

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						
9. 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			