MEDICAL OFFICE MANAGEMENT STUDENT INTERNSHIP SKILLS LIST Provo School District

This list is designed to help you obtain considerable information during your Internship period. The column on the left will designate various procedures used in your internship you have been assigned. When you have observed a procedure, record the date and have your mentor or sponsor initial the square. There is a lot to see and learn. Be sure to ask your mentor to show you as much as she/he can.

PROCEDURES OR SKILLS	DATE INITIAL	DATE INITIAL	DATE INITIAL
BASIC COMPUTER KNOWLEDGE			
1. Generate a Patient Record			
2. Prepare a Billing Statement			
3. Complete an Insurance Form			
PATIENT RECEPTION			
4. Collation of patient records			
5. Demonstrate the following:			
a. Opening the office			
b. Closing the office			
6. Greeting the patient			
7. Responding to the patient			
8. Escorting and instructing the patient			
ORAL COMMUNICATION			
 Demonstrate methods of receiving, placing & recording calls 			
a. Answer the office telephone			
b. Receive, evaluate, and record a phone message			
c. Make referrals by phone			
10. Schedule appointments by phone			
WRITTEN COMMUNICATION			
11. Demonstrate opening, sorting, annotating, composing and addressing business correspondence (w/proofreading skills) *as directed by instructor			
MEDICAL RECORDS MANAGEMENT			
12. Demonstrate filing:			

a. Alphabetically	
b. Numerically	
ACCOUNTING/BILLING AND COLLECTING	
13. Prepare the following	
a. Accounts Payable	
b. Accounts Receivable	
c. Daysheet	
d. Petty cash	
e. Ledgers	
f. Prepare ledger	
g. Patient's itemized monthly statement	
BANKING SERVICE	
14. Prepare bank deposit	
15. Write checks	
16. Demonstrate a Bank Reconciliation	
INSURANCE	
17. Complete HCFA Insurance Form	
MEDICAL DICTATION	
18. Demonstrate ability to type 25 wpm	
19. Demonstrate ability to transcribe medical dictation	
RESUME/PLACEMENT	
20. As directed by instructor	