RARITAN VALLEY COMMUNITY COLLEGE
ACADEMIC COURSE OUTLINE

MATC-111
Administrative Medical Assistant Principles

I. Basic Course Information

A. Course Number and Title: MATC-111
    Administrative Medical Assistant Principles

B. New or Modified Course: Modified

C. Date of Proposal: Fall 2012

D. Sponsoring Department: Health Science Education

E. Semester Credit Hours: 7

F. Weekly Contact Hours: 9   Lecture: 5
    Laboratory: 4

G. Prerequisites: Mathematics Proficiency – Math proficiency through MATH 020 Technology Competency – CISY 102 Computer Literacy or CISY 103 Computer Concepts and Programming or CISY 105 Foundations of Computer Science or Technological Competency Test

    Corequisites: BIOL-120 Human Biology
    HLTH-150 Medical Terminology
    ENGL-111 English Composition I

H. Laboratory Fees: Yes

I. Department Chair: Patrice Case
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    (908) 526-1200, ext. 8915

II. Catalog Description

Prerequisites: Mathematics Proficiency – Math proficiency through MATH 020 Technology Competency – CISY 102 Computer Literacy or CISY 103 Computer Concepts and Programming or CISY 105 Foundations of Computer Science or Technological Competency Test.

Corequisites: BIOL-120 Human Biology
                HLTH-150 Medical Terminology
                ENGL-111 English Composition I

This course is designed to offer the student the necessary administrative theory and lab practice to become a competent medical assistant in an entry-level position. In addition to basic administrative skills, areas covered will include an overview of the healthcare industry, professional behavior in the workplace, interpersonal relationships, verbal and non-verbal communication skills, legal and ethical issues, nutrition, patient education, medical terminology, and emergency preparedness and procedures.

III. Statement of Course Need

A. Medical Assisting is an allied health profession whose members need to be competent in all clinical and administrative aspects of their profession. The Administrative Medical Assistant Principles course is a vital part of the curriculum and fulfills a major portion of the cognitive, psychomotor, and affective competency requirements of the Medical Assistant Education Review Board (MAERB), the certifying agency for medical assistants. Students must successfully complete this course in order to take a national certification examination and to practice as a qualified Medical Assistant.
B. The lab component of this course helps the student to understand the theoretical components taught in lecture through application of the principles learned.
C. Transfer of this course is as a free elective.

IV. Place of Course in College Curriculum

A. Free Elective
B. This course is required for completion of the Medical Assistant certificate, as defined by the Medical Assistant Education Review Board (MAERB). This course meets a requirement in the two semester Medical Assistant certificate program.
C. Course transferability: This course will be placed on the NJ Transfer Website for evaluation www.njtransfer.org. For all other colleges and universities, go to their individual websites.

V. Outline of Course Content

A. The Medical Assistant Profession
B. The Healthcare Industry
C. Professional Behavior in the Workplace
D. Interpersonal Skills and Human Behavior
E. Medicine and Ethics
F. Medicine and Law
G. Computer Concepts
H. Telephone Techniques and Scheduling Appointments

I. Patient Reception and Processing
J. Office Environment and Daily Operations
K. Written Communications and Mail Processing
L. Medical Records Management
M. Health Information Management
N. Privacy in the Physician's Office
O. Professional Fees, Billing, and Collecting
P. Basics of Diagnostic Coding
Q. Basics of CPT (Current Procedural Terminology) Coding
R. Basics of Health Insurance
S. The Health Insurance Claim Form
T. Banking Services and Procedures
U. Management of Practice Finances
V. Medical Practice Management and Human Resources
W. Medical Practice Marketing and Customer Services
X. Emergency Preparedness
Y. Essentials of Medical Terminology
Z. Assisting with Diagnostic Imaging
AA. Patient Nutrition
BB. Patient Education

VI. Educational Goals and Learning Outcomes

A. <u>Educational Goals</u>

Students should be able to:

1. Demonstrate critical thinking in decision making (GE-NJ *)
2. Utilize appropriate verbal and nonverbal communication techniques (GE-NJ 1)
3. Employ ethical behaviors based upon the Medical Assistant's Creed when providing care (GE-NJ ER)

(*Embedded critical thinking)

B. <u>Learning Outcomes</u>

At the completion of the course, students will be able to:
1. V.P.1. manage appointment schedule, using established priorities
2. V.P.2. schedule inpatient and outpatient admissions and procedures
3. V.P.3. organize a patient's medical record
4. IX.P.7. document accurately in the patient's medical record
5. V.P.4. file medical records
6. VII.P.1. apply both managed care policies and procedures
7. VII.P.2. apply third party guidelines
8. VIII.P.1. perform procedural coding
9. VIII.P.2. perform diagnostic coding

10. VII.P.3. complete insurance claim forms
11. VI.P.1. prepare a bank deposit
12. VI.P.2a. post entries on a daysheet
13. VI.P.2b. perform billing procedures
14. VI.P.2c. perform collection procedures
15. VI.P.2d. post adjustments
16. VI.P.2e. process a credit balance
17. VI.P.2f. process refunds
18. VI.P.2g. post NSF (non-sufficient funds) checks
19. VI.P.2h. post collection agency payments
20. IV.C.1. identify styles and types of verbal communication
21. Recognize and respond to verbal communications
22. IV.P.11. recognize and respond to nonverbal communications
23. IV.P.7. demonstrate appropriate telephone techniques
24. X.C.1. differentiate between legal, ethical, and moral issues affecting healthcare
25. X.C.2. compare personal, professional, and organizational ethics
26. IX.P.8. apply local, state and federal health care legislation and regulations appropriate to the medical assisting practice setting
27. IV.P.4. explain general office policies
28. IV.P.12. develop and maintain a current list of community resources related to patients' healthcare needs
29. V.P.10. perform an office inventory
30. V.P.9. perform routine maintenance of office equipment with documentation
31. IV.C.10. diagram medical terms, labeling the word parts
32. IV.C.12.organize technical information and summaries
33. IV.C.2. identify nonverbal communication
34. IV.C.3 recognize communication barriers
35. IV.C.4. identify techniques for overcoming communication barriers
36. IV.C.5. recognize the elements of oral communication using a sender-receiver process
37. IV.C.7. identify resources and adaptations that are required based on individual needs, i.e. culture and environment, developmental life stage, language, and physical threats to communication
38. IV.P.13. advocate on behalf of patients
39. IV.C.8. recognize elements of fundamental writing skills
40. IV.C.9. discuss applications of electronic technology in effective communication
41. IV.C.13. identify the role of self boundaries in the healthcare environment
42. IV.C.14. recognize the role of patient advocacy in the practice of medical assisting
43. IV.C.15. Discuss the role of assertiveness in effective professional communication
44. IV.C.16. differentiate between adaptive and non-adaptive coping mechanisms
45. IV.P.2. report relevant information to others succinctly and accurately

46. IV.P.10. compose professional/business letters
47. IV.A.1. demonstrate empathy in communicating with patients, family, and staff
48. IV.A.2. apply active listening skills
49. IV.A.3. use appropriate body language and other nonverbal skills in communicating with patients, family, and staff
50. IV.A.4. demonstrate awareness of the territorial boundaries of the person with whom communicating
51. IV.A.5. demonstrate sensitivity appropriate to the message being delivered
52. IV.A.6. demonstrate awareness of how an individual's personal appearance affects anticipated responses
53. IV.A.7. demonstrate recognition of the patient's level of understanding in communications
54. IV.A.8. analyze communications in providing appropriate responses/feedback
55. IV.A.9. recognize and protect personal boundaries in communicating with others
56. IV.A.10. demonstrate respect for individual diversity, incorporating awareness of one's own biases in areas including gender, race, religion, age, and economic status
57. V.C.1. discuss pros and cons of various types of appointment management systems
58. V.C.2. describe scheduling guidelines
59. V.C.3. recognize office policies and protocols for handling appointments
60. V.C.4. identity critical information required for scheduling patient admissions and/or procedures
61. V.C.5. identify systems for organizing medical records
62. V.C.6. describe various types of content maintained in a patient's medical record
63. V.C.7. discuss pros and cons of various filing methods
64. V.C.8. identify both equipment and supplies needed for filing medical records
65. V.C.9. describe indexing rules
66. V.C.10. discuss filing procedures
67. V.C.11. discuss principles of using Electronic Medical Records (EMR)
68. V.C.12. identify types of records common to the healthcare setting
69. V.C.13.identify time management principles
70. V.C.14. discuss the importance of routine maintenance of office equipment
71. V.P.5. execute data management using electronic healthcare records such as the EMR
72. V.P.6. use office hardware and software to maintain office systems
73. V.P.7. use the internet to access information related to the medical office
74. V.P.8. maintain organization by filing
75. V.A.1. consider staff needs and limitations in establishment of a filing system

76. V.A.2. implement time management principles to maintain effective office function
77. VI.C.1. explain basic bookkeeping computations
78. VI.C.2. differentiate between bookkeeping and accounting
79. VI.C.3. describe banking procedures
80. VI.C.4. discuss precautions for accepting checks
81. VI.C.5. compare types of endorsements
82. VI.C.6. differentiate between accounts payable and accounts receivable
83. VI.C.7. compare manual and computerized bookkeeping systems used in ambulatory healthcare
84. VI.C.8. describe common periodic financial reports
85. VI.C.9. explain both billing and payment options
86. VI.C.10. identify procedures for preparing patient accounts
87. VI.C.11. discuss procedures for collecting outstanding accounts
88. VI.C.12. describe the impact of both the Fair Debt Collection Act and the Federal Truth in Lending Act of 1968 as they apply to collections
89. VI.C.13. discuss types of adjustments that may be made to a patient's account
90. VI.P.3. utilize computerized office billing systems
91. VI.A.1. demonstrate sensitivity and professionalism in handling accounts receivable activities with clients
92. VII.C.1. identify types of insurance plans
93. VII.C.2. identify models of managed care
94. VII.C.3. discuss workers' compensation as it applies to patients
95. VII.C.4. describe procedures for implementing both managed care and insurance plans
96. VII.C.5. discuss utilization review principles
97. VII.C.6. discuss the referral process for patients in a managed care program
98. VII.C.7. describe how guidelines are used in processing an insurance claim
99. VII.C.8. compare processes for filing insurance claims both manually and electronically
100. VII.C.9. describe guidelines for third-party claims
101. VII. C. 10. discuss types of physician fee schedules
102. VII.C.11. describe the concept of RBRVS
103. VII.C.12. define Diagnosis-Related Groups (DRGs)
104. VII.P.4. obtain precertification, including documentation
105. VII.P.5. obtain preauthorization, including documentation
106. VII.P.6. verify eligibility for managed care services
107. VII.A.1. demonstrate assertive communication with managed care and/or insurance providers
108. VII.A.2. demonstrate sensitivity in communicating with providers and patients
109. VII.A.3. communicate in language the patient can understand regarding managed care and insurance plans

110.   VIII.C.1. describe how to use the most current procedural coding system
111.   VIII.C.2. define upcoding and why it should be avoided
112.   VIII.C.3. describe how to use the most current diagnostic coding classification system
113.   VIII.C.4. describe how to use the most current HCPCS coding
114.   VIII.A.1. work with the physician to achieve the maximum reimbursement
115.   IX.C.1. discuss the legal scope of practice for medical assistants
116.   IX.C.2. explore the issues of confidentiality as it applies to the medical assistant
117.   IX.C.3. describe the implications of HIPAA for the medical assistant in various medical settings
118.   IX.C.4. summarize the Patient Bill of Rights
119.   IX.C.5. discuss licensure and certification as it applies to healthcare providers
120.   IX.C.6. describe liability, professional, personal injury, and third party insurance
121.   IX.C.7. compare and contrast physician and medical assistant roles in terms of standard of care
122.   IX.C.8. compare criminal and civil law as it applies to the practicing medical assistant
123.   IX.C.9. Provide an example of tort law as it would apply to a medical assistant
124.   IX.C.10. Explain how the following impact the medical assistant's practice and give examples: negligence, malpractice, statute of limitations, Good Samaritan Act, Uniform Anatomical Gift Act, Living will/Advanced directives, medical durable power of attorney
125.   IX.C.11. identify how the Americans with Disabilities Act (ADA) applies to the medical assisting profession
126.   IX.C.12. list and discuss legal and illegal interview questions
127.   IX.C.13. discuss all levels of governmental legislation and regulation as they apply to medical assisting practice, including FDA and DEA regulations
128.   IX.C. 14. Describe the process to follow if an error is made in patient care
129.   IX.P.1. respond to issues of confidentiality
130.   IX.P.2. perform within the scope of practice
131.   IX.P.3. apply HIPAA rules in regard to privacy/release of information
132.   IX.P.4. practice within the standard of care for a medical assistant
133.   IX.P.5. incorporate the Patient's Bill of Rights into personal practice and medical office policies and procedures
134.   IX.P.6. complete an incident report
135.   IX.A.1. demonstrate sensitivity to patient rights
136.   IX.A.2. demonstrate awareness of the consequences of not working within the legal scope of practice

137. IX.A.3. recognize the importance of local, state, and federal legislation and regulations in the practice setting
138. X.C.3. discuss the role of cultural, social, and ethnic diversity in ethical performance of medical assisting practice
139. X.C.4. identify where to report illegal and/or unsafe activities and behaviors that affect health, safety, and welfare of others
140. XI.C.2. identify safety techniques that can be used to prevent accidents and maintain a safe work environment
141. XI.C.3. describe the importance of Materials Safety Data Sheets (MSDS) in a healthcare setting
142. XI.C.4. identify safety signs, symbols and labels
143. XI.C.7. describe fundamental principles for evacuation of a healthcare setting
144. XI.C.8. discuss fire safety issues in a healthcare environment
145. XI.C.9. discuss requirements for responding to hazardous material disposal
146. XI.C.11. discuss critical elements of an emergency plan for response to a natural disaster or other emergency
147. XI.C.12. identify emergency preparedness plans in your community
148. XI.C.13. discuss potential roles of the medical assistant in emergency preparedness
149. X.C.5. identify the effect personal ethics may have on professional performance
150. X.P.1. report illegal and/or unsafe activities and behaviors that affect health, safety, and welfare of others to proper authorities
151. X.P.2. develop a plan for separation of personal and professional ethics
152. X.A.1. apply ethical behaviors, including honesty/integrity in performance of medical assisting practice
153. X.A.2. examine the impact personal ethics and morals may have on the individual's practice
154. X.A.3. demonstrate awareness of diversity in providing patient care
155. IV.C.11. define both medical terms and abbreviations related to all body systems
156. Demonstrate critical thinking and creative problem solving
157. I.A.3. demonstrate respect for diversity in approaching patients and families
158. XI.A.1. recognize the effects of stress on all persons involved in emergency situations
159. XI.A.2. demonstrate self awareness in responding to emergency situations
160. XI.P.1. comply with safety signs, symbols and labels
161. XI.P.2. evaluate the work environment to identify safe vs. unsafe working conditions
162. XI.P.3. develop a personal (patient and employee) safety plan

163.   XI.P.4. develop an environmental safety plan
164.   XI.P.5. demonstrate proper use of the following equipment: eyewash and fire extinguisher
165.   XI.P.6. participate in a mock environmental exposure event with documentation of steps taken
166.   XI.P.7. explain an evacuation plan for a physician's office
167.   XI.P.8. demonstrate methods of fire prevention in the healthcare setting
168.   XI.P.12. maintain a current list of community resources for emergency preparedness
169.   II.C.1. demonstrate knowledge of basic math computations
170.   II.C.2. apply mathematical computations to solve equations
171.   II.C.4. define basic units of measurement in metric, apothecary and household systems
172.   II.C.5. convert among measurement systems

VII. Modes of Teaching and Learning

A. Lecture/discussion
B. Instructor demonstration
C. Laboratory exercises and practice
D. Student oral presentations
E. Small group work
F. Computer-assisted instruction
G. Simulation/role playing

VIII. Papers, Examinations, and other Assessment Instruments

A. Skills testing of administrative competencies
B. Chapter tests, quizzes, and final examination
C. Oral presentations
D. Workbook completion

IX. Grade Determinants

A. Completion and accuracy of laboratory exercises: 35%
B. Final examination: 20%
C. Tests and quizzes: 35%
D. Workbook assignments: 10%

X. Texts and Materials

A. Textbook: *The Professional Medical Assistant*
   Author: Eagle/Brassington/Dailey/Goretti
   Publisher: F. A. Davis

B. Study Activity Manual: *The Professional Medical Assistant*

Author: Eagle/Brassington/Dailey/Goretti
Publisher: F. A. Davis

C. Textbook: *Medisoft Made Easy*
Author: Burke/Weill/Tyler
Publisher: Pearson Health Science

D. ICD-9-CM Coding Manual
E. CPT Coding Manual
F. HCPCS Coding Manual
G. Instructor prepared materials
H. Internet sources
I. Videos/DVDs/CDs

Please Note: The course outline is intended only as a guide to course content and resources. Do not purchase textbooks based on this outline. The RVCC Bookstore is the sole resource for the most up-to-date information about textbooks.

XI. Resources

A. Administrative laboratory
B. Computer lab with software including Medisoft, an office simulation program
C. Various medical assistant internet sources
D. RVCC library resources and other resources available in the MA lab
E. *CMA Today*, a monthly Medical Assistant journal
F. *AMT Events,* a quarterly Medical Assistant journal

XII. Honors Options: None available

Special Addendum for Medical Assistant Outlines

Performance Requirements

Students must achieve 100% competency in all psychomotor (P) and affective (A) learning outcomes in order to graduate from the Medical Assistant Program. Competency will be measured via laboratory skill demonstrations, projects, presentations, and other activities/assignments.

Late submission of activities/assignments will be subject to a five point deduction per class day (M/W/F). Exceptions to this policy are at the discretion of the instructor.

When measuring skill competency, a total of three student attempts will be allowed.

Students must achieve a grade of C (75%) or better in this course to advance in the Medical Assistant Program.

Reasonable Accommodation: *Students with disabilities who require accommodations (academic adjustments and/or auxiliary aids or services) for this course MUST provide documentation of accommodations from the RVCC Office of Disability Services, C-143. No accommodations will be made without this documentation.*