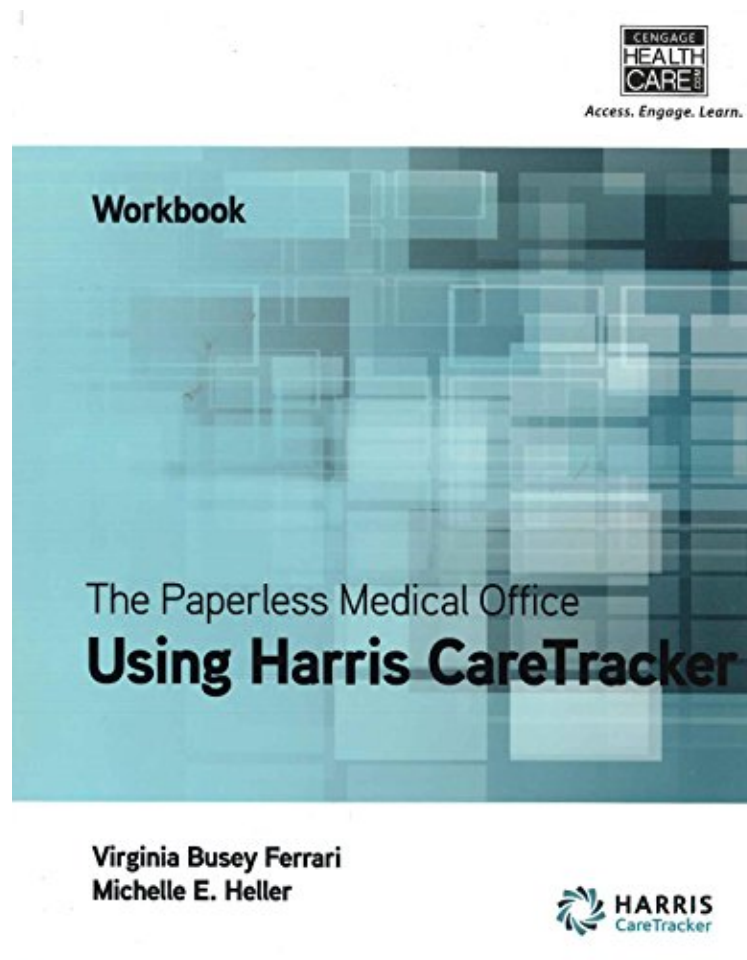


The Paperless Medical Office Workbook Using Harris CareTracker, 1st Edition

Virginia Ferrari, Michelle Heller

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The student workbook is design to help you retain key chapter content. The workbook is a stripped down version of the comprehensive textbook, and includes only the step-by-step student activities. These activities allow students to focus on how to use Harris CareTracker and provide ample opportunity to practice using administrative, practice

management, clinical, billing and coding functions.

About the Author Virginia Ferrari is a faculty member at Solano Community College in the Career / Technical Education division, where she teaches medical front office, medical coding, and small business courses. In addition, she has been a contributing author for multiple Cengage / Delmar Learning textbooks, including the Seventh Edition of *MEDICAL ASSISTING: ADMINISTRATIVE AND CLINICAL COMPETENCIES*. Prior to joining Solano Community College, Ferrari served as the manager of extended services for one of the fastest-growing physicians networks in the San Francisco Bay area. In addition to overseeing the conversion and implementation of electronic medical records, she served on the Best Practice Committee, Customer Satisfaction Committee, Pilot Project for Risk Adjust Coding, and Team Up for Health, a national collaborative for Diabetes Self-Management Education. Ferrari holds dual undergraduate degrees in sociology and family and consumer studies from Central Washington University and a Master's Degree in Health Administration from the University of Phoenix. 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, and from 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.