VISION CARE PRACTICE FRONT OFFICE
Course Syllabus

Course Number: HLTH-0094  
OHLAP Credit: No
OCAS Code: None
Course Length: 45 Hours
Career Cluster: Health Science
Career Pathway: Therapeutic Services
Career Major(s): Vision Care Assistant, Vision Care Technician
Pre-requisite(s): None

Course Description: Students will apply the basic concepts and principles of ophthalmic office practices and procedures with entry-level proficiency in the performance of duties in the administrative or front office.

Textbooks:
The Ophthalmic Assistant 8th Ed. by Harold A. Stein, Raymond M. Stein, Melvin I. Freeman, Elsevier (2006)
The Ophthalmic Medical Assistant An independent study course. 4th Ed. (2006)

Course Objectives:

A. Demonstrate Understanding and Proficiency in all Front Office Procedures
1. Demonstrate chart assembly.  
2. Demonstrate proficiency in insurance coding.  
3. Demonstrate knowledge of telephone triage and messaging.  
4. Identify and demonstrate the ability to use professionalism.  
5. Identify different types of insurance.  
6. Identify and show proficiency in obtaining and checking authorizations from insurance.  
7. Demonstrate the ability to schedule appointments.  
8. Identify and demonstrate what collections are and how they are handled.  
9. Demonstrate understanding of follow-up appointments and recall procedures.  
10. Demonstrate an ability to inventory front and back office supplies  
11. Demonstrate understanding of the concept of patient privacy.  
12. Demonstrate understanding of telephone techniques.  
13. Demonstrate understanding in conflict resolution.  
14. Demonstrate basic understanding of insurance billing.  
15. Demonstrate understanding of the need for coordination of all members of the staff.  

B. Demonstrate Knowledge of Patient Privacy Issues in Clinical Practice
1. Define and describe key components of HIPAA.  
2. Describe protection of patient privacy.  
3. Identify who may sign a medical information release.  
4. Identify who may sign an informed consent form.  
5. Identify parties to whom information can be released.  
6. Identify parties to whom information cannot be released.  

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Revised: 08/25/2014
7. Describe ethical concerns in clinical practice.
8. Identify correct documentation of incidents (accidents, etc.) and reporting of incidents.

Health Careers Core Incorporation

A. Core Information Technology Applications (15 hours)
   This course provides content that the student will use to understand the many uses of information technology in all healthcare settings and specialties. The student will gain skill in using appropriate information technology applications a variety of settings.

B. Health Information Management
   1. Identify records and files common to healthcare
   2. Interpret information from electronic medical documents

C. Information Technology
   1. Communicate using technology (fax, e-mail, and Internet) to access and distribute data and other information
   2. Recognize technology applications in healthcare

D. Core Teamwork in Healthcare (15 hours)
   This course will provide principles in working effectively as a member of a team. The student will understand the roles and responsibilities of individual members of the healthcare team, including their ability to promote the delivery of quality healthcare. The student will learn skills in interacting effectively and sensitively with all members of the healthcare team.

E. Healthcare Teams
   1. Understand roles and responsibilities of team members
   2. Recognize characteristics of effective teams

F. Team Member Participation
   1. Recognize methods for building positive team relationships
   2. Analyze attributes and attitudes of an effective leader
   3. Recognize factors and situations that may lead to conflict
   4. Apply effective techniques for managing team conflict

¹ ODCTE Objective
All unmarked objectives are TTC instructor developed.

Teaching Methods:
The class will primarily be taught by the lecture and demonstration method and supported by various media materials to address various learning styles. There will be question and answer sessions over material covered in lecture and media presentations. Supervised lab time is provided for students to complete required projects.

Grading Procedures:
1. Students are graded on theory and lab practice and performance.
2. Each course must be passed with seventy (70%) percent or better.
3. Grading scale: A=90-100%, B=80-89%, C=70-79%, D=60-69%, F=50-59%.
4. Career Major grades established during coursework are a major criteria in successfully obtaining certification.

Description of Classroom, Laboratories, and Equipment:
Tulsa Technology Center campuses are owned and operated by Tulsa Technology Center School District No. 18. All programs provide students the opportunity to work with professionally certified instructors in modern, well-equipped facilities.
Available Certifications/College Credit

The student may be eligible to take state, national or industry exam after completion of the program. College credit may be issued from Oklahoma State University-Okmulgee or Tulsa Community College. See program counselor for additional information.

College Credit Eligibility:

The student must maintain a grade point average of 2.0 or better.