



The Inner Office, Ltd.

Medical Transcription and Health Information Management

COURSE CATALOG

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School Information

School History

The Inner Office, Ltd., was organized in May 1996 as a provider of transcription and medical record services. In response to the shortage of skilled, trained transcriptionists in the Mahoning Valley, we developed our business plan, obtained SBA financing through Huntington (formerly Mahoning National and Sky Bank), purchased two Gateway 133 MHz Pentium computers and opened our doors. Currently, we employ 40+ people and have expanded to 22 workstations on-site and 20 transcriptionists that work from home.

School Mission

The school mission for The Inner Office, Ltd., is:

- To provide a practical, quality career-oriented training process for students interested in the Health Information Management field.
- To develop programs that can accommodate individual students' schedules and encourage the development of self-discipline and practical study skills.
- To promote an educational process that adheres to the diversity, values, and ethical standards of the professions' certifying organizations (AHIMA and AAMT), thereby providing a valuable employee resource for our company and for the healthcare organizations within our community.

Statement of Philosophy

The Inner Office, Ltd., is committed to offering successful education programs encompassing the essential core values, ethical standards, and expectations of the medical community and governing regulatory agencies.

Facilities

The Inner Office, Ltd., classes will be held in an environment that is comfortable, well-lit, and non-distracting.

Provision for Disabled Students

Disabled students who plan to enroll in any of The Inner Office, Ltd., training programs should notify the staff, upon their acceptance, if they will require auxiliary aids. The Inner Office, Ltd., will work with the prospective student to seek external funding sources for the provision of necessary auxiliary aids. Reasonable accommodations for all disabilities will be made if they do not impose an undue hardship for the organization.

Faculty and Administrators

President/CEO

Bonnie Randolph Boatright, RHIT, CHPS, a founding member of The Inner Office, Ltd., has previously held administrative positions in long-term care and acute care facilities. Additionally, she has provided health information management consulting services for acute care facilities, drug and alcohol centers and psychiatric inpatient and outpatient facilities. As President and CEO, she oversees the operations of the organization and initiates development and implementation of long and short term goals, including those of the educational process.

Director of Education

Karen Ellwood, RHIT, CTR, an integral member of The Inner Office, Ltd., staff since 1996, joins as a partner as of January 1, 2002. As Director of Education, she is responsible for maintaining a degree of excellence for all educational programs. She also oversees and supervises file management projects and temporary staffing issues. She has a 14-year background in coding, cancer registry, and daily operations of a health information management department.

Chief Operating Officer

Pamela J. Mason, CMT, also a new partner as of January 1, 2002, has 11 years of experience in the healthcare field, specializing in transcription, medicolegal issues and health information management processes. Having been with The Inner Office, Ltd., since 1996, her responsibilities include managing and overseeing the day-to-day operation of transcription services for the organization and the hiring, orientation, and training of new transcriptionists.

Billing Faculty

Bernie Mandel-Aurilio, CPC, CMBS, has over 4 years of experience in the physician billing and coding field. Her responsibilities have included coding and billing for a network of over 30 facilities in western Ohio and eastern Pennsylvania. Her background is also instrumental in reactivating the AAPC Warren Chapter where she has served as an executive board officer for many years.

Medical Terminology/Anatomy & Physiology Faculty

Gale Gregory, CLPN, brings over 20 years of nursing and teaching experience to The Inner Office, Ltd. Gale is an enthusiastic faculty member who has held positions as staff development nurse, infection control coordinator, and quality assurance facilitator. She has many years of experience with direct patient care in acute care, long term care, and Home Health care settings.

Coding Faculty

Pam Chapin, CCS, has more than 20 years of experience in the coding field. As a Certified Coding Specialist and a member of the American Health Information Management Association, she has served as a coder for various hospitals. Her experience includes inpatient and outpatient coding along with being an auditor for hospitals across the country.

Student Services and Regulations

Counseling and Advising

The Inner Office, Ltd., staff will advise and counsel prospective students so that they have a true understanding of the professions and the types of employment that may be available to them upon successful completion of the respective programs.

Counseling is also available to students who may experience difficulties during the training program. Advisors are available for encouragement, special study sessions, and supplementary training.

Tutoring

The instructors will make arrangements for a limited amount of complimentary tutoring. Additional tutoring can be arranged through the administrative staff for a nominal fee.

Employment Assistance

The Inner Office, Ltd., will provide assistance in job placement, not only within the confines of The Inner Office, Ltd., but through referrals to local healthcare institutions and physician practices.

Academic Resources, Policies, and Procedures

Attendance Policy

Students are required to attend at least 90% of all sessions.

Conduct

All students are expected to conduct themselves in a professional manner at all times. This includes attendance, tardiness, and general behavior.

Tardiness

Tardiness is disruptive to the entire class and will not be tolerated in excess.

Termination of Enrollment

- Termination of enrollment may occur should the student violate the organization's standards.
- Reasons for termination include but are not limited to the following:
 - Conviction of a felony
 - Falsification of reports, records, or information
 - Insubordination
 - Negligence in the performance of duties
 - Repeated failure to attend class
 - Willful destruction of company property
 - Possession or abuse of alcohol or drugs while on the premises
 - Theft, dishonesty, or plagiarism.
 - Possession of a weapon
 - Breach of company confidentiality

Leaves

Leaves will be granted according to individual circumstances. Refunds will be made according to the general Terms of Payment agreement.

Financial Aid

Financial aid is available from the Department of Job and Family Services, Trade Adjustment Assistance Act, Workforce Investment Act, and Ohio Rehabilitation Services Commission. Students are referred to these organizations based on their specific circumstances.

Medical Transcription Program

Calendar

- The school operates on a quasi-traditional semester calendar with courses beginning in both the fall and spring.
- The following holidays are observed and no classes are held:
 - New Years Day (January 1)
 - Memorial Day (last Monday in May)
 - Independence Day (July 4)
 - Labor Day (first Monday in September)
 - Thanksgiving Day (fourth Thursday in November)
 - Christmas Day (December 25)
- The school reserves the right to amend the calendar.
- Classes canceled due to weather are made up at the end of the program.

Enrollment

- The Inner Office, Ltd., is an equal opportunity educational center and fills each position with the best-qualified applicant available, without regard to race, color, sex, age, national origin, religion, or physical disability.
- All initial financial obligations will be met prior to the enrollment date.

Enrollment Dates

A student may enroll at least 2 weeks prior to classes starting February/March or September.

Admission Requirements

- High school graduation or equivalent
- Knowledge of Windows Explorer and Microsoft Word
- Typing skills at 40 words per minute
- Mastery of English grammar and spelling.
- Students must own or have access to a personal computer with Windows 98 operating system or higher and Microsoft Word.

Medical Transcription Program

Program Description

The Medical Transcription program is designed to provide 248 hours of classroom and practical experience in various medical specialties such as OB/GYN, Respiratory, Cardiology, Gastrointestinal, and Genitourinary. This program also provides computer training that will enable the medical transcriptionist to perform her/his job.

Program Objectives

- Develop an understanding of anatomy and physiology, medical science, laboratory medicine, pharmacology, and definitions of medical terminology used in medical encounters.
- Apply the knowledge to correctly transcribe relevant information into the medical reports.
- The goal is to produce a skilled, job-ready medical transcriptionist.

Course Description

Medical transcription 5 months 248 hours

(90 hours anatomy & physiology, 90 hours medical terminology, 19 hours laboratory medicine, 19 hours pharmacology, 15 hours medical science, and 15 hours human disease).

Introduction to the basic concepts of anatomy and physiology, medical terminology, medical science, pharmacology, human diseases, and laboratory procedures including practice dictation for all body systems. The course also includes computer training and a supervised internship in a medical transcription service environment.

Standards for Satisfactory Progress

- Students' grades are based on homework assignments, classroom quizzes, the completed sample transcription program, and a comprehensive final examination.
- Students are graded pass/fail, where a passing grade is based on an average score of 80% or above on the required assignments.
- Students are given every opportunity to meet with the instructor to make up missed class time or assignments.

Graduation Requirements

A student who has successfully passed all required assignments will be issued a certificate of completion.

Medical Transcription Program

Tuition and Fees

Tuition:	\$3000.00
Enrollment Fee:	\$125.00
Books:	\$150.00
Lab Fee:	\$425.00

Refund Policy

A full refund of all monies paid by the applicant will be made under the following conditions: (1) If the applicant cannot attend classes because of an Act of God. (2) If he/she is inducted involuntarily into the Armed Forces. (3) If he/she can submit a written statement from a physician stating his/her health will not permit him/her to attend. (4) If he/she requests in writing a refund within five (5) business days after signing the agreement and making an initial payment. (5) All funds paid are refundable if the applicant is rejected by The Inner Office, Ltd.

Cancellation Policy

A student who starts class and withdraws before the academic term is 15% completed will be obligated for 25% of the tuition and refundable fees plus the registration fee. A student who starts class and withdraws after the academic term is 15% completed but before the academic term is 25% completed will be obligated for 50% of the tuition and refundable fees plus the registration fee. A student who starts class and withdraws after the academic term is 25% completed but before the academic term is 40% completed will be obligated for 75% of the tuition and refundable fees plus the registration fee. A student who starts class and withdraws after the academic term is 40% completed will not be entitled to a refund of the tuition and fees. This enrollment agreement may be canceled if written notice is received within 5 days after signing this agreement. The school shall promptly refund in full all tuition and fees paid pursuant to the enrollment agreement. This provision does not apply where the student has already started classes. By signing this agreement, the student obliges to adhere to this contract and grants permission for The Inner Office, Ltd. to collect any outstanding balance. No credit other than that specified in the above agreement shall be issued.

Credit for Previous Education or Training

The school does not accept transfer credit or allow credit for prior experience.

Scholarships

Scholarships are not available.

On-Line Medical Transcription Program

Calendar

- The school operates on a quasi-traditional semester calendar with courses beginning in both the fall and spring.
- The following holidays are observed and no classes are held:
 - New Years Day (January 1)
 - Memorial Day (last Monday in May)
 - Independence Day (July 4)
 - Labor Day (first Monday in September)
 - Thanksgiving Day (fourth Thursday in November)
 - Christmas Day (December 25)
- The school reserves the right to amend the calendar.
- Classes canceled due to weather are made up at the end of the program.

Enrollment

- The Inner Office, Ltd., is an equal opportunity educational center and fills each position with the best-qualified applicant available, without regard to race, color, sex, age, national origin, religion, or physical disability.
- All initial financial obligations will be met prior to the enrollment date.

Enrollment Dates

A student may enroll at least 2 weeks prior to classes starting in any month.

Admission Requirements

- High school graduation or equivalent
- Knowledge of Windows Explorer and Microsoft Word
- Typing skills at 40 words per minute
- Mastery of English grammar and spelling.
- Students must own or have access to a personal computer with Windows 98 operating system or higher and Microsoft Word.

On-Line Medical Transcription Program

Program Description

The On-Line Medical Transcription program is designed to provide 950 hours of course data. The program is 40 weeks and is taught in 6 blocks with a 2-week vacation. Knowledge or familiarity of Moodle is a plus. Transcription of documents in various medical specialties such as emergency medicine, respiratory, cardiovascular, gastrointestinal, and genitourinary is generated.

Program Objectives

- Develop an understanding of anatomy and physiology, medical science, laboratory medicine, pharmacology, and definitions of medical terminology used in medical encounters.
- Apply the knowledge to correctly transcribe relevant information into the medical reports.
- The goal is to produce a skilled, job-ready medical transcriptionist.

Course Description

Medical transcription 40 weeks 950 hours

Introduction to the basic concepts of anatomy and physiology, medical terminology, medical science, pharmacology, human diseases, and laboratory procedures including practice dictation for all body systems. The course requires knowledge of the internet.

Standards for Satisfactory Progress

- Students' grades are based on on-line discussion board assignments, quizzes, completed sample transcription, block finals, and a comprehensive final examination.
- Students are graded pass/fail, where a passing grade is based on an average score of 80% or above on the required assignments.

Graduation Requirements

A student who has successfully passed all required assignments will be issued a certificate of completion.

Tuition and Fees

Tuition: \$3000.00
Enrollment Fee: \$125.00
Books, equipment, software: \$703.05 (Approximately. Not paid directly to The Inner Office, Ltd.)

On-Line Medical Transcription Program

Minimum Hardware Requirements:

Pentium 3 or 4, 512 mg RAM, Windows XP operating system or higher,
Voice card
Start/Stop foot pedal, software, and hardware.

Minimum Software Requirements:

Microsoft Word (version 97 or higher)
Speedtype (speed typing software)
Stedman's Electronic Spell Checker

Refund Policy

A full refund of all monies paid by the applicant will be made under the following conditions: (1) If the applicant cannot attend classes because of an Act of God. (2) If he/she is inducted involuntarily into the Armed Forces. (3) If he/she can submit a written statement from a physician stating his/her health will not permit him/her to attend. (4) If he/she requests in writing a refund within five (5) business days after signing the agreement and making an initial payment. (5) All funds paid are refundable if the applicant is rejected by The Inner Office, Ltd.

Cancellation Policy

A student who starts class and withdraws before the academic term is 15% completed will be obligated for 25% of the tuition and refundable fees plus the registration fee.

A student who starts class and withdraws after the academic term is 15% completed but before the academic term is 25% completed will be obligated for 50% of the tuition and refundable fees plus the registration fee.

A student who starts class and withdraws after the academic term is 25% completed but before the academic term is 40% completed will be obligated for 75% of the tuition and refundable fees plus the registration fee.

A student who starts class and withdraws after the academic term is 40% completed will not be entitled to a refund of the tuition and fees.

Credit for Previous Education or Training

The school does not accept transfer credit or allow credit for prior experience.

Scholarships

Scholarships are not available.

Medical Transcription Program

Your Career as a Medical Transcriptionist

A Vital Member of the Healthcare Team

The professional healthcare team includes physicians, nurses, therapists, technicians, dietitians, and other healthcare support staff. A vital member of this team is the MEDICAL TRANSCRIPTIONIST. While not as visible to the general public as some members of the team, the medical transcriptionist plays an important role in providing quality patient care.

A Commitment of Quality and Caring

Medical transcriptionists provide an important service to both physician and patient by transcribing dictated medical reports that document a patient's medical care and condition. These may include office chart notes, history and physical examinations, consultations, letters, memos, admission notes, emergency department notes, operative notes, discharge summaries, laboratory tests, and diagnostic studies. Medical transcriptionists contribute to quality patient care through their commitment to excellence. Because each dictated report represents a part of a patient's life, the medical transcriptionist transcribes it with care, demonstrating extensive knowledge of medical terminology, anatomy, pharmacology, human disease, surgical procedures, diagnostic studies, and laboratory tests to produce an accurate and complete permanent record. A mastery of English grammar, structure, and style, knowledge of transcription practices, skills in typing, spelling, proofreading, and the highest professional standards contribute to the medical transcriptionist's ability to interpret, translate, and edit medical dictation for content and clarity.

Employment Opportunities

Medical transcriptionists work in a variety of settings, including medical clinics, doctors' offices, hospitals, private transcription businesses, and home offices. Some transcriptionists become supervisors, managers, and teachers while others establish their own transcription companies. There is a critical shortage of qualified medical transcriptionists nationwide, and they are always in great demand.

The Professional Medical Transcriptionist

After gaining experience in performing medical transcription in a variety of medical, surgical, and diagnostic specialties, a qualified medical transcriptionist may wish to become a Certified Medical Transcriptionist (CMT) by passing the certification examination administered by the American Association of Medical Transcription (AAMT). The professional medical transcriptionist participates in a lifelong program of continuing medical education.

Medical Coding Program

Calendar

- The school operates on a quasi-traditional semester calendar with courses beginning in both the fall and spring.
- The following holidays are observed and no classes are held:
 - New Years Day (January 1)
 - Memorial Day (last Monday in May)
 - Independence Day (July 4)
 - Labor Day (first Monday in September)
 - Thanksgiving Day (fourth Thursday in November)
 - Christmas Day (December 25)
- The school reserves the right to amend the calendar.
- Classes canceled due to weather are made up at the end of the program.

Enrollment

- The Inner Office, Ltd., is an equal opportunity educational center and fills each position with the best-qualified applicant available, without regard to race, color, sex, age, national origin, religion, or physical disability.
- All initial financial obligations will be met prior to the enrollment date.

Enrollment Dates

A student may enroll at least 2 weeks prior to classes starting January/February or August/September.

Admission Requirements

- High school graduation or equivalent
- Mastery of English grammar and spelling
- Knowledge of fundamental computer functions

Medical Coding Program

Program Description

The medical coding program is designed to provide 260 hours of classroom and practical experience, if available, utilizing ICD-9-CM and CPT codes as documented in the medical record.

Program Objectives

- Develop an understanding of anatomy and physiology, medical science, laboratory medicine, pharmacology, and definitions of medical terminology used in medical encounters.
- Apply the knowledge to correctly code diagnoses and procedures as documented in the medical record.
- The goal is to produce a skilled, job-ready outpatient medical coder.

Course Description

Medical coding 5 months 260 hours

(90 hours anatomy & physiology, 90 hours medical terminology, 40 ICD-9-CM coding, 40 hours CPT).

Introduction to the basic concepts of anatomy, medical terminology, medical science, pharmacology, and laboratory procedures including sample coding practices for ICD-9-CM and CPT. The course also includes an internship in a medical facility, if available

Standards for Satisfactory Progress

- Students' grades are based on homework assignments, classroom quizzes, and a comprehensive final examination.
- Students are graded pass/fail, where a passing grade is based on an average score of 80% or above on the required assignments.
- Students are given every opportunity to meet with the instructor to make up missed class time or assignments.

Medical Coding Program

Graduation Requirements

A student who has successfully passed all required assignments and who has completed the internship, if available, will be issued a certificate of completion.

Tuition and Fees

Tuition:	\$3000.00
Enrollment Fee:	\$125.00

Refund Policy

A full refund of all monies paid by the applicant will be made under the following conditions: (1) If the applicant cannot attend classes because of an Act of God. (2) If he/she is inducted involuntarily into the Armed Forces. (3) If he/she can submit a written statement from a physician stating his/her health will not permit him/her to attend. (4) If he/she requests in writing a refund within five (5) business days after signing the agreement and making an initial payment. (5) All funds paid are refundable if the applicant is rejected by the College.

Cancellation Policy

A student who starts class and withdraws before the academic term is 15% completed will be obligated for 25% of the tuition and refundable fees plus the registration fee.

A student who starts class and withdraws after the academic term is 15% completed but before the academic term is 25% completed will be obligated for 50% of the tuition and refundable fees plus the registration fee.

A student who starts class and withdraws after the academic term is 25% completed but before the academic term is 40% completed will be obligated for 75% of the tuition and refundable fees plus the registration fee.

A student who starts class and withdraws after the academic term is 40% completed will not be entitled to a refund of the tuition and fees.

Credit for Previous Education or Training

The school does not accept transfer credit or allow credit for prior experience.

Scholarships

Scholarships are not available.

On-Line Medical Coding Program

Calendar

- The school operates on a quasi-traditional semester calendar with courses beginning in both the fall and spring.
- The following holidays are observed and no classes are held:
 - New Years Day (January 1)
 - Memorial Day (last Monday in May)
 - Independence Day (July 4)
 - Labor Day (first Monday in September)
 - Thanksgiving Day (fourth Thursday in November)
 - Christmas Day (December 25)
- The school reserves the right to amend the calendar.
- Classes canceled due to weather are made up at the end of the program.

Enrollment

- The Inner Office, Ltd., is an equal opportunity educational center and fills each position with the best-qualified applicant available, without regard to race, color, sex, age, national origin, religion, or physical disability.
- All initial financial obligations will be met prior to the enrollment date.

Enrollment Dates

A student may enroll at least 2 weeks prior to classes starting January/February or August/September.

Admission Requirements

- High school graduation or equivalent
- Mastery of English grammar and spelling
- Knowledge of fundamental computer functions

On-Line Medical Coding Program

Program Description

The On-Line Medical Coding program is designed to provide 950 hours of course data. The program is 40 weeks and is taught in 6 blocks with a 2-week vacation. Coding of documents in various medical specialties such as emergency medicine, respiratory, cardiovascular, gastrointestinal, and genitourinary is generated using the ICD-9-CM and CPT coding manuals.

Program Objectives

- Develop an understanding of anatomy and physiology, medical science, laboratory medicine, pharmacology, disease processes, and definitions of medical terminology used in medical encounters.
- Apply the knowledge to correctly code relevant diagnostic and procedural information to the medical record.
- Develop an understanding of basic diagnostic coding guidelines and conventions.
- Develop an understanding of basic procedural coding guidelines and conventions.
- Master the basic steps of ICD-9-CM diagnostic and procedural coding.
- Master the basic steps of CPT procedural coding.
- Develop an understanding of HIPAA and how it impacts the coder.
- Discern the different types of accreditation offered by the national associations for coding.
- The goal is to produce a skilled, job-ready medical coder.

Course Description

Medical Coding On-Line 40 weeks 950 hours

Introduction to the basic concepts of anatomy and physiology, medical terminology, medical science, pharmacology, human diseases, and laboratory procedures including practice coding using the ICD-9-CM and CPT coding manuals for all body systems. The course requires knowledge of the internet.

Standards for Satisfactory Progress

- Students' grades are based on on-line discussion board assignments, quizzes, completed coding assignments, block finals, and a comprehensive final examination.
- Students are graded pass/fail, where a passing grade is based on an average score of 80% or above on the required assignments.

On-Line Medical Coding Program

Graduation Requirements

A student who has successfully passed all required assignments will be issued a certificate of completion.

Tuition and Fees

Tuition:	\$3000.00
Enrollment Fee:	\$125.00
Books:	Approximately \$500 (Not paid directly to The Inner Office, Ltd.)

Minimum Hardware Requirements:

Pentium 3 or 4, 512 mg RAM, Windows XP operating system, Voice card

Minimum Software Requirements:

Microsoft Word (version 97 or higher)

Refund Policy

A full refund of all monies paid by the applicant will be made under the following conditions: (1) If the applicant cannot attend classes because of an Act of God. (2) If he/she is inducted involuntarily into the Armed Forces. (3) If he/she can submit a written statement from a physician stating his/her health will not permit him/her to attend. (4) If he/she requests in writing a refund within five (5) business days after signing the agreement and making an initial payment. (5) All funds paid are refundable if the applicant is rejected by The Inner Office, Ltd.

Cancellation Policy

A student who starts class and withdraws before the academic term is 15% completed will be obligated for 25% of the tuition and refundable fees plus the registration fee.

A student who starts class and withdraws after the academic term is 15% completed but before the academic term is 25% completed will be obligated for 50% of the tuition and refundable fees plus the registration fee.

A student who starts class and withdraws after the academic term is 25% completed but before the academic term is 40% completed will be obligated for 75% of the tuition and refundable fees plus the registration fee.

A student who starts class and withdraws after the academic term is 40% completed will not be entitled to a refund of the tuition and fees.

The Inner Office, Ltd.

On-Line Medical Coding Program

Credit for Previous Education or Training

The school does not accept transfer credit or allow credit for prior experience.

Scholarships

Scholarships are not available.

Medical Coding Program

Your Career as a Medical Coder

What is a Medical Coder?

Medical coders are professionals skilled in classifying medical data from patient records. The coding practitioners review patients' records and assign numeric codes for each diagnosis and procedure.

To perform this task, a medical coder must possess expertise in the ICD-9-CM and CPT coding system. In addition, the medical coder must be knowledgeable about medical terminology, disease processes, and pharmacology. The coder must also be an expert in health information documentation, data integrity, and quality. Because patients' coded data is submitted to insurance companies or the government for expense reimbursement, the coder plays a critical role in the health provider's business operation.

Coders find employment in hospitals, physicians' offices, same day surgical centers, multispecialty clinics, and insurance companies. Furthermore, the employment outlook for this coding specialty looks highly favorable with the growth of managed care and the movement of health services delivery beyond the hospital.

Certification for Coders

Certified Coding Associate (CCA) – a professional skilled in classifying medical data from patient records. Requirements are a high school diploma and at least six months experience in a healthcare organization applying ICD-9-CM and CPT coding conventions and guidelines, or having completed either an AHIMA-approved coding certificate program, or other formal coding training program.

Certified Coding Specialist (CCS) - a professional skilled in classifying medical data from patient records, generally in the hospital setting. Strongly recommended is at least three years of on-the-job coding experience and coding education from seminars or colleges.

Certified Coding Specialist-Physician-based (CCS-P) - a coding practitioner with expertise in physician-based settings such as physicians' offices, group practices, multispecialty clinics, or specialty centers.

Both the CCS and CCS-P require a high school diploma and successful completion of the respective exam. Several years of on-the-job coding experience is strongly recommended prior to taking the certification exams.

The Inner Office, Ltd.

Certification for Coders

Certified Professional Coder (CPC) – a professional who had achieved a certain level of knowledge and expertise in coding of services, procedures, and diagnoses of physician practices.

Certified Professional Coder-Hospital (CPC-H) – a professional who has achieved a certain level of knowledge and expertise in coding of services, procedures, and diagnoses for outpatient facilities.

The CPC and CPC-H certifications are offered by the American Academy of Professional Coders, www.aapc.com.

Coding certifications are not only accepted nationally, but many facilities are starting to require certifications for their internal staff.

Medical Billing Program

Calendar

- The school operates on a quasi-traditional semester calendar with courses beginning in both the fall and spring.
- The following holidays are observed and no classes are held:
 - New Years Day (January 1)
 - Memorial Day (last Monday in May)
 - Independence Day (July 4)
 - Labor Day (first Monday in September)
 - Thanksgiving Day (fourth Thursday in November)
 - Christmas Day (December 25)
- The school reserves the right to amend the calendar.
- Classes canceled due to weather are made up at the end of the program.

Enrollment

- The Inner Office, Ltd., is an equal opportunity educational center and fills each position with the best-qualified applicant available, without regard to race, color, sex, age, national origin, religion, or physical disability.
- All initial financial obligations will be met prior to the enrollment date.

Enrollment Dates

A student may enroll at least 2 weeks prior to classes starting January/February or August/September.

Admission Requirements

- High school graduation or equivalent
- Knowledge of fundamental computer functions
- Mastery of English grammar and spelling

Medical Billing Program

Program Description

The Medical Billing Program is designed to provide 200 hours of classroom and practical experience encompassing rules and regulations on ethical billing practices focusing on physician office and acute care facilities.

In addition to the instructional and laboratory work described above, we provide:

- All required textbooks.
- Assistance with job placement after successful completion of the practicum.

Program Objectives

- Develop an understanding of anatomy and physiology, laboratory procedures, and definitions of medical terminology and insurance terminology used in medical encounters.
- Understand the process so that health care encounters can be correctly billed and reimbursed.
- Apply the knowledge to correctly submit insurance claims to insurance carriers.
- The goal is to produce a skilled, job-ready medical biller.

Course Description

Medical Billing 5 months 200 hours

(70 hours anatomy & physiology, 70 hours medical terminology, 60 insurance billing practices).

Introduction to the basic concepts of anatomy and physiology, medical terminology, insurance terminology, laboratory procedures, types of health insurance coverage, claims, forms, fee schedules, payment plans, types of payments, and authorization of benefits.

Medical Billing Program

Standards for Satisfactory Progress

- Students' grades are based on homework assignments, classroom quizzes, and a comprehensive final examination.
- Students are graded pass/fail, where a passing grade is based on an average score of 80% or above on the required assignments.
- Students are given every opportunity to meet with the instructor to make up missed class time or assignments.

Graduation Requirements

A student who has successfully passed all required assignments and who has completed the internship, if available, will be issued a certificate of completion.

Tuition and Fees

Tuition:	\$3000.00
Enrollment Fee:	\$125.00

Refund Policy

A full refund of all monies paid by the applicant will be made under the following conditions: (1) If the applicant cannot attend classes because of an Act of God. (2) If he/she is inducted involuntarily into the Armed Forces. (3) If he/she can submit a written statement from a physician stating his/her health will not permit him/her to attend. (4) If he/she requests in writing a refund within five (5) business days after signing the agreement and making an initial payment. (5) All funds paid are refundable if the applicant is rejected by the College.

Medical Billing Program

Cancellation Policy

A student who starts class and withdraws before the academic term is 15% completed will be obligated for 25% of the tuition and refundable fees plus the registration fee.

A student who starts class and withdraws after the academic term is 15% completed but before the academic term is 25% completed will be obligated for 50% of the tuition and refundable fees plus the registration fee.

A student who starts class and withdraws after the academic term is 25% completed but before the academic term is 40% completed will be obligated for 75% of the tuition and refundable fees plus the registration fee.

A student who starts class and withdraws after the academic term is 40% completed will not be entitled to a refund of the tuition and fees.

Credit for Previous Education or Training

The school does not accept transfer credit or allow credit for prior experience.

Scholarships

Scholarships are not available.

Medical Billing Program

Your Career as a Medical Biller

What is a Medical Biller?

A medical biller is a professional who reviews and processes medical health insurance forms, files insurance claims forms, follows up on late payments and disputes, and assists healthcare entities in collections; in other words, medical billers are the health care provider's key to getting paid. Medical billers can also work on the receiving end of claims at insurance companies. Skills that medical billers should have are good computer skills, good analytical skills, and good working knowledge of medical terminology and anatomy. Medical billers must also know how to explain charges, deal with criticism, give and receive feedback, be assertive, and communicate effectively without becoming confused when the insured is asking questions.

Employment Opportunities

Medical billers work in a variety of settings, including hospitals, physician offices, dentist offices, pharmacies, nursing homes, mental healthcare facilities, physical therapy rehabilitation centers, insurance companies, and consulting firms. The average starting pay for a qualified medical biller varies widely depending on many factors; however, the overall range tends to be from \$10 to \$18 per hour. Employers who pay in this range have high expectations which include knowing which forms to use for major carriers, knowing how to handle problem accounts, have a willingness to learn, possessing communication skills in a professional manner, and are dedicated to the business of obtaining maximum reimbursements.

The Professional Medical Biller

Certification for medical billers can be obtained through the American Medical Billing Association (AMBA) by taking their national Certified Medical Reimbursement Specialist (CMRS) exam.

Health Information Management Clerk Program

Calendar

- The school operates on a quasi-traditional semester calendar with courses beginning in both the fall and spring.
- The following holidays are observed and no classes are held:
 - New Years Day (January 1)
 - Memorial Day (last Monday in May)
 - Independence Day (July 4)
 - Labor Day (first Monday in September)
 - Thanksgiving Day (fourth Thursday in November)
 - Christmas Day (December 25)
- The school reserves the right to amend the calendar.
- Classes canceled due to weather are made up at the end of the program.

Enrollment

- The Inner Office, Ltd., is an equal opportunity educational center and fills each position with the best-qualified applicant available, without regard to race, color, sex, age, national origin, religion, or physical disability.
- All initial financial obligations will be met prior to the enrollment date.

Enrollment Dates

A student may enroll at least 2 weeks prior to classes starting January/February or August/September.

Admission Requirements

- High school graduation or equivalent
- Knowledge of fundamental computer functions
- Mastery of English grammar and spelling

Health Information Management Clerk Program

Program Description

The Health Information Management Clerk program is designed to provide 200 hours of classroom and practical experience in medical terminology, anatomy and physiology, file management and retrieval, development of the health record, nomenclatures and classifications, medicolegal aspects of HIM and roles and responsibilities for the health information management professional.

In addition to the instructional and laboratory work described above, we provide:

- All required textbooks.
- Assistance with job placement after successful completion of the practicum.

Program Objectives

- Develop an understanding of anatomy and physiology, laboratory procedures, pharmacology, definitions of medical terminology used in medical encounters, and health information management processes and responsibilities.
- Apply the knowledge to provide health information management support services within a healthcare entity.
- The goal is to produce a skilled, job-ready health information management clerk.

Course Description

Health Information Management Clerk 5 months 200 hours

(70 hours anatomy & physiology, 70 hours medical terminology, 30 HIM processes, 30 hours medicolegal aspects).

Introduction to the basic concepts of anatomy and physiology, medical terminology, pharmacology, laboratory procedures, history and development of the health information management profession, structure of health care entities, medicolegal aspects, types of health record documentation, file management and retrieval, and roles and responsibilities of the health information management professional.

Health Information Management Clerk Program

Standards for Satisfactory Progress

- Students' grades are based on homework assignments, classroom quizzes, and a comprehensive final examination.
- Students are graded pass/fail, where a passing grade is based on an average score of 80% or above on the required assignments.
- Students are given every opportunity to meet with the instructor to make up missed class time or assignments.

Graduation Requirements

A student who has successfully passed all required assignments and who has completed the internship, if available, will be issued a certificate of completion.

Tuition and Fees

Tuition:	\$3000.00
Enrollment Fee:	\$125.00

Refund Policy

A full refund of all monies paid by the applicant will be made under the following conditions: (1) If the applicant cannot attend classes because of an Act of God. (2) If he/she is inducted involuntarily into the Armed Forces. (3) If he/she can submit a written statement from a physician stating his/her health will not permit him/her to attend. (4) If he/she requests in writing a refund within five (5) business days after signing the agreement and making an initial payment. (5) All funds paid are refundable if the applicant is rejected by the College.

Health Information Management Clerk Program

Cancellation Policy

A student who starts class and withdraws before the academic term is 15% completed will be obligated for 25% of the tuition and refundable fees plus the registration fee.

A student who starts class and withdraws after the academic term is 15% completed but before the academic term is 25% completed will be obligated for 50% of the tuition and refundable fees plus the registration fee.

A student who starts class and withdraws after the academic term is 25% completed but before the academic term is 40% completed will be obligated for 75% of the tuition and refundable fees plus the registration fee.

A student who starts class and withdraws after the academic term is 40% completed will not be entitled to a refund of the tuition and fees.

Credit for Previous Education or Training

The school does not accept transfer credit or allow credit for prior experience.

Scholarships

Scholarships are not available.

Health Information Management Clerk Program

Your Career as a Health Information Management Clerk

Your Role as a Member of the Healthcare Team

The health information management clerk has many opportunities in the healthcare field. There are many roles such as registration clerk, assembler, analyzer, physician office receptionist, file room technician, unit clerk secretary, medical secretary, medical administrative assistant, medical office secretary, or abstractor.

Employment Opportunities

Health information management clerks have employment opportunities in a variety of settings. These may include acute care facilities, ambulatory care settings, physician practices, medical clinics and extended care facilities. Well trained health information management clerks may apply for positions in patient registration, medical records, billing, nursing support, credentialing and ancillary departments.

The health information management clerk may decide to venture into related career paths such as cancer registry, trauma registry, credentialing, coding, billing, or office management. Additional education may be required, but the health information clerk education process will provide an excellent foundation for advancement as an allied health professional.

Changes in Catalog Information

The Inner Office, Ltd., reserves the right to make changes in policies, procedures, certificate requirements, schedules, course offerings, and other standards of this catalog.

The provisions of this publication are not to be regarded as an irrevocable contract between the student and The Inner Office, Ltd. The Inner Office, Ltd., reserves the right to change any provision or requirement in this catalog without notice at any time during the student's course of attendance. The Inner Office, Ltd., reserves the right to require a student to withdraw or to refuse to grant a certificate if, in the judgment of the administration of The Inner Office, Ltd., the student fails to satisfactorily meet The Inner Office, Ltd., requirements.

Grievance Policy

Students, who feel their grievance has not been resolved to their satisfaction by the instructor, have the opportunity for their grievance to be reviewed by the Board of Directors of The Inner Office, Ltd.

Grievance Procedure:

1. Students are to discuss their grievances with the instructor.
2. Should resolution of the grievance not be met, the student will be given a Grievance Policy/Form and shall forward the information to the Board of Directors of The Inner Office, Ltd.
3. Upon receiving the grievance, the Board of Directors shall hold a special council meeting within 14 days to discuss the grievance. The Board will review the grievance and document the results of the review.
4. The Board shall send a certified letter to the grievant notifying her/him of the results of the review.
5. The grievance form and results of the review shall be maintained in the President's office and a copy inserted in the student's personal file.
6. Should resolution of the grievance not be met to the student's satisfaction by the Board of Directors of The Inner Office, Ltd., the student may direct any grievance to the Executive Director, State Board of Career Colleges and Schools, 35 East Gay Street, Suite 403, Columbus, Ohio 43215, Phone (614) 466-2752; toll free (877) 275-4219.

Student Grievance Form

This report is confidential.

Student Name: _____ Date: _____

Address: _____

Telephone Number: _____

Date of Grievance: _____ Time: _____ a.m./p.m.

Name(s) of person(s) involved: _____

Brief description of grievance: _____

Did you discuss the above grievance with anyone in the office? Yes No

If yes, how so? _____

If no, why not? _____

In what way might we assist in the resolution of this matter? _____

When might we contact you to discuss the above grievance? _____

Where? _____

Please forward the Student Grievance Form to:

**Board of Directors
The Inner Office, Ltd.
80 Erie Street
Cortland, Ohio 44410**

Students may forward any grievance to:

**The Executive Director
State Board of Career Colleges and Schools
35 East Gay Street
Suite 403
Columbus, Ohio 43215**