



Course Syllabus

MDCA1421 – Administrative Procedures

Catalog Description: Medical office procedures including appointment scheduling, medical records creation and maintenance, interpersonal communications, bookkeeping tasks, coding, billing, collecting, third party reimbursement, credit arrangements and computer use in the medical office.

Prerequisites: None

Semester Credit Hours: 4

Lecture Hours per Week: 3

Lab Hours per Week: 2

Extended hours: 0

Contact Hours per Semester: 80

State Approval Code: 51.0801

Instructional Goals and Purposes: The purpose of this course is to prepare students for basic medical office procedures needed by Medical Assistants in a medical office or clinic setting.

Learning Outcomes:

1. Schedule appointments; create, document, and maintain patient medical records.
2. Correlate coding, billing, and collecting; perform bookkeeping tasks.
3. Utilize computer software for basic office functions.
4. Demonstrate interpersonal communication skills.

Specific Course Objectives (includes SCANS):

After studying all materials and resources presented in the course, the student will be able to:

1. **Review profession of medical assisting (SCANS 2-cii)**
 - a. Detail credentials accepted
 - b. Discuss employment opportunities and associations
2. **Discuss federal and state health care legislation and regulation (SCANS 2-ci)**
 - a. Describe the Affordable Care Act
 - b. Discuss the physician-patient relationship
 - c. Compare and contrast the different types of consent
 - d. List reportable conditions
 - e. Explain the ways in which medical law applies to the medical assistant
3. **Explain general office procedures (SCANS 1a-iv, 1v)**
 - a. Demonstrate appropriate telephone etiquette
 - b. Schedule and manage appointments for patients and staff
 - c. Triage patient emergencies, acutely ill patients, and walk-ins
 - d. Locate resources and information for patients and employers
 - e. Use computer to identify credible online resources for patients
4. **Perform electronic applications for the medical office (SCANS 2a-iii)**
 - a. Discuss aspects of computers and computer etiquette in an office
 - b. Describe medical software applications
 - c. Discuss the use of cell phones

- d. Conduct an internet search for appropriate patient information
- 5. **Identify Medical Office management, safety, and emergency procedures** (SCANS 2a-iv)
 - a. Describe risk management procedures in an office setting
 - b. Participate in Quality Improvement
 - c. Discuss safety in the medical office
 - d. Detail emergency preparedness
- 6. **Document appropriately** (SCANS 2c-iv)
 - a. File medical records
 - b. Establish and maintain the medical record
 - c. Organize a patient's medical record
- 7. **Maintain records for accounting and banking purposes** (SCANS 2a-ii)
 - a. Perform accounts receivable, and billing and collection procedures
 - b. Correlate coding, billing, and collecting
 - c. Post adjustments, collection payments, and NSF checks
 - d. Process a credit balance and a refund
 - e. Use manual and computerized bookkeeping systems
 - f. Prepare a bank deposit, statement, deposit record, and check
 - g. Reconcile a bank statement
- 8. **Complete insurance claim forms** (SCANS 2c-iii)
 - a. Implement current procedural terminology and ICD-10 coding
 - b. Perform diagnostic and procedural coding
 - c. Use current third-party guidelines for reimbursement
 - d. Apply managed care policies and procedures
 - e. Obtain managed care referrals and precertification
 - f. Use physician fee schedule
- 9. **Serve as a team member with physician and others** (SCANS 2b-i)
 - a. Use appropriate guidelines when releasing records or information
 - b. Perform basic medical assisting clerical functions
 - c. Perform telephone and in-person screening
 - d. Schedule and monitor appointments
 - e. Evaluate and recommend equipment and supplies for practice
 - f. Perform an inventory of equipment and supplies
 - g. Perform routine maintenance of administrative equipment safely
- 10. **Demonstrate professional communication skills with all activities** (SCANS 1a-iv, 1a-v)

Course Content:

A general description of lecture/discussion topics included in this course are listed in the Learning Outcomes / Specific Course Objectives sections of this syllabus.

Methods of Instruction/Course Format/Delivery: Students are expected to demonstrate basic competency in reading, writing, oral communication, math, and computer skills. Students are expected to be an active learning participant by assuming accountability in preparing for each class by completing required readings and/or other learning activities as listed in each unit assignment. Proficiency will be measured by examination scores, oral discussions and/or presentations, case studies and internet research activities.

Major Assignments / Assessments:

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

Assignments

- 1. Homework assignments for chapters: 1, 5, 6, 7, 9, 11, 12, 14, 15
- 2. Quizzes for chapters: 1, 5, 7, 9, 11, 12, 14, 15
- 3. Bioethical Panel (Group project)

Assessment(s):

1. 4 Major Exams
2. 1 Final Exam

Course Grade:

The grading scale for this course is as follows:

- Assignments – 25%
- Bioethical Panel – 15%
- Major Exams – 30%
- Final Exam – 30%

Texts, Materials, and Supplies:

- Kronenberger, J., Durham, L. and Woodson, D., (2016). *Comprehensive Medical Assisting, 5th Edition*. Philadelphia: Lippincott Williams & Wilkins.
- Kronenberger, J., Durham, L., and Woodson, D. (2016). *Study Guide for Comprehensive Medical Assisting, 5th Edition*. Philadelphia: Lippincott Williams & Wilkins.

Required Readings:

- Kronenberger, J., Durham, L. and Woodson, D., (2016). *Comprehensive Medical Assisting, 5th Edition*. Philadelphia: Lippincott Williams & Wilkins.
- Kronenberger, J., Durham, L., and Woodson, D. (2016). *Study Guide for Comprehensive Medical Assisting, 5th Edition*. Philadelphia: Lippincott Williams & Wilkins.

Other:

- For current texts and materials, use the following link to access bookstore listings: <http://www.panolacollegestore.com>
- For testing services, use the following link: <http://www.panola.edu/elearning/testing.html>
- If any student in this class has special classroom or testing needs because of a physical learning or emotional condition, please contact the ADA Student Coordinator in Support Services located in the Charles C. Matthews Student Center or go to <http://www.panola.edu/student-success/disability-support-services/> for more information.
- Withdrawing from a course is the student's responsibility. Students who do not attend class and who do not withdraw will receive the grade earned for the course.
- Student Handbook, *The Pathfinder*: <http://www.panola.edu/student-success/documents/pathfinder.pdf>

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.