

SOUTHEAST COMMUNITY COLLEGE
HEALTH SCIENCES DIVISION
MEDICAL ASSISTING

Revision Date: 10/2021

[Syllabus Statements](#)

I. CATALOG DESCRIPTION

Course Number: MEDA 1102
Course Title: Administrative Medical Assisting
Prerequisite(s): None

Catalog Description: Study of medical office administrative practices. Includes: Patient scheduling, medical records, billing, collections, and daily financial practices. Incorporates both paper and electronic applications.

Credit Hours: 2
Class Hours: 30
Lab Hours: 0
Total Contact Hours: 30

II. COURSE OBJECTIVES: *Course will:*

1. Recall and reproduce integrated administrative medical assisting procedures.
2. Demonstrate management of facility finances.

III. STUDENT LEARNING OUTCOMES AND GENERAL EDUCATION LEARNING OUTCOMES:

A. STUDENT LEARNING OUTCOMES: *Students will be able to:*

1. Apply critical thinking skills in performing patient assessment and care.
2. Use concepts of effective communication.
3. Perform administrative functions.
4. Perform basic practice finances.
5. Discuss and apply legal and ethical implications.

B. GENERAL EDUCATION LEARNING OUTCOMES (GELOs)

1. GELO 2: Written Communication

Outcome: Use content and style appropriate to a given audience.

C. ENTRY LEVEL COMPETENCIES FOR MEDICAL ASSISTING STUDENTS (taken from CAAHEP's 2015 Standards and Guidelines for Medical Assisting Programs)

1. V.C.7. Recognize elements of fundamental writing skills
2. V.C.8. Discuss applications of electronic technology in professional communication
3. VI.C.1. Identify different types of appointment scheduling methods
4. VI.C.2.a.-b. Identify advantages and disadvantages of the following appointment systems manual and electronic
5. VI.C.3. Identify critical information required for scheduling patient procedures
6. VI.C.4. Define types of information contained in the patient's medical record

7. VI.C.5.a.-b. Identify methods of organizing the patient's medical record based on problem-oriented medical record (POMR) and source-oriented medical record (SOMR)
8. VI.C.6.a.-c. Identify equipment and supplies needed for medical records in order to: Create, Maintain and Store
7. VI.C.7. Describe filing indexing rules
8. VI.C.8. Differentiate between electronic medical records (EMR) and a practice management system
9. VI.C.9. Explain the purpose of routine maintenance of administrative and clinical equipment
10. VI.C.10. List steps involved in completing an inventory
11. VI.C.11. Explain the importance of data back-up
12. VI.C.12. Explain meaningful use as it applies to EMR
13. VII.C.1.a.e. Define the following bookkeeping terms: charges, payments, accounts receivable, accounts payable and adjustments
14. VII.C.2. Describe banking procedures as related to the ambulatory care setting
15. VII.C.3.a.-d. Identify precautions for accepting the following types of payments: cash, check, credit card and debit card
16. VII.C.4.a.-d. Describe types of adjustments made to patient accounts including: non-sufficient funds (NSF) check, collection agency transaction, credit balance and third party
17. VII.C.5. Identify types of information contained in the patient's billing record
18. VII.C.6. Explain patient financial obligations for services rendered
19. X.C.2. Compare and contrast provider and medical assistant roles in terms of standard of care
20. X.C.4. Summarize the Patient Bill of Rights
21. XII.C.3. Discuss fire safety issues in an ambulatory healthcare environment
22. XII.C.4. Describe fundamental principles for evacuation of a healthcare setting
23. XII.C.7.a. Identify principles of: body mechanics
24. XII.C.7.b. Identify principles of: ergonomics
25. XII.C.8. Identify critical elements of an emergency plan for response to a natural disaster or other emergency
26. V.P.4.a. Coach patients regarding office policies
27. V.P.6. Demonstrate professional telephone techniques
28. V.P.7. Document telephone messages accurately
29. V.P.8. Compose professional correspondence utilizing electronic technology
30. VI.P.1. Manage appointment schedule using established priorities
31. VI.P.2. Schedule a patient procedure
32. VI.P.3. Create a patient's medical record
33. VI.P.4. Organize a patient's medical record
34. VI.P.5. File patient medical records
35. VI.P.6. Utilize an EMR
36. VI.P.7. Input patient data utilizing a practice management system
37. VI.P.8. Perform routine maintenance of administrative or clinical equipment
38. VI.P.9. Perform an inventory with documentation
39. VII.P.1.a-c. Perform accounts receivable procedures to patient accounts including posting: Charges, payments and adjustments
40. VII.P.2. Prepare a bank deposit
41. VII.P.3. Obtain accurate patient billing information

42. VII.P.4. Inform a patient of financial obligations for services rendered
43. VIII.P.1. Interpret information on an insurance card
44. VIII.P.2. Verify eligibility for services including documentation
45. VIII.P.3. Obtain precertification or preauthorization including documentation
46. VIII.P.4. Complete an insurance claim
47. IX.P.1. Perform procedural coding
48. IX.P.2. Perform diagnostic coding
49. IX.P.3. Utilize medical necessity guidelines
50. X.P.1. Locate a state's legal scope of practice for medical assistants
51. X.P.2.a.-b. Apply HIPAA rules in regard to privacy and release of information
52. X.P.3. Document patient care accurately in the medical record
53. XI.P.1. Develop a plan for separation of personal and professional ethics
54. XII.P.2.a.-b. Demonstrate proper use of eyewash equipment and fire extinguishers
55. XII.P.4. Participate in a mock exposure event with documentation of specific steps
56. V.A.3.b. Demonstrate respect for individual diversity including: race
57. V.A.3.d. Demonstrate respect for individual diversity including: age
58. VI.A.1. Display sensitivity when managing appointments
59. VII.A.1. Demonstrate professionalism when discussing patient's billing record
60. VII.A.2. Display sensitivity when requesting payment for services rendered
61. VIII.A.1. Interact professionally with third party representatives
62. VIII.A.2. Display tactful behavior when communicating with medical providers regarding third party requirements
63. VIII.A.3. Show sensitivity when communicating with patients regarding third party requirements
64. IX.A.1. Utilize tactful communication skills with medical providers to ensure accurate code selection
65. X.A.2. Protect the integrity of the medical record
66. XI.A.1. Recognize the impact personal ethics and morals have on the delivery of healthcare
67. XII.A.1. Recognize the physical and emotional effects on persons involved in emergency situation
68. XII.A.2. Demonstrate self-awareness in responding to an emergency situation

IV. CONTENT/TOPICAL OUTLINE (*course outline may provide more detailed information*)

- A. **INTRODUCTION TO MEDICAL ASSISTING AND HEALTH PROFESSIONS**
- B. **INTEGRATED ADMINISTRATIVE PROCEDURES**
- C. **MANAGING FACILITY FINANCES**

V. INSTRUCTIONAL MATERIALS

A. Required Text(s):

Lindh, Tamparo, Dahl, Morris, Correa. **Comprehensive Medical Assisting**, (current edition) includes the Study Guide and access code to MindTap (ISBN# 978-1-337-75432-3)
 SimChart Student Access Code (ISBN# 978-1-4557-5318-5)

VI. METHODS OF PRESENTATION/INSTRUCTION

Methods of presentation typically include a combination of the following: Lecture, PowerPoint, group discussion and role-play

VII. METHODS OF EVALUATION– See Course Information Document (CID)

SCC STANDARD GRADING SCALE POLICY:

A+	95-100	C+	75-79
A	90-94	C	70-74
B+	85-89	D+	65-69
B	80-84	D	60-64
		F	Below 60

Grading Policies

- All of the cognitive objectives and psychomotor and affective competencies for this course are taught and assessed. All students must pass 100% of the psychomotor and affective competencies in this course in order to pass the course and progress in the Program and graduate. (MAERB requirement for 2015 Standards and Guidelines for Medical Assisting Programs).
- Psychomotor and affective competencies are graded as a pass/fail. If a student does not pass, they must repeat until the competency is achieved. This ensures that 100% of the psychomotor and affective competencies are passed.
- There are written tests and homework in this course which contain cognitive objectives. Those test scores are averaged as part of the total course grade.
- Students must receive a minimum grade average of a 75% in this course to progress in the Program.
- See the Course Information Document for more information.

VIII. SPECIFIC COURSE REQUIREMENTS– See Course Information Document (CID)