



AOA U MODULE DESCRIPTIONS

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The **All About the Ears** module identifies the anatomy and functions of the various parts of the ear. This module will allow participants to recognize the common diseases and symptoms of the ear and explain associated treatments and procedures. This includes naming diagnostic instruments used and reviewing hearing tests and other diagnostic tests for the ear.

The **All About the Neck** module focuses on identifying the anatomy of the neck and understanding conditions and surgeries of the neck. This includes the thyroid, parathyroid, esophagus, larynx, trachea and lymph glands.

The **All About the Nose** module identifies the anatomy and functions of the nose. This module will allow participants to learn about the common diseases and symptoms of the nose as well as associated treatments and procedures.

The focus of the **Oral Cavity and Salivary Glands** module is to identify the anatomy of the oral cavity (mouth) and salivary glands and to understand the common associated diseases and treatments of those diseases.

The focus of the **All About the Throat** module is to identify the anatomy of the throat and to understand the conditions and surgeries of the throat. This includes the anatomy of the pharynx, larynx, and oropharynx.

The **Basic ENT Coding** module will cover the basics of identifying ICD-10, CPT and HCPCS codes for commonly performed ENT procedures; executing proper use of codes and modifiers; coding rules and protocols; and ensuring proper documentation and clean claims.

The **Basic ENT Instrumentation** module focuses on visually identifying the most common instruments in the ENT office, understanding how the instruments are used and providing a visual reference guide for basic ENT instruments.

The **Basic ENT Procedures** module will introduce you to commonly performed ENT procedures, procedural protocols and terminology and methodology of procedures.

The **Basic ENT Terminology** module concentrates on identifying medical terminology word parts such as root words, prefixes and combining words. Participants will define and correctly utilize ENT medical terminology describing ENT conditions, instruments and definitions. This module would be valuable for employees in any position in the office.

The **Basic Finance** module will provide an introduction to basic accounting terminology, basic accounting principles and basic accounting concepts.

The **Basic Front Office Operations** module addresses key processes in phone systems, appointment scheduling, the pre-visit, first impressions at the front desk and check out. This includes the use of a practice management system, to handle the daily operations of a healthcare office such as patient registration, collecting co-pays and patient billing.

Human Resource Law: This program will provide you with the knowledge of basic federal employment laws and how they apply to your medical practice. Basic Human Resource laws will be presented along with website addresses of government agencies. Don't take this topic for granted; it only takes one complaint.

In the **Bloodborne Pathogens** module, participants learn what bloodborne pathogens are, and how they are spread. Emphasis is on identifying who is at risk, what can be done to protect oneself and what can be done if exposed.

The **Fraud, Waste and Abuse Compliance** module will provide basic compliance training to help meet the requirements for Medicare Advantage plans. Specifically we'll discuss recognizing healthcare fraud, waste and abuse, identifying types of fraud and penalties, determining who is responsible for combating fraud, illustrating how to report fraud as well as protections for reporting and, finally, recognizing laws related to fraud.

Front Office Telephone Triage Basics will go over best practices in triage, such as the appropriate questions to ask in order to properly address a patient complaint and route the call. This module will help you identify typical emergency situations, ask appropriate questions, and help the viewer to better use their office's triage protocol.

Hazard Communication: Chemical manufacturers and importers are required to classify the hazards of chemicals which they produce or import. Additionally, all employers are required to provide information to their employees about the hazardous chemicals to which they are exposed, by means of a hazard communication program, labels and other forms of warning, safety data sheets, and information and training.

This module will provide an overview of the OSHA Hazard Communication Standard, including key elements of the Standard; identification of hazards and the pictograms used; Safety Data Sheets (SDS); and appropriate safety measures and procedures.

The focus of the **Health Insurance Portability and Accountability Act (HIPAA)** module is to define key terminology associated with the HIPAA law, learn how to apply HIPAA regulations in a practice and offer strategies for compliance.

The **Insurance Verification and Precertification** module addresses the necessity of verifying insurance and the step by step process. This includes the importance of precertification when applicable.

The Revenue Cycle Management & Collections module focuses on components of the revenue cycle, patient flow, implementation of documentation and coding protocols, the insurance claims process and how to improve collection activity.

The **Service Excellence** module addresses the principals of customer service (physical appearance, reliability, responsiveness, caring and sensitivity to inconvenience), service standards (importance, dignity, efficiency, accessibility and leadership) and learning your role in service excellence. This is another module that would be applicable to employees in all positions in the office.