



Course Syllabus

POFM 1302- Medical Software Applications

Catalog Description: Introduction to a computerized method for the management and operation of health care information systems for various types of medical facilities.

Prerequisites: None.

Semester Credit Hours: 3

Lecture Hours per Week: 1

Laboratory Hours per Week: 4

Contact Hours per Semester: 80

State Approval Code: 51070160000

Course Subject/Catalog Number: POFM 1302

Course Title: Medical Software Applications

Course Rationale: Medical Software Applications is a required course for the HIT student seeking to obtain a Medical Administrative Assistant's Certificate or a Coding Certificate, from the instructional program of Health Information Technology. Medical Software Applications is designed to provide the HIT student with basic administrative office skills and basic billing skills that can be applied in a physician office or clinic setting.

Instructional Goals and Purposes: To provide the Health Information Technology student with a basic understanding of the general flow of information in a medical office setting and the role computers play in the processing of health information. Additionally, to provide students with a basic understanding of how to use the Medisoft billing software to input data, record data, file claims, print reports and schedule appointments.

Learning Objectives:

1. Describe the billing and reimbursement cycle in a medical office setting and the types of information required to process claims.
2. Recite definitions of key terms related to health care in the medical office and billing profession.
3. Discuss the role of information technology in medical offices and the lengths that must be taken to secure and safeguard information.
4. Demonstrate ability to effectively work with Medisoft software program to enter, edit and restore data.

Specific Course Objectives (includes SCANS):

After studying the material presented in the text and online, the student should be able to complete all behavioral/learning objectives listed below with a minimum competency of 70% on assignments and exams.

1. **Describe the billing and reimbursement cycle in a medical office setting and the types of information required to process claims.** (SCANS 1a-ii. 1b-i. 1b-ii. 1b-iii. 1b-iv. 1b-v. 1c-i. 1c-ii. 1c-iii. 1c-iv. 1c-v. 2a.i. 2a-ii. 2a-iii. 2a-iv. 2b-i. 2b-iv. 2c-i. 2c-ii. 2c-iii. 2c-iv.)
 - a. Identify the major types of health plans.

- b. Describe the information recorded about a patient's office visit.
 - c. Discuss the process required to balance a medical office's accounts.
 - d. Explain the importance of collections in the medical office.
2. **Recite definitions of key terms related to health care in the medical office and billing profession.** (SCANS 1a-ii. 1b-i. 1b-ii. 1b-iii. 1b-iv. 1b-v. 1c-i. 1c-ii. 1c-iii. 1c-iv. 1c-v. 2a.i. 2a-ii. 2a-iii. 2a-iv. 2b-i. 2b-iv. 2c-i. 2c-ii. 2c-iii. 2c-iv.)
- a. a. Be able to effectively identify and utilize terminology as related to the health care field.
3. **Discuss the role of information technology in medical offices and the lengths that must be taken to secure and safeguard information.** (SCANS 1a-ii. 1b-i. 1b-ii. 1b-iii. 1b-iv. 1b-v. 1c-i. 1c-ii. 1c-iii. 1c-iv. 1c-v. 2a.i. 2a-ii. 2a-iii. 2a-iv. 2b-i. 2b-iv. 2c-i. 2c-ii. 2c-iii. 2c-iv.)
- a. Discuss the purpose of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
 - b. Explain how the HIPAA Electronic Transaction and Code Sets standards relate to insurance claims.
 - c. Discuss how the HIPAA Privacy Rule protects patient health information.
 - d. Discuss the advantages of electronic prescribing.
 - e. Describe the safeguards outlined in the HIPAA Security Rule.
4. **Demonstrate ability to effectively work with Medisoft software program to enter, edit and restore data.** (SCANS 1a-ii. 1b-i. 1b-ii. 1b-iii. 1b-iv. 1b-v. 1c-i. 1c-ii. 1c-iii. 1c-iv. 1c-v. 2a.i. 2a-ii. 2a-iii. 2a-iv. 2b-i. 2b-iv. 2c-i. 2c-ii. 2c-iii. 2c-iv.)
- a. Demonstrate ability to accurately enter patient information, insurance information, patient account information, and condition information.
 - b. Demonstrate ability to accurately enter charge transactions and patient payments.
 - c. Demonstrate ability to accurately create claims.
 - d. Demonstrate ability to accurately post insurance payments and create patient statements.
 - e. Demonstrate ability to accurately print reports.
 - f. Demonstrate ability to accurately enter and edit data in Medisoft.

Course Content:

Students in all sections of Medical Software Applications will be required to do the following:

- 1. Students will demonstrate knowledge of course material by completing course examinations given over lecture and textbook material.
- 2. Students will complete all daily assignments as instructed.

Methods of Instruction/Course Format/Delivery:

Students will meet regularly for lecture over the material. Additionally, students will meet regularly for the laboratory portion of this course. The student is expected to attend all face-to-face class meetings and all laboratory meetings, of those in which the student is enrolled. The resources provided, for this class, through WebCT include:

- * A calendar displaying assignments each week (assignments will also be given in class)
- * Email (totally contained within WebCT)
- * Extra credit opportunities

Assignments will not be accepted via WebCT. The assignments are only listed on the calendar as a reminder. However, after the assignment has been graded by the instructor, the student will be able to view his or her grades by clicking the My Grades link in the left banner.

Students should use the Email within WebCT to communicate with the instructor. Using WebCT email gives you access to the instructor and other classmates without having to remember or type email addresses- you must select a name from the list. If you are not able to contact me using email in WebCT, you may use my Panola College email address, contact me by telephone, or stop by my office. I attempt to respond to all email within 24 hours. Please always include a subject line and your name in your email.

Attendance Policy: This class will meet twice each week, for a period of 160 minutes each session. Attendance will be checked and recorded in the instructor's grade book at each class meeting. A maximum of three days of absence will be allowed. If a student is absent more than three days, they may be dropped from the class (see Panola College Catalog). In the event the student is not dropped from the class roster due to excessive absenteeism, the instructor may give the student a letter-grade decrease for every day absent.

Students are responsible for all assignments, even in the event of an absence. Late tests and assignments may result in a lowered grade.

Students are encouraged to please be on time for all class sessions. Late arrivals result in class disruptions. If students arrive late (less than a quarter hour, 15 minutes) they will be recorded as tardy. Three times of tardy will equal one absence. Additionally, leaving class early without the instructor's permission will be recorded as one absence.

Note: Withdrawing from this course is the student's responsibility. Students who fail to officially withdraw by notifying the Records and Admission Office will receive the grade of "F" in the class. Refer to the College Calendar for the official Last Day to Withdraw.

Make-Up Exams: Make-up exams will be allowed if the student has an approved absence. Exams must be made up within 1 week of the missed exam. The exam may differ in format from the original exam. Time provided to take make-up exams will not exceed the time allowed for test during a regular class session (i.e. if the class session is 75 minutes, the student will have 75 minutes to take the make-up exam).

Academic Integrity: Academic misconduct will not be tolerated. Any incident of academic misconduct will result in a failing grade for the test or assignment.

Classroom Etiquette: All cell phones should be turned off prior to entering the classroom. Additionally, students are expected to display tolerance for other's views during classroom discussions. Comments and language used should be appropriate for a professional setting.

Assessment:

The following items will be assigned during the semester and used to calculate the student's final grade:

- **Daily Assignments and Participation**
You will be assigned daily assignments that you must complete. All assignments are due by the scheduled due date. No late work will be accepted. Additionally, you will be assessed according to your class participation. Class participation is crucial to a thorough understanding of the material presented.
- **Class Project**
Students must apply the knowledge that has been learned, throughout the course, by independently completing a Medisoft billing project. The project will require the student to handle patient records and transactions, set up appointments, and print lists and reports.
- **Exams**
You will be required to demonstrate what you have learned by completing course examinations. In addition to the regular examinations that you will receive throughout the course, you will be required to complete a comprehensive final examination.

Course Grade:

Class Project	25%
Regular Examinations	20%
Daily assignments and participation	40%
Final Examination	15%

A=	90- 100
B=	80- 89
C=	70- 79
D=	60- 69
F=	Below 60

All of your grades will be posted to My Grades in WebCT. Additionally, your midterm grade and final grade will be posted to My Grades in WebCT.

Textbooks (required):

- Computers in the Medical Office, Susan M. Sanderson. The McGraw-Hill Companies, Inc. Current edition.
- Case Studies for the Medical Office, Susan M. Sanderson. The McGraw-Hill Companies, Inc. Current edition.

If any student in the class has special classroom or testing needs because of a physical, learning or emotional condition, please contact Teresa Washington-Shelby, ADA Student Coordinator, in the Martha Miller Administration Building @ (903) 693-1123.

SCANS CRITERIA

1) **Foundation skills are defined in three areas: basic skills, thinking skills, and personal qualities.**

- a) **Basic Skills:** A worker must read, write, perform arithmetic and mathematical operations, listen, and speak effectively. These skills include:
 - i) Reading: locate, understand, and interpret written information in prose and in documents such as manuals, graphs, and schedules.
 - ii) Writing: communicate thoughts, ideas, information, and messages in writing, and create documents such as letters, directions, manuals, reports, graphs, and flow charts.
 - iii) Arithmetic and Mathematical Operations: perform basic computations and approach practical problems by choosing appropriately from a variety of mathematical techniques.
 - iv) Listening: receive, attend to, interpret, and respond to verbal messages and other cues.
 - v) Speaking: Organize ideas and communicate orally.
- b) **Thinking Skills:** A worker must think creatively, make decisions, solve problems, visualize, know how to learn, and reason effectively. These skills include:
 - i) Creative Thinking: generate new ideas.
 - ii) Decision Making: specify goals and constraints, generate alternatives, consider risks, and evaluate and choose the best alternative.
 - iii) Problem Solving: recognize problems and devise and implement plan of action.
 - iv) Visualize ("Seeing Things in the Mind's Eye"): organize and process symbols, pictures, graphs, objects, and other information.
 - v) Knowing How to Learn: use efficient learning techniques to acquire and apply new knowledge and skills.
 - vi) Reasoning: discover a rule or principle underlying the relationship between two or more objects and apply it when solving a problem.
- c) **Personal Qualities:** A worker must display responsibility, self-esteem, sociability, self-management, integrity, and honesty.
 - i) Responsibility: exert a high level of effort and persevere toward goal attainment.
 - ii) Self-Esteem: believe in one's own self-worth and maintain a positive view of oneself.
 - iii) Sociability: demonstrate understanding, friendliness, adaptability, empathy, and politeness in group settings.
 - iv) Self-Management: assess oneself accurately, set personal goals, monitor progress, and exhibit self-control.
 - v) Integrity and Honesty: choose ethical courses of action.

2) **Workplace competencies are defined in five areas: resources, interpersonal skills, information, systems, and technology.**

- a) **Resources:** A worker must identify, organize, plan, and allocate resources effectively.
 - i) Time: select goal-relevant activities, rank them, allocate time, and prepare and follow schedules.
 - ii) Money: Use or prepare budgets, make forecasts, keep records, and make adjustments to meet objectives.
 - iii) Material and Facilities: Acquire, store, allocate, and use materials or space efficiently. Examples: construct a decision time line chart; use computer software to plan a project; prepare a budget; conduct a cost/benefits analysis; design an RFP process; write a job description; develop a staffing plan.
- b) **Interpersonal Skills:** A worker must work with others effectively.
 - i) Participate as a Member of a Team: contribute to group effort.
 - ii) Teach Others New Skills.
 - iii) Serve Clients/Customers: work to satisfy customer's expectations.

- iv) **Exercise Leadership:** communicate ideas to justify position, persuade and convince others, responsibly challenge existing procedures and policies.
- v) **Negotiate:** work toward agreements involving exchange of resources, resolve divergent interests.
- vi) **Work with Diversity:** work well with men and women from diverse backgrounds.

Examples: collaborate with a group member to solve a problem; work through a group conflict situation, train a colleague; deal with a dissatisfied customer in person; select and use appropriate leadership styles; use effective delegation techniques; conduct an individual or team negotiation; demonstrate an understanding of how people from different cultural backgrounds might behave in various situations.

- c) **Information:** A worker must be able to acquire and use information.

- i) **Acquire and Evaluate Information.**
- ii) **Organize and Maintain Information.**
- iii) **Interpret and Communicate Information.**
- iv) **Use Computers to Process Information.**

Examples: research and collect data from various sources; develop a form to collect data; develop an inventory record-keeping system; produce a report using graphics; make an oral presentation using various media; use on-line computer data bases to research a report; use a computer spreadsheet to develop a budget.

- d) **Systems:** A worker must understand complex interrelationships.

- i) **Understand Systems:** know how social, organizational, and technological systems work and operate effectively with them.
- ii) **Monitor and Correct Performance:** distinguish trends, predict impacts on system operations, diagnose deviations in systems' performance and correct malfunctions.
- iii) **Improve or Design Systems:** suggest modifications to existing systems and develop new or alternative systems to improve performance.

Examples: draw and interpret an organizational chart; develop a monitoring process; choose a situation needing improvement, break it down, examine it, propose an improvement, and implement it.

- e) **Technology:** A worker must be able to work with a variety of technologies.

- i) **Select Technology:** choose procedures, tools or equipment including computers and related technologies.
- ii) **Apply Technologies to Task:** understand overall intent and proper procedures for setup and operation of equipment.
- iii) **Maintain and Troubleshoot Equipment:** Prevent, identify, or solve problems with equipment, including computers and other technologies.

Examples: read equipment descriptions and technical specifications to select equipment to meet needs; set up and assemble appropriate equipment from instructions; read and follow directions for troubleshooting and repairing equipment.