

Medical Office Management

By Christine Malone

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MEDICAL OFFICE MANAGEMENT *, written by an author with over 20 years of medical office management experience, addresses all of the intricacies of managing the medical office. Focusing on both issues and skills, it includes chapters devoted to regulatory compliance, personnel management, front office management, appointment scheduling, medical records management, legal and ethical issues, office policies and procedures, health insurance, quality improvement and risk management and more! With its in-depth approach, it contains all the information a medical office manager needs to perform all of the functions of this demanding position.*

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Editorial Review

About the Author
Christine Malone studied management practice and theory at Henry Cogswell College, receiving her B.S. in Professional Management. She continued her education at the University of Washington, obtaining her Master's Degree in Health Administration and Master's Degree in Business Administration.

Christine teaches within the Health Sciences Department at Everett Community College in Washington State. In 2006 Christine researched and developed a certificate program in Healthcare Risk Management. Since 2013, Christine has also worked as the Program Director of the Healthcare Administration degrees at City University of Seattle.

Christine is the former co-chair of the Young Careerists Group within the Business and Professional Women's Association of Greater Everett, Board member of Big Brothers Big Sisters, a member of the American College of Healthcare Executives (ACHE), a member of the Washington State Healthcare Executive Forum (WSHEF), a member of the American Society for Healthcare Risk Management (ASHRM), a member of the American College of Medical Practice Executives (ACMPE), and is active in healthcare politics on both a local and national level.

Christine has been the guest speaker at various events on healthcare issues and in continuing education meetings across Washington State. Christine lives with her two children in a 100-year-old home in Everett, Washington. In 1999, her third child, Ian, was injured due to medical negligence during his birth. Ian lived four and a half years before succumbing to his injuries in 2004. This was the genesis of Christine's work toward improving patient safety in healthcare. Her input has been sought by legislative committees, editorial boards, and many policy makers. A nationally recognized healthcare reform advocate, Christine has appeared on the "Today Show," "NBC Nightly News, ABC Nightly News," the CBC's "The National," in "The New York Times, ""The""Los Angeles"" Times," and on "Salon.com."

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