

The Administrative Professional Technology Procedures Advanced Office Systems Procedures

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The administrative professional role today is challenging due to the constant advances in technology our global economy and an increasingly diverse workplace THE ADMINISTRATIVE PROFESSIONAL TECHNOLOGYThe administrative professional role today is challenging due ...

The Fifteenth Edition of this trusted text focuses on preparing students for employment in today's increasingly dynamic, digital, and global environment. The authors emphasize helping students to understand employers' expectations; build confidence; and develop the knowledge and skills necessary to become strong, competent employees and leaders. THE ADMINISTRATIVE PROFESSIONAL: TECHNOLOGY AND PROCEDURES, Fifteenth Edition, features updated content, an appealing design, an abundance of practical applications, and a new MindTap website to enhance learning and engage students right from the start. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Maintaining a focus on preparing students for all levels of the office environment, THE ADMINISTRATIVE PROFESSIONAL: TECHNOLOGY & PROCEDURES 13E focuses on the technological changes currently taking place. This text is designed to develop the knowledge and skills necessary for success in the workplace and to develop communication, human relations, and time and stress management techniques.

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Maintaining a focus on preparing students for all levels of the office environment, this text focuses on the technological changes currently taking place. It is designed to develop the knowledge and skills necessary for success in the workplace, and to develop communication, human relations and time and stress management. This text was formerly named Office 2000: Technology & Procedures.

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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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