COURSE SYLLABUS

COURSE INFORMATION

COURSE: MAP-121 ADMINISTRATIVE PROCEDURES I

CREDITS: 4   Lecture: 2   Lab: 4

PREREQUISITES: None

CLASS TIME(S):   Monday and Wednesday (Room 210)
                          12:00 PM – 2:50 PM

COURSE DESCRIPTION

This course is designed to acquaint students with the front-office administrative responsibilities of the medical assistant. The student will develop competency in written communication skills, including editing practice, sentence revision, paragraph writing and exercises in grammar, mechanics and usage. Other competencies will include appointment scheduling, telephone techniques, recording and filing medical records, processing mail, billing and collection procedures, banking services, accounting methods and payroll preparation. The student will also be introduced to preparation of professional medical meetings, travel arrangements and development of professional reports. The content of the course is adapted to the 2008 approved standards of CAAHEP.

INSTRUCTOR INFORMATION

Instructor: Megan Massner, CMA (AAMA), CCC, CPC

Office Location: HP Building 204K

Office Hours: Monday & Wednesday 3-4 pm
                    Tuesday & Thursday 2-4 pm, other times by appointment

Phone Number: 319-208-5203

Email: mmassner@scciowa.edu

COURSE MATERIALS

Textbooks Required: *Today's Medical Assistant Clinical & Administrative Procedures* by
                     Bonewit-West, Hunt, & Applegate ISBN: 978-1-4160-4432-1.
                     Study Guide to accompany *Today's Medical Assistant Clinical &
                     Administrative Procedures* ISBN: 978-1-4160-4431-4.
Required Course Materials: Scantrons, Jump Drive

QUALITY STANDARDS

Upon completion of this course, the learner should be able to:

(1) Perform Administrative Functions
(2) Perform telephone and in-person screening
(3) Perform within legal and ethical boundaries
(4) Establish and maintain the medical record
(5) Document appropriately
(6) Demonstrate knowledge of federal and state health care legislation and regulations

Cognitive Essentials: Entry level cognitive course objectives to be obtained in the Medical Assistant Program are in compliance with the "Core Curriculum for Medical Assistants as defined by the Medical Assisting Education Review Board (MAERB)" Curriculum Plan. Students must attain 72% in the cognitive portion of MAP 121.

1. Identify different types of appointment scheduling methods. VI.C1
2. Identify advantages and disadvantages of following manual and electronic appointment systems. VI.C.2
3. Identify critical information required for scheduling patient procedures. VI.C.3
4. Identify methods of organizing the patient's medical record based on: VI.C.5
    a. Problem-oriented medical record (POMR)
    b. Source-oriented medical record (SOMR).
5. Describe types of information contained in the patient's medical record. VI.C.4
6. Identify equipment and supplies needed for medical records in order to create, maintain, store. VI.C.6
7. Describe filing indexing rules. VI.C.7
8. Differentiate between electronic medical records (EMR) and practice management system. VI.C.8
9. Explain the purpose of routine maintenance of administrative and clinical equipment. VI.C.9
10. List steps involved in completing an inventory. V.C. 10
11. Define the following bookkeeping terms: charges, payments, accounts receivable, accounts payable, adjustments. VII.C.1.
12. Describe banking procedures as related to the ambulatory care setting. VII.C.2
13. Identify precautions for accepting the following types of payments: cash, check, credit card, debit card. VII.C.3
14. Describe types of adjustments made to patient accounts including: non-sufficient funds (NSF), collection agency transaction, credit balance, third party. VII.C.4
15. Identify types of information contained in the patient's billing record. VII.C.5
16. Explain patient financial obligations for services rendered. VII.C.6.
17. Recognize elements of fundamental writing skills. V.C. 7

Psychomotor Essentials: *Entry level competencies for the Medical Assistant Program are in compliance with the "Core Curriculum for Medical Assistants as defined by the Medical Assisting Education Review Board (MAERB)" Curriculum Plan. Students must achieve at least 85% in each competency portion of MAP 121. Competencies include but are not limited to:*

18. Demonstrate professional telephone techniques. V.P. 6
19. Document telephone messages accurately. V.P. 7
20. Compose professional correspondence utilizing electronic technology. V. P. 8
21. Report relevant information concisely and accurately. V.P. 11
22. Manage appointment schedule using established priorities. VI.P. 1
23. Schedule a patient's procedure. VI.P. 2
24. Create a patient's medical record. VI.P.3
25. Organize a patient's medical record. VI.P.4
26. File patient medical records. VI.P.5
27. Perform routine maintenance of administrative or clinical equipment. VI.P.8
28. Prepare a bank deposit. VII.P.2
29. Perform accounts receivable procedures o patient accounts including posting: charges, payments, adjustments. VII.P. 1
30. Obtain accurate patient billing information. VII.P.3
31. Inform a patient of financial obligations for services rendered. VII.P.4
32. Locate state's legal scope of practice for medical assistants. X.P.1
33. Apply HIPAA rules in regard to privacy and release of information. X.P.2
34. Document patient care accurately in the medical record. X.P. 3

Affective Essentials: *Entry level affective course objectives to be attained in the Medical Assistant Program are in compliance with the "Core Curriculum for Medical Assistants as defined by the Medical Assisting Education Review Board (MAERB)" 2008 Curriculum Plan. Students must attain 72% in the affective portion of MAP 121*

1. Display sensitivity when managing appointments. VI.A.1
2. Demonstrate professionalism when discussing patient's billing record. VII.A.1
3. Display sensitivity when requesting payment for services rendered. VII.A.2
4. Demonstrate sensitivity to patient's rights. X.A.1

GRADING POLICY

94 - 100%   A
88 - 93   B
80 - 87   C
<70   F

TOTAL COURSE POINTS: 725**
Exams: 455
Quizzes: 70

Assignments: 175
Professionalism & Class Participation: 25
** adjustments at the discretion of the instructor

ATTENDANCE POLICY

One of the first qualities employers in the health care setting seek in their employees is dependability and reliability. Please remember, when a physician is considering hiring a medical assistant graduate, the physician generally contacts the program instructors for references. Please keep this in mind as you conduct yourself in class. In order to help you develop a sound work ethic, the following attendance policy will be in effect for this course and will be strictly adhered to:

1. **Attendance is required at all sessions.** Roll call will be taken at the beginning of every class. If it is absolutely necessary that you be absent from a regular class session, it is your responsibility to inform me at least one hour prior to class. This is also called professionalism and communication.

   A pattern of excessively missed class sessions may result in disciplinary action for program students. See the attendance policy in the Medical Assistant Program handbook for further clarification. It is your responsibility to collect information about any missed material. Upon returning to class, please complete an absent slip and hand it to me. All absences will be reported to Mrs. Shaffer, Program Coordinator.

2. Missed Assignments: NO late assignments will be accepted. A score of zero will be given if assignments are not turned in by the designated date and time. Group assignments missed due to absence, tardiness, or leaving early will not be made up under any circumstances.

3. Missed Competencies: Students who miss scheduled competencies will be dismissed from the program. Competencies are required to complete the program.

4. **Missed Exams:** Students wishing to make up exams missed during the semester may do so ONLY if I have been notified prior to the exam that the student will be absent. You may NOT make up a missed exam if you have missed class and I have not been notified (i.e. no call, no show). It is the student's responsibility to keep track of which exams they need to make up. Students missing more than one exam in a semester may be subject to a deduction in points (on those exams) at the discretion of the instructor.

5. **Tardiness:** Walking into class after a lecture, discussion, exam, or quiz has begun is disruptive to classmates and the instructor: therefore, please arrive on time. A student who is more than five minutes late for class during a quiz or exam without notifying the instructor prior to class, will not be allowed take the quiz or exam and will be asked to step out of the classroom until the activity has been completed.

6. **Missed Quizzes:** Quizzes, either scheduled or unannounced, will NOT be made up under any circumstances.

7. Medical Assistant students will be held responsible for adhering to their program handbook policies and procedures.

DROP/WITHDRAWAL DATES

Refund Date: September 5, 2017   Withdrawal Date: November 8, 2017

STUDENTS WITH DISABILITIES

It is the policy of SCC to comply with the access provisions of the state and federal civil rights legislation for persons with disabilities. Southeastern offers reasonable accommodations to encourage and ensure that persons with disabilities have equal access to education. Through disability services, accommodations are made available to qualified students with a documented disability. It is the recommendation of the Disability Services Coordinator that students contact the office as soon as possible to self-identify early so that they can work together to determine eligibility, identify issues and get reasonable accommodations in place. Each individual's needs and abilities are evaluated in accordance with ADA. To be eligible the student can forward the Disability Student Intake application and documentation of his/her disability to the Disability Services Coordinator. This information can be obtained from the Disability Services Coordinator and/or from the Disability Services Manual that is located at the webpage http://www.scciowa.edu/academics/disserv.aspx

The Student Intake Application is on pages 25-27 and the Medical Professional Guidelines for Verifying a Disability are on page 31-33. You can self-report at any time to the Disability Services Coordinator, but it is strongly encouraged that you have everything that you need in place and ready when you begin classes at the start of each semester.   For further information or to arrange for accommodations, call 319-208-5167.

Non-Discrimination Statement

It is the policy of Southeastern Community College not to discriminate on the basis of race, color,
national origin, sex, disability, age, sexual orientation, gender identity, creed, religion, and actual or potential parental, family or marital status in its programs, activities, or employment practices as required by the Iowa Code §§ 216.6 and 216.9, Titles VI and VII of the Civil Rights Act of 1964 (42 U.S.C. §§ 2000d and 2000e), the Equal Pay Act of 1973 (29 U.S.C. § 206, et seq.), Title IX (Educational Amendments, 20 U.S.C. §§ 1681 – 1688), Section 504 (Rehabilitation Act of 1973, 29 U.S.C. § 794), and Title II of the Americans with Disabilities Act (42 U.S.C. § 12101, et seq.).Individuals having questions or complaints related to compliance with this policy should contact Tina Young, Title IX / Equity Coordinator, Southeastern Community College, 1500 W. Agency Road, West Burlington, IA 52655, phone number 319/208-5101, fax 319/208-5005 or the Director of the Office for Civil Rights, U.S. Department of Education, Citigroup Center, 500 W. Madison, Suite 1475, Chicago, IL 60661, phone number 312/730-1560, fax 312/730-1576.

<u>**ACADEMIC HONEST/INTEGRITY STATEMENT:**</u>

SCC Policy from Administrative Guideline 101 – (Partial)

1. **Fraud**: Acts of dishonesty, which include falsification of documents, fabrication of data and altering solutions to be resubmitted for a grade.
2. **Cheating**: Any deceptive act that involves the submission of academic work purported to be one's own when in fact the work was obtained from someone else. These acts may include copying or attempting to copy from another person's test or assignment, allowing someone else to copy from a test and/or assignment, attempting to use unauthorized aids to complete an assignment, and multiple submission of the same work to be graded as different assignments.
3. **Plagiarism**: Misrepresenting someone else's words, ideas, or data as one's own original work. Students may avoid plagiarism by fully and consistently crediting the person or persons responsible for the original work, including paraphrasing.
4. **Forgery**: Any attempt to misrepresent another person's signature, initials, computer login, or other identifying mark.
5. **Facilitating Dishonesty**: Actions that assist another person in committing a dishonest act.

Course and Program Policy

1. **Cheating**: Refer to Academic Integrity/Honesty Statement above also. Any student who is discovered to be involved in cheating will receive a score of zero for the exam or assignment. A meeting will be arranged with Dean of Career and Technical Programs and policy/procedure will be followed. Program students will be held to the cheating policy included in their program handbook.

2. **Plagiarism**: Plagiarism, in any form, for any assignment, will result in a zero for that assignment.

<u>**LEARNING ENVIRONMENT EXPECTATIONS**</u>
Program and Classroom Policies on Professionalism and Conduct

Professionalism and conduct:
Students will be expected to conduct themselves in a professional manner in my class. Any conduct that I consider to be disruptive, disrespectful, or inappropriate will not be tolerated. If the student does not cease from such behavior upon my request, that student will be asked to leave the classroom. Program students will be held to the ethical conduct policy in their program handbook.

Any student who is asked to leave the classroom will be considered absent and unexcused and will not be permitted to make up any class work from that day. When warranted, I may require

that the student attend a meeting with the Program Coordinator and/or the Dean of Health and Natural Sciences before the student will be allowed to re-enter my classroom.

Participation: This is an interactive class and you are expected to actively participate in a number of ways: by attending class, in class discussions, and in small group activities. While I do encourage a great deal of dialog during class discussions, I ask that you be respectful when others are talking.

Cell Phones: These devices are disruptive to the learning environment and are to be turned on silent prior to entering the classroom. A ringing cell phone in the classroom may result in a class quiz at the discretion of the instructor. Students who are expecting an emergency phone call may turn their device to "vibrate" only with prior approval of the instructor and must then step out of the classroom to answer the call.

Computers: Computer monitors should be turned off during this class, unless otherwise announced. You may be asked to leave the classroom if you are using a computer for anything other than Administrative Procedures I class work during this class. You will also be asked to leave the classroom if you are using a computer at an inappropriate time during class. Only pertinent web sites should be accessed at appropriate times during class.

GENERAL INFORMATION

1. For lecture days, I expect the student to have read the chapter BEFORE class time, and be prepared to participate actively in class.

2. Complete all exercises in the workbook rather assigned or not -- not only will this enhance your learning, but test questions will be taken from them.

3. **Scantrons** will be **required** in class for testing purposes.

4. Read your program handbook for further clarification of policies and procedures.

5. Devices used to record lectures will be allowed in the classroom with prior approval from the instructor.

Subject to change at instructor's discretion.