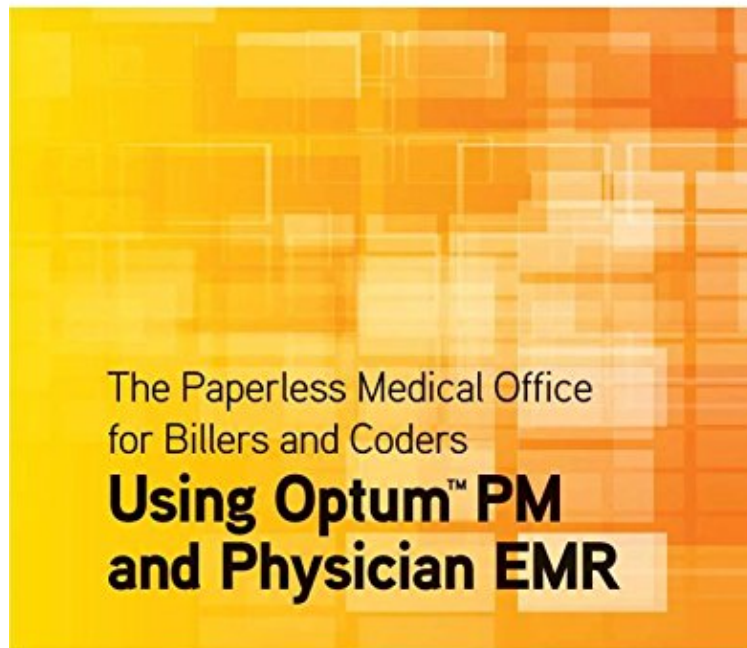


The Paperless Medical Office for Billers and Coders: Using Harris CareTracker

Virginia Ferrari, Michelle Heller
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The Billers and Coders workbook is designed to help students retain key content related to financial activities within the EHR. Expanded activities will provide students with additional practice in these challenging areas.

About the AuthorVirginia Ferrari is a former adjunct instructor at Solano Community College in Fairfield, California,

where she taught in the Career Technical Education division. Her courses included medical front-office programs, records management, medical coding, and small business topics. Previously, she managed extended services for one of the fastest-growing physician's networks in the San Francisco Bay area, overseeing medical records training, conversion, and implementation. While there, she also served on the Best Practices and Customer Satisfaction committees, a Pilot Project for Risk Adjust Coding, and the Team Up for Health collaborative for diabetes self-management education. In addition to THE PAPERLESS MEDICAL OFFICE USING HARRIS CARETRACKER, Ms. Ferrari is a contributing author to MEDICAL ASSISTING: ADMINISTRATIVE AND CLINICAL COMPETENCIES and CLINICAL MEDICAL ASSISTING: A PROFESSIONAL, FIELD SMART APPROACH TO THE WORKPLACE. She holds an undergraduate degree in sociology, as well as family and consumer studies, a Master's Degree in Health Administration, and is credentialed as a National Healthcareer Association Certified Electronic Health Record Specialist (CEHRS). Currently a faculty member at Columbus State Community College, Michelle Heller has worked in health care and health care education for the past 30 years. She has received a variety of "Outstanding Teacher" awards from institutions in which she has taught, as well as the Ohio Council of Private Career Schools and Colleges. A frequent presenter and the author of multiple textbooks, Heller has served as both director of education and director of the Medical Assisting Program for the Ohio Institute of Health Careers. She also serves on the ABHES Medical Assisting programmatic accreditation committee.