

**SOUTHEAST COMMUNITY COLLEGE**  
**HEALTH SCIENCES DIVISION**  
**MEDICAL ASSISTING**  
**Revision Date: 12/2025**

**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 2022 Standards and Guidelines for Medical Assisting Programs)**

1. V.P.3.a.-b. Coach patients regarding: office policies and medical encounters
2. V.P.4. Demonstrate professional telephone techniques
3. V.P.5. Document telephone messages accurately
4. V.P.6. Using technology, compose clear and correct correspondence
5. V.P.7. Use a list of community resources to facilitate referrals
6. V.P.8. Participate in a telehealth interaction with a patient
7. VI.C.1. Identify different types of appointment scheduling methods

8. VI.C.2. Identify critical information required for scheduling patient procedures
9. VI.C.3. Recognize the purpose for routine maintenance of equipment
10. VI.C.4. Identify steps involved in completing an inventory
11. VI.C.5. Identify the importance of data back-up
12. VI.C.6. Identify the components of an Electronic Medical Record, Electronic Health Record, and Practice Management System
13. VI.P.1. Manage appointment schedule using established priorities
14. VI.P.2. Schedule a patient procedure
15. VI.P.3. Input patient data using an electronic system
16. VI.P.4. Perform an inventory of supplies
17. VII.C.1.a.-e. Define the following bookkeeping terms: charges, payments, accounts receivable, accounts payable, adjustments, and end of day reconciliation
18. VII.C.2a.-d. Identify precautions for accepting the following types of payments: cash, check, credit card, debit card
19. VII.C.3.a.-d. Identify types of adjustments made to patient accounts including: non-sufficient funds (NSF) check, collection agency transaction, credit balance, third party
20. VII.P.1.a.-c. Perform accounts receivable procedures to patient accounts including posting: charges, payments, and adjustments
21. VII.P.2. Input accurate billing information in an electronic system
22. VII.P.3. Inform a patient of financial obligations for services rendered
23. VIII.P.1. Interpret information on an insurance card
24. VIII.P.2. Verify eligibility for services
25. VIII.P.3. Obtain precertification or preauthorization with documentation
26. VIII.P.4. Complete an insurance claim form
27. VIII.P.5. Assist a patient in understanding an Explanation of Benefits (EOB)
28. X.C.5. Identify licensure and certification as they apply to healthcare providers
29. X.P.1. Locate a state's legal scope of practice for medical assistants
30. X.P.2.a.-b. Apply HIPAA rules in regard to: privacy and release of information
31. X.P.3. Document patient care accurately in the medical record
32. XI.C.2. Identify personal and professional ethics
33. XI.C.3. Identify potential effects of personal morals on professional performance
34. XI.C.4. Identify professional behaviors of a medical assistant
35. XII.C.3. Identify fire safety issues in an ambulatory healthcare environment
36. XII.C.4. Identify emergency practices for evacuation of a healthcare setting
37. XII.C.7.a.-b. Identify principles of: body mechanics and ergonomics
38. XII.C.8. Identify critical elements of an emergency plan for response to a natural disaster or other emergency
39. XII.C.9. Identify the physical manifestations and emotional behaviors on persons involved in an emergency
40. XII.P.2.a.-b. Demonstrate proper use of: eyewash equipment and fire extinguishers
41. A.8. Demonstrate self-awareness

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

##### **A. SECTION 1: MEDICAL ASSISTING FOUNDATIONS**

Unit 1: Introduction to Healthcare

**B. SECTION 3: THE FRONT OFFICE**

Unit 3: Business Communications Unit

Unit 4: Beginning the Patient's Record Unit

Unit 6: Revenue Cycle Management

**V. INSTRUCTIONAL MATERIALS**

**A. Required Text(s):**

Blesi, Michelle, *Medical Assisting Administrative and Clinical Competencies* (current ed) DDA—  
Direct Digital Access (E-book and MindTap)

You will have access to your digital course on the first day of class. If you decide that you don't want to participate, you will need to OPT-OUT of the program and obtain the material on your own. If you stay OPTED-IN, you will be charged a reduced price for a digital textbook and required code. The book charges go directly to your account at SCC for you to pay. NOTE: DDA will be your cheapest option. If your instructor requires MindTap, you cannot purchase a used book. Check with your instructor before you purchase a book to be sure you have the correct one.

**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:**

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

**Grading Policies**

The minimum expectation for the Medical Assisting Program is to prepare medical assistants who are competent in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains to enter the profession (CAAHEP 2022 Standards and Guidelines).

All Medical Assisting Program students must pass 100% of the MAERB Core Curriculum cognitive objectives and psychomotor and affective competencies in order to complete the course progress in the program and graduate.

Medical Assisting Program students must receive a minimum grade average of a 75% (C+) in this course.

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