

**DESE Model Curriculum: Medical Administrative Assistant/Secretary (CIP Code: 52.0101)**

GRADE LEVEL/UNIT TITLE: 11-12/Apply Administrative Assistant Skills

<b>COURSE INTRODUCTION</b>		
A program that prepares individuals to perform the duties of special assistants and personal secretaries for practicing physicians and nurses, health care facilities and services administrators, and other health care professionals. Includes instruction in business and medical communications, medical terminology, principles of health care operations, public relations and interpersonal communications, software application, record-keeping and filing systems, scheduling and meeting planning, applicable policy and regulations, and professional standards and ethics. Program may include instruction in medical transcription.		
<b>UNIT DESCRIPTION</b>	<b>SUGGESTED UNIT TIMELINE</b>	
Effectively apply business administrative skills that would be used in the workplace. These skills include filing, coordinate business travel, preparing documents, operating a 10-key calculator all through critical-thinking and problem-solving skills.	1 month	
	<b>CLASS PERIOD (min.)</b>	50
<b>ESSENTIAL QUESTIONS</b>		
<ol style="list-style-type: none"> <li>How does one manage information and utilize technology effectively?</li> <li>In the age of information, how can data be best stored, retrieved, and organized for reporting and analysis, in order to improve business operations?</li> <li>How can the use of electronic resources increase productivity in school and the workplace?</li> </ol>		
<b>ESSENTIAL MEASURABLE LEARNING OBJECTIVES</b>	<b>NBEA STANDARD</b>	<b>DOK</b>
1. Effectively represent the organization to current and potential clients using appropriate customer service skills	CD.III.D.4.1 CD.III.D.4.1	4
2. Manage electronic and/or paper financial records	A.III.3.1	2
3. Establish and maintain records management systems	IT.III.1.2	2
4. Operate a 10-key calculator	CP.I.1.2 IT.IV.1.1	2
5. Prepare travel, meeting and events documents	IB.I.D.3.1 COMM.I.D.3.14	3
6. Maintain electronic calendaring	IT.V.1.1	2
7. Produce business documents from dictated material	COMM.IV.3.6	2
8. Apply critical-thinking and problem-solving skills to business decisions	MAN.I.A.2.1	4
9. Explore methods for economical and efficient inventory management	A.IV.B.3-4.3	3
<b>ASSESSMENT DESCRIPTIONS</b>		
n/a		

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<b>OBJ. # INSTRUCTIONAL STRATEGIES</b>	
2, 3	1. Present PowerPoint on proper filing and records management
5, 7, 8	2. Independent practice, observe & offer assistance as needed
4	3. Review 10-key touch typing methods and proceed with online practice (see below)
<b>OBJ. # INSTRUCTIONAL ACTIVITIES</b>	
2, 3	1. Complete the exercises from the PowerPoint applying proper filing and records management
5, 7, 8	2. Team project for planning a senior trip using critical-thinking and problem-solving skills to meet the guidelines provided by the instructor
4	3. Complete the drills on the provided website to demonstrate an understanding of the 10-key touch type method (see below)
<b>UNIT RESOURCES</b>	
<a href="http://www.educ.uidaho.edu/bustech/Accounting/Bus_math/10key_practice.htm">http://www.educ.uidaho.edu/bustech/Accounting/Bus_math/10key_practice.htm</a>	