

**NEOSHO COUNTY COMMUNITY COLLEGE
MASTER COURSE SYLLABUS**

COURSE IDENTIFICATION

Course Code/Number: ALMA 120

Course Title: Medical Administrative Aspects

Division: Applied Science (AS) Liberal Arts (LA) Workforce Development (WD)
 Health Care (HC) Lifetime Learning (LL) Nursing Developmental

Credit Hour(s): 4

Effective Date: Fall 2014

Assessment Goal Per Outcome: 74%

COURSE DESCRIPTION

Provides an introduction to the administrative skills needed for a medical office. Students learn how to maintain medical records (both paper and electronic), manage appointments, and perform routine office duties. Focuses on the financial aspects of the medical office including accounts payable and accounts receivable. Students examine billing and collection procedures.

MINIMUM REQUIREMENTS/PREREQUISITES AND/OR COREQUISITES

Prerequisite: Admission to the medical assistant program or program coordinator approval.

TEXTS

The official list of textbooks and materials for this course is found on *myNeosho*.

<http://www.neosho.edu/ProspectiveStudents/Registration/CourseSyllabi.aspx>

GENERAL EDUCATION OUTCOMES

1. Practice Responsible Citizenship through:
 - identifying rights and responsibilities of citizenship,

- identifying how human values and perceptions affect and are affected by social diversity,
 - identifying and interpreting artistic expression.
2. Live a healthy lifestyle (physical, intellectual, social) through:
 - listing factors associated with a healthy lifestyle and lifetime fitness,
 - identifying the importance of lifetime learning,
 - demonstrating self-discipline, respect for others, and the ability to work collaboratively as a team.
 3. Communicate effectively through:
 - developing effective written communication skills,
 - developing effective oral communication and listening skills.
 4. Think analytically through:
 - utilizing quantitative information in problem solving,
 - utilizing the principles of systematic inquiry,
 - utilizing various information resources including technology for research and data collection.

COURSE OUTCOMES/COMPETENCIES (as Required)

1. Perform Clerical Functions

A. Explain general office policies

Domain: Cognitive Level: Comprehension

You will demonstrate your competence:

A1.a. in a written, oral, or graphic response

A1.b. by answering questions on a test

Your performance will be successful when:

A1.a. you summarize general office policies

A1.b. you address the legal implications associated with confidentiality of patient and medical records

A1.c. you provide verbal instructions to a patient on how to locate the medical office from your home.

A1.d. you explain how and when each marketing tool could be used to increase the medical practice's visibility in the community

A1.e. you design an office information brochure

B. Demonstrate filing procedures

Domain: Cognitive Level: Application

You will demonstrate your competence:

B1.a. in a skill demonstration

Your performance will be successful when:

B1.a. you verify signature(s) and/or other required medical information, such as transcription orders, prior to filing

B1.b. you organize a patient's medical record

B1.c. you use the department/facility filing and indexing guidelines to file manual client records

B1.d. you add information to the manual client record

B1.e. you retrieve information from the manual client record

B1.f. you correctly document all forms removed from the manual client record

- B1.g. you cross reference files
- B1.h. you select the correct color-coded letters/numbers for color coding a client record
- B1.i. you apply filing and indexing rules when preparing labels for client document

C. Demonstrate time management principles

Domain: Cognitive Level: Application

You will demonstrate your competence:

C1.a. in a written, oral or graphical response

Your performance will be successful when:

C1.a. you develop a to-do list

C1.b. you schedule meetings

C1.c. you discuss delegating work assignments

D. Summarize office management duties

Domain: Cognitive Level: Evaluation

You will demonstrate your competence:

D1.a. in a written, oral, and graphical response

Your performance will be successful when:

D1.a. you describe the qualities of a manager

D1.b. you differentiate among authoritarian and participatory management styles

D1.c. you perform travel arrangements and prepare an itinerary

D1.d. you discuss practice insurance and the development of risk management procedures

D1.e. you identify common personnel problems

D1.f. you discuss human resource management

E. Manage appointment admissions and procedures

Domain: Cognitive Level: Analysis

You will demonstrate your competence:

E1.a. in a simulation

Your performance will be successful when:

E1.a. you assess simulated phone calls to determine scheduling priorities

E1.b. you schedule an appointment using an appointment book and appointment management software

E1.c. you prepare an appointment card

E1.d. you schedule new and established patients following the assigned practice guidelines for appointment scheduling

E1.e. you document scheduling changes in the correct location in the appointment book and appointment management software

E1.f. response includes documentation of the status of the appointment: late, no show, rescheduled or cancelled

E1.g. response includes a scheduled inpatient surgical procedure

E1.h. response includes a scheduled inpatient hospital procedure

E1.i. response includes a scheduled outpatient admission procedure and follow-up of the patient's post surgical status

2. Perform bookkeeping procedures

A. Apply accounting and bookkeeping principles

Domain: Cognitive Level: Application

You will demonstrate your competence:

A1.a. by answering questions on a test

Your performance will be successful when:

A2.a. you explain basic bookkeeping computations

A2.b. you differentiate between accounts payable and accounts receivable

A2.c. you differentiate between bookkeeping and accounting

A2.d. you compare manual and computerized bookkeeping systems used in ambulatory healthcare

A2.e. you explain financial reports

B. Perform accounts payable procedures

Domain: Cognitive Level: Application

You will demonstrate your competence:

B2.a. in written, oral or graphic response

Your performance will be successful when:

B2.a. you discuss common liability or financial obligations of the medical office

B2.b. you prepare a check for accounts payable

B2.c. you process employee payroll

B2.d. you discuss governmental regulations pertaining to employee payroll

C. Perform accounts receivable procedures

Domain: Cognitive Level: Application

You will demonstrate your competence:

C2.a. in a classroom simulation

C2.b. given a scenario

Your performance will be successful when:

C2.a. you post entries on a daysheet

C2.b. you perform billing procedures

C2.c. you post adjustments

C2.d. you process a credit balance

C2.e. you process refunds

C2.f. you post non-sufficient fund (NSF) checks.

C2.g. you utilize computerized office billing system

C2.h. you compare types of endorsement

C2.i. you describe banking procedures

C2.j. you compare manual and computerized bookkeeping systems used in ambulatory healthcare

C2.k. you explain both billing and payment options

D. Practice collection procedures

Domain: Cognitive Level: Application

You will demonstrate your competence:

D2.a. in a classroom simulation/role play

D2.b. given a scenario

Your performance will be successful when:

D2.a. you follow an established payment plan according to the office policy manual

D2.b. you identify types of adjustments that may be made to a patient's account

D2.c. you explain why and when statements will be sent

D2.d. you explain the billing options to a patient

D2.e. you describe the different payment options available in a medical office

D2.f. you explain age analysis of a delinquent account

D2.g. you post a non-sufficient funds check

D2.h. you post collection agency payments

D2.i. you perform collection procedures

D2.j. you describe the collection techniques available and when each should be used

D2.k. you explain the legality of placing calls to patients homes or places of business for the collection of overdue accounts

D2.l. you reference the Fair Debt Collection Act and the Federal Communication Act

E. Explain general office policies pertaining to practice finances

Domain: Cognitive Level: Comprehension

You will demonstrate your competence:

E4.a. in a written, oral, and graphic response

Your performance will be successful when:

E4.a. you perform day-end summaries

E4.b. you discuss use of small claims court as pertaining to the medical office

E4.c. you explain bankruptcy procedures for accounts receivable

E4.d. you discuss policies for tracing "skips"

E4.e. you describe the statutes of limitations for accounts receivable

E4.f. you compare and contrast financial , managerial, and cost accounting

E4.g. you recall three useful financial ratios

E4.h. you discuss the impact of utilization review

E4.i. you discuss legal and ethical guidelines in accounting practices

F. Demonstrate sensitivity and professionalism in handling accounts receivable activities with clients

Domain: Affective Level: Valuing

You will demonstrate your competence:

F4.a. in a simulation or role-play

Your performance will be successful when:

F4.a. you treat the client with respect

F4.b. you use active listening skills

F4.c. you ask questions to help discern the client's question or complaint

F4.d. you express empathy if appropriate

F4.e. you do not place blame or become defensive

3. Process Insurance Claims

A. Utilize computerized office billing systems

Domain: Cognitive Level: Application

You will demonstrate your competence:

A3.a. in a classroom simulation

Your performance will be successful when:

A3.a. you prepare a computerized billing statement

A3.b. you perform records adjustment using a computerized billing system

A3.c. you identify accounts receivable using a computerized billing system

A3.d. you prepare a superbill or patient ledger

B. Apply managed care policies and procedures

C. Apply third party guidelines

D. Explain procedural coding

E. Explain diagnostic coding

F. Complete insurance claim forms

4. Utilize Professional Communications in the Medical Office

A. Compose professional business documents

Domain: Cognitive Level: Application

You will demonstrate your competence:

A4.a. in the production of written documents including business letters, memos, resumes, cover letters, messages, faxes, and charts

A4.b. using a computer, fax machine, scanner and other common medical office equipment

Your performance will be successful when:

A4.a. you produce written documents using a computer, word processing software

A4.b. you send a document using a facsimile machine

A4.c. you duplicate documents using a copier

A4.d. you respond to and initiate written communication as needed for the medical office

A4.e. you use a scanner to scan and store a document

A4.f. you proofread and edit documents before distribution

A4.g. document is formatted correctly according to established guidelines

A4.h. document is formatted to the appropriate size of the forms, stationary, and paper used in a medical office for various purposes

A4.i. document reflects correct grammar and spelling

A4.j. envelope is addressed according to postal OCR guidelines

B. Demonstrate professional telephone techniques

Domain: Cognitive Level: Application

You will demonstrate your competence:

B4.a. in a role play performance

B4.b. given a scenario

B4.c. in a written or oral reflection on the role play experience

Your performance will be successful when:

B4.a. role play performance illustrates the correct technique to use when answering the telephone for a medical practice

B4.b. role play performance illustrates how the use of the telephone can affect the image of the medical practice

B4.c. role play performance illustrates proper telephone etiquette when receiving incoming calls to the medical office

- B4.d. role play performance illustrates the use of "hold" with several incoming calls
- B4.e. role play performance illustrates taking a message from a patient and correctly documenting the information
- B4.f. role play performance illustrates transferring a call to a fellow employee
- B4.g. role play performance illustrates how various kinds of calls should be handled according to the urgency of the situation such as emergencies, test results, referral requests, and patient appointments
- B4.h. role play performance illustrates the correct procedure to follow when a caller will not identify himself/herself
- B4.i. reflection explains how a breach of patient confidentiality can be avoided when using the telephone
- B4.j. reflection explains how incorrect use of the telephone can affect the image of the medical practice
- B4.k. reflection describes the role of answering machines, answering services, pagers, and electronic mail in the medical office
- B4.l. reflection identifies aspects of the role play performance that meet the expectations of a medical assistant
- B4.m. reflection identifies aspects of the role play that need improvement
- B4.n. reflection details how telephone techniques can be practiced and improved

5. Utilize Legal Concepts in the Medical Office

A. Maintain medical records

Domain: Cognitive Level: Analysis

You will demonstrate your competence:

A5.a. in a simulation

A5.b. written test questions

Your performance will be successful when:

A5.a. you incorporate demographic data

A5.b. you describe the differences between the components of the medical record

A5.c. you explain the term "routing" as it pertains to the medical record

A5.d. you describe the types of information that can be legally purged from a medical record

A5.e. you describe the difference between source-oriented and problem-oriented medical records

A5.f. you differentiate between active, inactive, and closed files

A5.g. you illustrate the benefits of creating a database of patient information in the medical office

A5.h. you explain why the physician is the legal owner of a patient's medical record

A5.i. you include documentation of various types of patient information including progress notes, lab reports, consultation reports, and hospital reports

A5.j. you adhere to the requirements for the retention of medical and business records in the medical office

B. Execute data management using electronic healthcare records such as the Electronic Medical Record (EMR)

Domain: Cognitive Level: Application

You will demonstrate your competence:

B5.a. in simulation assignment

B5.b. by answering questions on a test

Your performance will be successful when:

B5.a. you discuss principles of using Electronic Medical Record (EMR)

B5.b. you simulate the use of the EMR

6. Perform Medical Office Operational Functions

A. Perform and Office Inventory

Domain: Psychomotor Level: Practice

You will demonstrate your competence:

A6.a. in a written or oral response

A6.b. using a tracking system for medical supplies

Your performance will be successful when:

A6.a. you describe how a spreadsheet is used to track supplies in a medical practice you perform an office inventory

A6.c. you explain what type of supplies must be maintained under lock and key

A6.d. you verify the results of an inventory of supplies

A6.e. you verify the receipt of a shipment of supplies with the purchase order against the packing slip

A6.f. you reference warranty and service agreements for equipment

A6.g. you identify three items needed for the administrative area of the medical office

A6.h. you prepare a completed purchase order for needed supplies referencing

A6.i. you describe the research performed on the internet or through catalogs to locate supplies for purchase

B. Document equipment maintenance

Domain: Cognitive Level: Analysis

You will demonstrate your competence:

B6.a. in a written or oral response

B6.b. using a tracking system for equipment maintenance

Your performance will be successful when:

B6.a. you describes how a spreadsheet is used to track equipment maintenance and servicing

B6.b. you perform routine maintenance of administrative and clinical equipment with documentation

B6.c. you explain why performing routine maintenance of equipment reduces the risk of liability

B6.d. you identify a maintenance schedule for equipment in a medical office

B6.e. you reference the maintenance instructions from the operator's manual for the equipment

B6.f. you document troubleshooting techniques for equipment that is not operating properly

B6.g. you document the warranties and service agreements on equipment in the classroom

C. Use the Internet to access information related to the medical office

Domain: Cognitive Level: Application

You will demonstrate your competence:

C6.a. by locating information on the Internet using search engines and directories

C6.b. by completing an Internet written assignment

Your performance will be successful when:

C6.a. you open browsing software

C6.b. you navigate in the Internet using the software provided

C6.c. you identify common search engines and directories

C6.d. you use bookmarks to identify Uniform Resource Locators

C6.e. you retrieve medical information from the Internet using search engines and directories

C6.f. you narrow searches on the WWW using Boolean operators

C6.g. you document references

D. Use practice management software

Domain: Cognitive Level: Application

You will demonstrate your competence:

D6.a. through simulation practice

D6.b. answering questions on a test

Your performance will be successful when:

D6.a. you manage appointment schedule, using established priorities

D6.b. you schedule patient admissions and/or procedures

D6.c. you discuss pros and cons of various types of appointment management systems

D6.d. you describe scheduling guidelines

D6.e. you recognize office policies and protocols for handling appointments

D6.f. you identify critical information required for scheduling patient admissions and/or procedures

E. Apply mail handling procedures

Domain: Cognitive Level: Application

You will demonstrate your competence:

E1.a. in a classroom simulation

E1.b. in a written, oral response

Your performance will be successful when:

E1.a. you process incoming and outgoing mail

E1.b. you choose appropriate postal classes

E1.c. you identify zip codes and state abbreviations

MINIMUM COURSE CONTENT

The following topics must be included in this course. Additional topics may also be included.

- I. Introduction to Medical Assisting
 - A. Foundations and Principles
 - B. Scheduling appointments and procedures
 - C. Methods of filing

- II. Administrative Medical Assisting
 - A. Office Work and Equipment

- B. Interacting with Patients and Scheduling
- C. Financial Responsibilities and Coding

- III. Medical Office Operational functions
 - Inventory supplies and equipment
 - Equipment maintenance
 - Practice software

STUDENT REQUIREMENTS AND METHOD OF EVALUATION

Students will be required to complete reading assignments, chapter reviews, case studies as assigned, participate in discussions with other classmates on topics determined by instructor, complete assignments and examinations of knowledge, and demonstrate skill competency.

The student must participate in all activities, as well as accurately complete assignments and examinations in order to receive a passing grade in this course. This laboratory course requires the student to successfully complete competencies in the skills lab setting.

The comprehensive final examination for this course will take place during the scheduled finals week of the enrolled semester. Further details and information will be provided closer to time of exam.

GRADING SCALE

94-100%	=	A
84-93%	=	B
74-83%	=	C
64-73%	=	D
63% or less	=	F

ASSESSMENT OF STUDENT GAIN

The purpose of assessing student learning at Neosho County Community College is to ensure the educational purposes of the institution are met and appropriate changes are made in program development and classroom instruction to allow for student success. The instructor(s) of this course will determine the methods of assessment most appropriate and complete an assessment report at the end of the course.

Attendance Policy

1. NCCC values interactive learning which promotes student engagement in the learning process. To be actively engaged, the student must be present in the learning environment.

2. Unless students are participating in a school activity or are excused by the instructor, they are expected to attend class. If a student's absences exceed one-eighth of the total course duration, (which equates to one hundred (100) minutes per credit hour in a face-to-face class) the instructor has the right, but is not required, to withdraw a student from the course. Once the student has been dropped for excessive absences, the registrar's office will send a letter to the student, stating that he or she has been dropped. A student may petition the chief academic officer for reinstatement by submitting a letter stating valid reasons for the absences within one week of the registrar's notification. If the student is reinstated into the class, the instructor and the registrar will be notified. Please refer to the Student Handbook/Academic Policies for more information
3. Absences that occur due to students participating in official college activities are excused except in those cases where outside bodies, such as the State Board of Nursing, have requirements for minimum class minutes for each student. Students who are excused will be given reasonable opportunity to make up any missed work or receive substitute assignments from the instructor and should not be penalized for the absence. Proper procedure should be followed in notifying faculty in advance of the student's planned participation in the event. Ultimately it is the student's responsibility to notify the instructor in advance of the planned absence.

ACADEMIC INTEGRITY

NCCC expects every student to demonstrate ethical behavior with regard to academic pursuits. Academic integrity in coursework is a specific requirement. Definitions, examples, and possible consequences for violations of Academic Integrity, as well as the appeals process, can be found in the College Catalog, Student Handbook, and/or Code of Student Conduct and Discipline.

ELECTRONIC DEVICE POLICY

Student cell phones and other personal electronic devices not being used for class activities must not be accessed during class times unless the instructor chooses to waive this policy.

NOTE

Information and statements in this document are subject to change at the discretion of NCCC. Students will be notified of changes and where to find the most current approved documents.

ACCOMMODATIONS

If you are a student with a disability who may need accommodation(s), in compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) of 1990, please notify the Dean of Student Services in the Student Services Office, Sanders Hall, 620-432-0304, on the Chanutte Campus, or the Dean for the Ottawa and Online Campuses, 785-248-2798, on the Ottawa Campus as soon as possible. You will need to bring your documentation for review in order to determine reasonable accommodations, and then we can assist you in arranging any necessary accommodations.

NON-DISCRIMINATION POLICY

The following link provides information related to the non-discrimination policy of NCCC, including persons with disabilities. Students are urged to review this policy.

<http://www.neosho.edu/Departments/NonDiscrimination.aspx>

SEXUAL MISCONDUCT POLICY (TITLE IX)

At NCCC, it is the responsibility of an instructor to help create a safe learning environment in the classroom, including both physical and virtual classrooms. All instructors are considered mandatory reporters at NCCC, therefore any information regarding sexual misconduct that is shared by a student in one-on-one meetings with the instructor must be reported to appropriate personnel at the College. Instructors will keep the information private to the greatest extent possible, but it is not confidential. Generally, climate surveys, classroom writing assignments or discussions, human subjects research, or events such as Take Back the Night events do not provide notice that must be reported to the Coordinator by employees, unless the reporting party clearly indicates that they wish a report to be made.

The following link provides information related to the sexual misconduct policy of NCCC, including resources, reporting options, and student rights. Students are urged to review this policy.

<http://www.neosho.edu/TitleIX.aspx>

COURSE NOTES