

SOUTHEAST COMMUNITY COLLEGE

HEALTH SCIENCES DIVISION

MEDICAL ASSISTING

Revision Date: 7/2019

[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: 2.0
Class Hours: 30
Lab Hours:
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. VI.C.1. Identify different types of appointment scheduling methods
2. VI.C.2.a.-b. Identify advantages and disadvantages of the following appointment systems manual and electronic
3. VI.C.3. Identify critical information required for scheduling patient procedures
4. VI.C.4. Define types of information contained in the patient's medical record
5. 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)
6. 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. XII.C.3. Discuss fire safety issues in an ambulatory healthcare environment
20. XII.C.4. Describe fundamental principles for evacuation of a healthcare setting
21. XII.C.7.d. Identify principles of ergonomics
22. XII.C.8. Identify critical elements of an emergency plan for response to a natural disaster or other emergency
23. V.P.4.a. Coach patients regarding office policies
24. V.P.6. Demonstrate professional telephone techniques
25. V.P.7. Document telephone messages accurately
26. V.P.8. Compose professional correspondence utilizing electronic technology
27. VI.P.1. Manage appointment schedule using established priorities
28. VI.P.2. Schedule a patient procedure
29. VI.P.3. Create a patient's medical record
30. VI.P.4. Organize a patient's medical record
31. VI.P.5. File patient medical records
32. VI.P.6. Utilize an EMR
33. VI.P.7. Input patient data utilizing a practice management system
34. VI.P.8. Perform routine maintenance of administrative or clinical equipment
35. VI.P.9. Perform an inventory with documentation
36. VII.P.1.a.-c. Perform accounts receivable procedures to patient accounts including posting: Charges, payments and adjustments
37. VII.P.2. Prepare a bank deposit
38. VII.P.3. Obtain accurate patient billing information
39. VII.P.4. Inform a patient of financial obligations for services rendered
40. X.P.1. Locate a state's legal scope of practice for medical assistants
41. X.P.2.a.-b. Apply HIPAA rules in regard to privacy and release of information
42. X.P.3. Document patient care accurately in the medical record
43. XI.P.1. Develop a plan for separation of personal and professional ethics
44. XII.P.2.a.-b. Demonstrate proper use of eyewash equipment and fire extinguishers
45. VI.A.1. Display sensitivity when managing appointments
46. VII.A.1. Demonstrate professionalism when discussing patient's billing record
47. VII.A.2. Display sensitivity when requesting payment for services rendered
48. X.A.2. Protect the integrity of the medical record
49. XII.A.1. Recognize the physical and emotional effects on persons involved in emergency

situation

50. 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

CAAHEP accreditation requires all Medical Assisting graduates pass 100% of all competencies (cognitive, psychomotor, affective) listed in the 2015 Standards and Guidelines for Medical Assisting Programs. Medical Assisting Program students must receive a minimum grade average of 75% in this course.

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