



Medical Office Procedures ADM-215-H001

Course Information Basics

Semester Hours: 3 Credit Hours

Semester and Year: Spring 2018

Type of Course: Hybrid (Face-to-Face and Online)

Location: MH-211B and NIACC's *Canvas* Learning Management System

Meeting days and times: MW 11:10 – 12:10 (Room reserved on Fridays for student use)

Time Commitment Expectations: It is necessary to spend twice the credit hours/week in preparation of course content. Since this is a 3 credit hour course, a minimum of six hours per week is expected.

Instructor Contact Information

Instructor: Toby VanDenBosch

Email: toby.vandenbosch@niacc.edu

Phone: 641.422.4185

Text Messaging: Message @66fh73 to 81010

Office location: MH206K

Office hours: M – F 10:00 am – 11:00 am

Preferred Method of Communication: E-mail and Text Messaging

Expected Response Time: When contacting me through e-mail, I will reply within 24 hours, Monday – Friday.

Course Information Specifics

Course Description:

Prerequisites: BCA-129 Word Processing, BUS-121 Business Communications, and either HIT-125 Essentials of Health Records OR MAP-353 Clinical Procedures.

This hybrid course will address the management of a medical office that includes preparing correspondence and patient records, using the Internet to access information, filing, handling telephone services, making and keeping appointments, developing transcription skills, composing letters, discussing professionalism, applying grammar rules, and taking care of general office duties. It also includes medical ethics and etiquette, medical law, and use of a computer for word processing. Students will be required to spend time outside of class working in the assigned computer lab.

Learning Materials:

Medical Office Procedures, McGraw-Hill create, ISBN: 9781121344686 (available only through the local college book store). The textbook has been created for this course from *Medical Office Procedures* by Karonne J. Becklin, 6th Edition (ISBN: 9780073191003). If desired, this book could be substituted.
SimChart for the Medical Office: Elsevier, 2014, ISBN: 9781455753185

Measurable Course Objectives:

- Apply theory in creating a positive relationship with him/herself, co-workers, supervisors, and customers by completing case studies and participating in class discussion according to the assessment tool(s).
- Apply proper telephone etiquette to various situations according to the assessment tool.
- Create business documents with the proper format according to the assessment tool.
- Formulate filing assessment with at least 72% accuracy using the Association of Records Manager's and Administrator's Rules.
- Employ efficiency of using office equipment and technology with at least 72% accuracy.
- Demonstrate ability to transcribe medical documents with at least 72% accuracy.
- Understand and interpret medical responsibilities with at least 72% accuracy.
- Model medical office simulation projects according to assessment tools.

Course Calendar:

See the basic proposed course agenda on your *Canvas* course module and distributed at the first class meeting.

Grading:

Your grade will be based on the following areas: participation, daily work, quizzes, assignments, exams, and competency check-off lists. Letter grades and percentages will be assigned as follows:

95%-100%	A	72%-74%	C-
92%-94%	A-	70%-71%	D+
88%-91%	B+	67%-69%	D
84%-87%	B	64%-66%	D-
81%-83%	B-	63% or less	F
78%-80%	C+		
75%-77%			

Hybrid Expectations:

This hybrid course offering is a combination of classroom and online learning using NIACC's *Canvas* Learning Management system. Be aware that NIACC has a number of computer labs for your use should you not have access to a computer and reliable internet off campus. Assignments and exams will be a combination of hardcopy assignments, in-class tasks and competencies, *SimChart* exercises, and online assignments and exams. Additionally, there will be transcription assignments that must be completed on campus using the transcription machines and materials in MH211B. The computer lab will be reserved for your use on Fridays from 11:10 – 12:10 throughout the semester to provide additional time to complete these assignments.

Late Work Policy:

If you fail to submit an assignment or exam by the deadline, a one-time extension **may be considered upon request within the same week of the deadline**. Do not expect to be reminded of delinquent assignments or exams.

If an extension is allowed, there will be a 10% reduction from your score on the assignment or exam.

Submission Policy:

- Any printed assignments must have your full name (**first and last**) printed in the upper right-hand corner.
- Assignments are due on the date specified **at the beginning** of your scheduled class.

- Completed paper assignments may be handed into the basket located at the front of the room. **You may hand in assignments any time prior to their due date.**
- Worksheets, handouts and other materials distributed during an absence may be found in the top right drawer in the cabinet located in the front of the room.
- **DO NOT DISTURB a class in session to pick-up or hand-in assignments.**
- It is the students' responsibility to make arrangements for any skills competencies for which they are absent.
- Graded paper assignments will be filed in your personal file folder in the assignment drawer. It is suggested you retain all returned assignments for verification should the need arise.
- Online assignments will be submitted on either *Canvas* or *SimChart*. (Note that *SimChart* assignments will be corrected separately and entered on the Canvas gradebook following each designated due date.)

Classroom Policies:

No food allowed in the classroom. Beverages allowed in closed containers only.

You are a training professional. I expect you will act in a professional manner in the classroom.

No cell phones or any other electronic devices (including computers) are to be used during class without instructor permission.

Academic Integrity Policy:

It is expected that you complete each assignment and exam independently.

According to the Student Conduct Code, (see the NIACC Student Handbook, found at <http://www.niacc.edu/student-life/>) academic dishonesty, including but not limited to cheating, plagiarism, knowingly furnishing false information to the college, forgery, alteration or misuse of college documents or records shall be subject to disciplinary procedures.

Disclaimer Statement:

I reserve the right to alter this course's syllabus, policies, grading scale, texts, and calendar as needed at any time during the semester. I will alert you to any changes.

Division Chair Information:

Division Chair: Laura Wood

Email: laura.wood@niacc.edu

Phone: 641.422.4355

Tech Expectations and Support:

One of the many advantages of some of the online requirements of this course is the availability from any location at any time. However, it is essential that you have access to an adequate computer and reliable internet to be successful in this course. Do not rely on a smart phone to successfully access and submit online assignments or exams.

Although this hybrid course will not meet on Fridays, the designated classroom will continue to be available for your use each week at the 11:10 – 12:10 period. Additionally, NIACC has several computer labs available for your use when you are on campus. Be aware that many local libraries also have excellent internet service and computers available for your use, free of charge.

Technical Support:

NIACC's Helpdesk can help with technical problems related to NIACC passwords, logging in to lab computers, MyNIACC, E-mail, Canvas (online course management system), NIACC wireless, WebAdvisor, lab computers, office computers for staff, software issues, and more. NIACC Technology Services does

not repair nor support personal computers. For many problems you may get the fastest results if you call our toll-free number below (24 hours – seven days per week).

On campus: 641-422-4357 Toll free: 866-614-5020 helpdesk@niacc.edu

[Technology Support Access](#)

<http://www.niacc.edu/student-life/technology-services/help-desk/>

College Policies

If you have questions regarding issues like grade appeals, grievance policies, and academic probation, refer to the NIACC Student Handbook, which can be accessed at [Student Life](#)
<http://www.niacc.edu/student-life/>.

Nondiscrimination Policy

It is the policy of North Iowa Area Community College to not discriminate on the basis of race, color, national origin, sex (including pregnancy) , disability, age, sexual orientation, gender identity, genetic information, creed, religion, actual or potential parental, family or marital status or veteran's status in its programs, activities or employment practices as required by the Iowa Code sections 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 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 Shelly Schmit, EEO/AA Officer, 500 College Drive, Mason City, IA 50401 or via telephone at 641-422-4211. Inquiries may also be directed to 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.

Disability Services

North Iowa Area Community College strives to provide an accessible environment for students, faculty, and staff. A student needing accommodations should register with NIACC Disability Services and speak to Lisa Vance, the Disability Services Counselor, in the Student Access Office, AB106. For additional information, contact us at 1-888-466-4222, Ext. 4413, and ask for a brochure regarding Disability Services or to request a meeting with the Disability Services Counselor. You may also contact Lisa Vance directly at 641-422-4296 or vancelis@niacc.edu, or the [disabilities website](#).
<http://www.niacc.edu/student-life/disability-services/>.

If you have concerns regarding equal access to NIACC's services, programs, and activities you may contact NIACC Disability Services or learn more about filing a grievance at the [grievance-procedures website](#)

<http://www.niacc.edu/student-life/disability-services/policies-procedures/grievance-procedure/>.

A Disability Services Student Handbook can be found on our website at [disability services student handbook](#) (full link below) or can be provided in hard copy (or an alternate format), upon request, and lists contact information for NIACC's ADA Coordinator and ADA Compliance Officer, along with other helpful information.

<http://www.niacc.edu/student-life/disability-services/disability-services-student-handbook/>

Inclement Weather:

Here is the [inclement-weather information on the website](#) (full link below). NIACCAlerts is a free service that alerts you immediately when a decision is made to close campus or delay classes due to weather conditions. This is your best and most accurate means of communication. Sign up here for [NIACC Alerts](#).
<http://www.niacc.edu/about/campus-safety/niaccalerts/>

<http://www.niacc.edu/about/campus-safety/inclement-weather/>

This workforce solution is funded by the IHUM Consortium which is 100% financed through a \$15,000,000 grant from the U.S. Department of Labor's Employment & Training Administration. The product was created by the grantee and does not necessarily reflect the official position of the U.S. Department of Labor. The Department of Labor makes no guarantees, warranties, or assurances of any kind, express or implied, with respect to such information, including any information on linked sites and including, but not limited to, accuracy of the information or its completeness, timeliness, usefulness, adequacy, continued availability, or ownership. This work is licensed under the Creative Commons Attribution 4.0 International License. To view a copy of this license, visit <http://creativecommons.org/licenses/by/4.0/>.

