wilkins Administrative Medical Assisting Second Edition teaches students the theory and skills to become effective medical office assistants The text and ancillary resources address all the required administrative competencies for CAAHEP and ABHES program accreditation The book includes critical thinking questions and is written for maximum readability with a full color layout over 100 illustrations and boxes to highlight key points A bound in CD ROM and a companion Website include CMA RMA exam preparation questions an English to Spanish audio glossary a clinical simulation administrative skill video clips competency evaluation forms and worksheets for practice A Skills DVD with demonstrations of the most important medical assisting skills is available

separately An Instructor s Resource CD ROM and online instructor resources will be available gratis upon adoption of the text *Study Guide and Procedure Checklist Manual for Kinn's The Medical Assistant - E-Book* Brigitte Niedzwiecki,Julie Pepper,P. Ann Weaver,2022-06-18 Designed to support the trusted content in Kinn s The Medical Assistant 14th Edition this study guide is the essential review and practice companion to reinforce key concepts encourage critical thinking and ensure that you learn to master and apply key medical assisting content This robust companion guide offers a wide range of exercises to reinforce your understanding of common administrative and clinical skills including new certification preparation questions that offer additional practice for certification exams a review of medical terminology and anatomy and need to know workplace applications Trusted for more than 60 years as a key part of the student journey from classroom to career it also features competency checklists to clearly assess your performance and progression from day one until you land your first job as a Medical Assistant Comprehensive coverage of all administrative and clinical procedures is built from Medical Assisting accreditation standards and competencies Hundreds of practice questions multiple choice true false fill in the blank help students with essential content review and practice Skills practice workplace applications and online activities promote critical thinking before students enter practice Procedure checklists help students track their performance of every procedure included in the textbook Work products allows students to provide documentation of skills mastery for classroom or job searching requirements Chapter by chapter correlation with the textbook allows students to easily follow core textbook competencies Perforated pages for on the go study or turn in assignments and evaluations NEW Chapter reviews medical terminology anatomy and physiology and pathology to reinforce key foundational knowledge NEW Expanded content on medical office accounts collections banking and practice management prepares students to step into the role of a Medical Assistant NEW Certification Preparation questions help students focus on certification from the beginning of their studies NEW Streamlined presentation combines chapters and focuses on need to know content Clinical Procedures for Medical Assistants Kathy Bonewit-West,2004 Encompassing all of the back office hands on concepts and skills that medical assistants need to know this popular in depth resource of clinical procedures covers essential topics such as taking vital signs and lab specimens processing lab specimens as well as preparing patients for examinations surgeries and other office treatments and procedures The book s current expert accessible coverage addresses all aspects of back office duties with certain transdisciplinary themes legal ethical patient education documentation woven throughout the chapters where appropriate This edition continues to feature profiles of real medical assistants who are currently practicing in the clinical area sharing their most memorable or influential on the job experiences Instructor resources are available please contact your Elsevier sales representative for details Expert reputation of both the text and author Kathy Bonewit West reassures readers that all information is accurate and follows the national curriculum guidelines Medical assistant profiles provide unique and memorable biographical profiles of real life MAs sharing their fears likes hopes and aspirations designed to help readers

connect with their future career goals in a concrete way End of chapter procedures with steps rationales and charting examples clearly show how a particular procedure would be documented in the medical record Patient Teaching boxes present patient education in the context of the medical assistant's role making it more immediate and relevant Terminology Review boxes identify key terms for a valuable terminology overview in each chapter Certification Review boxes provide a bulleted summary review of important points to know after each chapter that may be covered in the medical assisting certification exam Medical Practice and the Law boxes describe legal issues that are important for medical assistants to understand On the Web boxes list websites for further student study and research relevant to each chapter Reorganized table of contents presents a more logical progression of material beginning with the medical record and followed by medical asepsis and sterilization and disinfection so readers have the foundation of basic clinical knowledge before delving into more complicated procedural concepts Apply Your Knowledge sections offer case based multiple choice questions at the end of each chapter to help strengthen critical thinking and application skills A table correlating Cognitive Learning Objectives with Performance Skills Learning Objectives clearly identifies the cognitive basis for each clinical skill The Administration of Medication chapter has been extensively revised to include the most current and commonly used drugs exposing readers to medication names most likely encountered in the medical office What Would You Do What Would You Not Do case study boxes and responses profile real world cases throughout the chapter English to Spanish medical terms appendix covers glossary terms used by medical assistants when interacting with Spanish speaking patients

**Insurance Handbook for the Medical Office** Marilyn Fordney, 2013-01-01 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

**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

Digest and Decisions of the Employees' Compensation Appeals Board United States. Employees' Compensation Appeals Board,1994

*Kinn's The Clinical Medical Assistant - E-Book* Brigitte Niedzwiecki,Julie Pepper,2019-10-08 More than any other product on the market the most successful Medical Assistants begin their careers with Kinn Trusted for more than 60 years Kinn s

The Medical Assistant An Applied Learning Approach 14th Edition teaches you real world clinical skills essential for a career in the modern medical office always with a focus on application through unfolding case scenarios critical thinking questions procedure videos and interactive exercises The reorganized 14th edition features new authors and a chapter reviewing medical terminology and anatomy With an easy to read format and full continuum of separately sold adaptive solutions real world simulations EHR documentation experience and HESI remediation and assessment you ll learn the leading skills of modern medical assisting to prepare for certification and a successful career in the dynamic and growing Medical Assisting profession Comprehensive coverage of all clinical procedures prepares you for a wide variety of Medical Assisting careers 115 step by step illustrated procedures with rationales break down how to perform critical skills for practice Applied approach to learning helps you use what you ve learned in the clinical setting including case scenarios critical thinking exercises procedures videos and interactive online activities Access to hands on activities incorporates use of SimChart for the Medical Office software sold separately to prepare you for documentation of clinical encounters Patient education and legal and ethical features help relate content to practical use Key vocabulary terms and definitions are presented at the beginning of each chapter and highlighted in text discussions Summary of Learning Objectives serves as a checkpoint and study tool Robust companion website includes chapter quizzes certification practice exams procedure videos and interactive exercises NEW Chapter reviews medical terminology anatomy and physiology and pathology to help you build a solid medical foundation NEW Artwork focused on the workings of a modern medical office includes updated illustrations and photographs of procedures and medical records NEW Expanded and updated sample certification exams help you practice and prepare for certification NEW Streamlined presentation refines organization and writing for easy comprehension NEW Patient centered care is emphasized throughout NEW Improved test bank includes rationales for correct and incorrect answers cognitive leveling for questions and mapping to chapter objectives and exam blueprints *Kinn's The Medical Assistant* Deborah B. Proctor, Brigitte Niedzwiecki, Julie Pepper, Payel Madero, Marti Garrels, Helen Mills, 2016-05-04 Comprehensive Medical Assisting begins with Kinn Elsevier s 60th Anniversary edition of Kinn s The Medical Assistant 13th Edition provides you with real world administrative and clinical skills that are essential to working in the modern medical office An applied learning approach to the MA curriculum is threaded throughout each chapter to help you further develop the tactile and critical thinking skills necessary for working in today s healthcare setting Paired with our adaptive solutions real world simulations EHR documentation and HESI remediation and assessment you will learn the leading skills of modern administrative and clinical medical assisting in the classroom Basics of Diagnostic Coding prepares you to use the ICD 10 coding system Learning objectives listed in the same order as content makes it easy to review material Clinical procedures integrated into the TOC give you a quick reference point Professional behavior boxes provide guidelines on how to interact with patients families and coworkers Patient education and legal and ethical issues are described in relation to the Medical Assistant s job

Applied approach to learning helps you use what you've learned in the clinical setting Learning objectives and vocabulary with definitions highlight what's important in each chapter Critical thinking applications test your understanding of the content Step by step procedures explain complex conditions and abstract concepts Rationales for each procedure clarify the need for each step and explains why it's being performed Portfolio builder helps you demonstrate your mastery of the material to potential employers NEW Chapter on The Health Record reviews how you'll be working with a patient's medical record NEW Chapter on Technology in the Medical Office introduces you to the role EHR technology plays in the medical office NEW Chapter on Competency Based Education helps you understand how your mastery of the material will affect your ability to get a job NEW Clinical procedure videos helps you visualize and review key procedures

*The History and Practice of College Health* H. Spencer Turner, Janet L. Hurley, 2014-07-11 This volume is the first definitive reference and textbook in the one hundred fifty year history of college health Written for professionals and for those working in student services and higher education administration it covers the history of college health administrative matters including financing and accreditation and clinical issues such as women's health HIV AIDS and mental health The book also focuses on prevention including immunization and tuberculin testing The contributors are well respected in the field and are actively working in the specific areas on which they write

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