

Domain 4 Lesson Plan

Domain 4 - Office Procedures [approximately 2.5 hours of videos, labs, and projects]				
Lesson	Lesson Topic and Subtopics	Objectives	Exercise Labs	Workbook Projects and Files
Pre-Assessment Assessment time - 00:30:00	Office Procedures: Pre-Assessment			
Lesson 1 Video time - 00:04:05 Exercise Lab time - 00:00:00 Workbook time - 00:05:00	Steps to Make an Appointment Doctor and Patient Availability Resolve Scheduling Conflicts	4.1 Given a patient call, determine the proper sequence of steps to make an appointment 4.4.1 Show doctor availability, patient availability (in scenario) 4.4.2 Scenario: conflicting schedules and must decide how to make the appointments based on conflicts	N/A	Scheduling – pg. 34 N/A
Lesson 2 Video time - 00:08:35 Exercise Lab time - 00:04:00 Workbook time - 00:20:00	Emergent vs. Non-Emergent Identify Emergent Situations Required Patient Information Gathering Patient Information Referrals Verify Form Completion	4.2 Given a scenario, identify the difference between emergent and non-emergent patients 4.2.1 Identify an emergent vs. non-emergent situation 4.3 Identify required patient information including but not limited to, ID, insurance, referrals, previous medical records, form of payment, and chosen pharmacy 4.3.1 What patient information should be gathered when a patient enters the office? 4.3.2 What is a referral, where is it coming from and who do I talk to about it? 4.3.3 Verifying form completion such as medical information forms, and consent forms	Emergent vs. Non-Emergent	Identify Emergent Situations – pg. 36 N/A Required Patient Information – pg. 37 N/A
Lesson 3 Video time - 00:07:02 Exercise Lab time - 00:04:00 Workbook time - 00:10:00	How Patients Pay Insurance and Payments HIPAA Communication Compliance What Constitutes a Violation Social Media	4.4 Determine how patient will pay for a visit including insurance coverage and private payment 4.4.1 Insured with correct insurance and/or payment 4.5 Given a scenario, identify which complies with HIPAA communication rules 4.5.1 Violation, not violation 4.5.2 Social Media	Differentiate Between Copays	Insurance and Payments – pg. 39 N/A HIPAA Violation and Social Media – pg. 40 N/A
Post-Assessment Assessment time - 01:00:00	Office Procedures: Post-Assessment			