

2016 – 2016

COURSE: MA 150 – Introduction to Medical Assisting II

COURSE DESCRIPTION: This course builds on medical office procedures. Topics include telephone communication and techniques, appointment scheduling, medical record documentation, patient accounts, banking, and accounts payable and accounting procedures.

COURSE GOAL: Upon completion of this course, the student will be able to perform basic administrative skills in the area of scheduling, role as a patient navigator, proper telephone technique, records management, and billing/collections and financial management.

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DURATION: 56 Clock Hours 2 Semester Credits

SEMESTER: Spring 2017 (1/9/17 – 5/12/17)

TEXT: Medical Assisting Administrative & Clinical Competencies 8th edition, Michelle Blesi, Cengage; ISBN: 978-1-305-11070-0 Cost: \$145.00
Medical Assisting Administrative & Clinical Competencies Workbook 8th edition, Michelle Blesi, Cengage; ISBN: 978-1-305-11085-4 Cost: \$129.00

UNITS OF INSTRUCTION:

MA 150 1	Telephone Communications
MA 150 2	Scheduling Appointments and Receiving Patients
MA 150 3	The Medical Record, Documentation, and Filing
MA 150 4	Patient Accounts
MA 150 5	Patient Billing, Posting Patient Payments, and Collecting Fees
MA 150 6	Banking Procedures
MA 150 7	Accounts Payable and Accounting Procedures

STUDENT LEARNING OUTCOMES:

MA 150 1 Chapter Twenty-Two

1. Spell and define, using the glossary, all the Words to Know in this chapter.
2. Explain the proper protocol for answering the telephone in the medical office.
3. Describe methods of screening and routing incoming calls.
4. List the information that should be documented in all telephone messages.
5. Describe the different types of telephone calls a medical assistant might have to answer in the medical office, and explain how each should be handled.
6. Define coaching a patient as it relates to community resources.

MA 150 2 Chapter Twenty-Five

1. Spell and define, using the glossary, all the Words to Know in this chapter.
2. Identify different types of appointment scheduling methods.
3. Identify advantages and disadvantages of the following appointment systems: manual and electronic.
4. Identify critical information required for scheduling patient procedures.
5. Summarize the Patient's Bill of Rights.
6. Explain patient financial obligations for services rendered.

MA 150 3 Chapter Twenty-Six

1. Spell and define, using the glossary, all the Words to Know in this chapter.
2. Discuss principles of using electronic medical record and practice management systems.
3. Describe the Health Information Technology for Economic and Clinical Health (HITECH) Act.
4. Identify types of records common to the health care setting.
5. Define types of information contained in the patient's medical record.
6. Differentiate between subjective and objective information.
7. Identify methods of organizing the patient's medical record based on: (a) problem orientated medical record (POMR), and (b) source-orientated medical record (SOMR).
8. Gather and process documents.
9. Identify equipment and supplies needed in order to create, maintain, and store medical records.
10. Describe filing indexing rules.
11. Discuss pros and cons of various filing methods.
12. Differentiate between electronic medical records (EMR) and a practice management (PM) system.
13. Describe and demonstrate the process of making a correction to a progress note entry.
14. Explain meaning use as it applies to EMR.
15. Comply with federal, state, and local laws relating to the exchange of information and describe elements of meaningful use and reports generated.

MA 150 4 Chapter Twenty-Nine

1. Spell and define, using the glossary, all the Words to Know in this chapter.
2. Identify types of information contained in the patient's billing record.
3. Explain the differences between debit and credit.
4. Describe the day sheet and patient ledger.
5. Explain a business associate agreement.
6. List the components of an encounter form.
7. Understand the components of the pegboard method used in posting patient accounts.
8. Describe the information that should be captured on a cash control sheet.
9. Name the advantages and disadvantages of the computerized method of bookkeeping.
10. List the advantages of double-entry system over the single-entry system of bookkeeping.
11. List some circumstances when you might need to discuss payment planning with a patient.
12. Explain patient financial obligations for services rendered.
13. Define a professional discount.

MA 150 5 Chapter Thirty-One

1. Spell and define, using the glossary, all the Words to Know in this chapter.
2. List the items the account statement contains.
3. Name and define the two methods of billing.

4. List the types of services practice management software related to patient billing and collections can offer a medical facility.
5. Name the three information pieces required when posting payments on a patient account.
6. List the general steps in posting a nonsufficient funds (NSF) check.
7. Explain the aging account process.
8. Describe the collection laws discussed in this chapter.
9. Understand the process in making the collection call and comply with federal, state, and local laws relating to the exchange of information.
10. List the words to avoid and the words to use when preparing a collection letter.
11. Describe the role of the collection agency.
12. Name and define the three special collection circumstances that most commonly exist in the medical field.
13. Explain two common exceptions to the usual billing and collections procedures.
14. Describe types adjustments made to patient accounts including: non-sufficient funds (NSF) check, collection agency transaction, credit balance and third party.

MA 150 5 Chapter Thirty-Two

1. Spell and define, using the glossary, all the Words to Know in this chapter.
2. Describe banking procedures as related to the ambulatory care setting.
3. Differentiate between savings and checking accounts.
4. Explain the handling of currency in the office.
5. Differentiate among types of checks, including personal, cashiers, certified, limited, postdated, stale, traveler's, and voucher checks.
6. Identify the seven components of a check that make it negotiable.
7. List the five essential factors that must be included when writing a check.
8. Identify at least five security features contained in a check.
9. Compare types of endorsements.
10. Identify precautions for accepting the following types of payments: cash, check, credit card, and debit card.
11. Identify the five most common check-writing errors.
12. Describe the process of preparing a deposit slip and check register.
13. Explain the stop payment process for checks.
14. Describe the information contained on a back statement.

MA 150 6 Chapter Thirty-Three

1. Spell and define, using the glossary, all the Words to Know in this chapter.
2. Identify three types of supplies or services considered accounts payable by a medical office.
3. Explain why comparing shipments to packing lists or invoices is important.
4. List and explain the required fields of a typical invoice.
5. Explain the purpose of a petty cash fund.
6. Differentiate between accounting and bookkeeping.
7. Compare operating information and managerial accounting information.
8. Identify the various accounting formulae presented in this chapter.
9. Describe the importance of calculating net worth, accounts receivable ratio, collection ratios, and cost ratio.
10. Explain and give examples of write-offs.
11. Identify the three steps of cost-benefit analysis.
12. Name and explain the two most common financial records of a medical office.

Cognitive Objectives:

- V.C.16. Differentiate between subjective and objective information
- VI.C.1. Identify different types of appointment scheduling methods
- VI.C.2. Identify advantages and disadvantages of the following appointment systems
 - a. manual
 - b. electronic
- VI.C.3. Identify critical information required for scheduling patient procedures
- VI.C.4. Define types of information contained in the patient's medical record
- VI.C.5. Identify methods of organizing the patient's medical record based on:
 - a. problem-oriented medical record (POMR)
 - b. source-oriented medical record (SOMR)
- VI.C.6. Identify equipment and supplies needed for medical records in order to:
 - a. Create
 - b. Maintain
 - c. Store
- VI.C.7. Describe filing indexing rules
- VII.C.1. Define the following bookkeeping terms:
 - a. charges
 - b. payments
 - c. accounts receivable
 - d. accounts payable
 - e. adjustments
- VII.C.2. Describe banking procedures as related to the ambulatory care setting
- VII.C.3. Identify precautions for accepting the following types of payments:
 - a. cash
 - b. check
 - c. credit card
 - d. debit card
- VII.C.4. Describe types of adjustments made to patient accounts including:
 - a. non-sufficient funds (NSF) check
 - b. collection agency transaction
 - c. credit balance
 - d. third party
- VII.C.5. Identify types of information contained in the patient's billing record
- VII.C.6. Explain patient financial obligations for services rendered

Psychomotor Competencies:

- V.P.6. Demonstrate professional telephone techniques
- V.P.7. Document telephone messages accurately
- V.P.9. Develop a current list of community resources related to patient's healthcare needs
- V.P.10. Facilitate referral to community resources in the role of a patient navigator
- VI.P.1. manage appointment schedule using established priorities
- VI.P.2. Schedule a patient procedures
- VI.P.3. Create a patient's medical record
- VI.P.4. Organize a patient's medical record
- VI.P.5. File a patient's medical record

- VII.P.1. Perform accounts receivable procedures to patient accounts including posting:
 - a. charges
 - b. payments
 - c. adjustments
- VII.P.2. Prepare a bank deposit
- VII.P.3. Obtain accurate patient billing information
- VII.P.4. Inform a patient of financial obligations for services rendered
- X.P.2. Apply HIPPA rules in regard to:
 - a. privacy
 - b. release of information
- X.P.4. Apply the Patient's Bill of Rights as it relates to:
 - a. choice of treatment
 - b. consent for treatment
 - c. refusal of treatment

Affective Competencies:

- VI.A.1. Display sensitivity when managing appointments
- VII.A.1. Demonstrate professionalism when discussing patient's billing record
- VII.A.2. Display sensitivity when requesting payment for services rendered
- X.A.1. Demonstrate sensitivity to patient rights
- X.A.2. Protect the integrity of the medical record

METHODS OF INSTRUCTION: Lecture, class discussion, workbook chapters, projects, assignments, role-play activities.

ATTENDANCE: Absences can seriously affect grades. Students will be allowed to miss a maximum of 3 class periods. Students are responsible for all information missed while absent from class. This includes changes to the schedule that might occur.

MAKE-UP POLICY: Make up work procedures are addressed in the MA Program Policy Manual.

STUDENT HANDBOOK: As a student, you are responsible for the information in the LATI handbook located at www.lakeareatech.edu under Current Student/Academics.

ACADEMIC INTEGRITY: Students' Responsibilities: Students are responsible for their own behaviors and are expected to maintain stated standards of academic honesty. Students share the responsibility with the faculty for maintaining an environment that supports academic honesty and discourages plagiarism or cheating.

FACULTY AND ADMINISTRATOR RESPONSIBILITIES: Faculty are responsible for creating a classroom and testing environment that discourages cheating, confronts suspected violators and insures fair environment that discourages academic dishonesty. If a student is participating in academic dishonesty and is caught, he/she may be dismissed from the course.

CAREER COUNSELING:

Guidance is available for students when investigating career choices or in reaffirming the choice already made.

PERSONAL COUNSELING:

Knowing that student life can be stressful, Lake Area Tech provides personal on-campus counseling for either school-related or non-school-related issues. At times, referral to another counseling service may be warranted. Check with the on-campus counseling staff if you have concerns you need to discuss. Specific referrals for drug and alcohol-related issues will be made by on-campus counselors.

AMERICANS WITH DISABILITIES ACT:

Students are entitled to ‘reasonable accommodations’ under provisions of the Americans with Disabilities Act. Those in need of such accommodations should notify the instructor and make appropriate arrangements with the Counseling Office.

STUDENT TUTORING:

The Educational Services Center staff and peer tutors provide tutoring for all courses. If you are a student in need of help in any of your classes, please contact the Educational Services Coordinator located in the LATI library.

PERSONAL OBJECTIVES:

- Attend class session
- Prepare for class session
- Complete assignments by due date
- Demonstrate a high level of responsibility
- Display respect for other members of the class
- Participate in class discussions and projects

COMPLETION STANDARDS: The student will pass the course with a minimum of 80% overall grade in the course.

EVALUATION AND GRADING: Evaluation is directly related to the performance objectives. Performance is measured by examination, assignments, competencies, and/or quizzes.

COMPETENCIES: Students will be allowed three (3) attempts at the psychomotor and affective competencies for Introduction to Medical Assisting II. In order for the student to earn a passing grade in the course, the student must successfully complete the psychomotor and affective competencies by performing 100% competent. Students will receive a Pass/Fail grade for competencies.

EVALUATION: The assessment and grading of student performance in this course is based on the following activities:

Workbook Assignments:	10%
Exams:	90%
Total:	100%

The letter grade is based on the percentage of total points earned throughout the semester based on the following grade scale:

100% - 94%	=	A
93% - 87%	=	B
86% - 80%	=	C
79% or below	=	F

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