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This handbook for administrative assistants and secretaries covers such topics as telephone usage, keeping accurate records, making travel arrangements, e-mail, using the Internet, business documents, and language usage.

Written in a clear, engaging style, Plunkett ' s Procedures for the Medical Administrative Assistant, 5th Edition provides instruction for all the essential office procedures required by today's medical office administrative assistants in Canada — whether they work in a medical office, a complementary care office, or in a hospital setting. It contains the most current information available in the field, and specifically reflects health care in Canada. Chapters address the diverse skills and knowledge required by a medical office administrative assistant, such as good communication, privacy, customer service, stress management, medical transcription, filing, appointment booking, physical and virtual meetings, billing (ICD-10-CA), and more. This new edition covers Electronic Medical Records (EMR), and features an eye-catching new four colour design and a new Evolve companion site with invaluable instructor and student resources. Written in an accessible, clear, engaging, and easy to understand style. Key terms, learning objectives, end-of-chapter assignments, and discussion questions throughout. Examples and exercises delve deeper into topic areas. Extensive offering of working papers and templates allow for extra practice on tasks and scenarios encountered in the medical office environment. Quintessentially Canadian content and viewpoint. Continuation of the beloved Dr. Plunkett theme. NEW! Four Colour design with new art programme better illustrates current concepts and improves readability and visual appeal. UPDATED! Expanded coverage of healthcare plans across Canada. NEW! Coverage of Electronic Medical Records (EMR). NEW! Evolve site including chapter review questions, review questions, videos, forms and templates, audio glossary, and more! UPDATED! Reflects contemporary standards, technological tools, and terminology used in day-to-day modern health care practice. NEW! New and revised learning tools – including: learning objectives, key terms, assignment boxes, tips, critical thinking boxes, and Did You Know boxes. UPDATED! Reflects current privacy legislation (PIPEDA) and changes to provincial and territorial Freedom of Information acts. NEW! Chapter order and comprehensive Table of Contents.

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