

SYLLABUS

DEPARTMENT: Allied Health
San Antonio College * 1300 San Pedro Avenue * San Antonio, Texas * 78212

Revision Date: May 2008

COURSE NUMBER: MDCA 1321 *ADMINISTRATIVE PROCEDURES*

CREDIT HOURS: 3 (Lecture hours -2 Lab hours - 3)

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- I. Catalog Description: This course is an introduction to medical office procedures, including appointment scheduling, medical records creation and maintenance, phone communication, coding, billing third party reimbursement, credit arrangements, and use of the computer in the medical office.
- II. Pre-requisites: none
- III. Text:
 - Fordney, Marilyn T., Administrative Medical Assisting, 5th edition, Delmar, 2004.
 - Workbook to accompany Fordney, Marilyn T., Administrative Medical Assisting, 5th edition, Delmar, 2004.
- IV. Instruction will consist of: Lecture, Powerpoint presentation, class participation, role playing, microcomputers, student presentations.
- V. Course Content: See attached document.
- VI. Learning Outcomes and Performance Objectives with their methods of measurement as used to determine the students' mastery of those outcomes.

Learning Outcome 1: The student will be able to describe how to accurately and efficiently schedule patient appointments.

Performance Objectives/Methods of Measurement for this Outcome.

1. The student will be able to discuss the establishment of an appointment matrix. Method of measurement: Written tests, manual and computerized schedules.
2. The student will be able to define and describe the rationale for different appointment models. Method of measurement: Written tests.
3. The student will be able to discuss the decision making process in scheduling patient appointments. Method of measurement: Written test, triage exercises.

4. The student will be able to discuss the steps in scheduling inpatient and outpatient admissions and procedures. Method of measurement: Written tests, scheduling exercises.

Learning Outcome 2: The student will be able to create, file and maintain patient medical records.

Performance Objectives/Methods of Measurement for this Outcome.

- 1 The student will be able to list the documents and supplies required to create a medical record and create same. Method of measurement: Written tests and demonstration.
- 2 The student will be able to identify correct indexing of medical records. Method of measurement: Class participation, written tests.
- 3 The student will be able to discuss the legal guidelines and confidentiality of medical records. Method of measurement: Written tests and demonstration.

Learning Outcome 3: The student will be able to effectively communicate with patients and triage patient calls.

Performance Objectives/Methods of Measurement for this Outcome.

- 1 The student will be able to discuss the procedures for telephone screening of patients. Method of measurement: Written tests and demonstrations.
- 2 The student will be able to describe appropriate telephone technique. Method of measurement: Written tests and demonstrations.
- 3 The student will be able to recognize and respond to verbal and nonverbal communication. Method of measurement: Written tests, role playing.

Learning Outcome 4: The student will be able to discuss the use of the computer for basic office functions.

Performance Objectives/Methods of Measurement for this Outcome.

- 1 The student will be able to identify the basic parts of a computer. Method of measurement: Written tests
- 2 The student will be able to describe the formats used in business correspondence and the software applications

available for use in creation of these documents. Method of measurement: Written tests and creation of documents.

- 3 The student will be able to describe and perform routine maintenance of administrative office equipment. Method of measurement: Written tests, demonstration.

Learning Outcome 5: The student will be able to demonstrate knowledge of legal requirements in health care.

Performance Objectives/Methods of Measurement for this Outcome.

- 1 The student will be able to discuss confidentiality requirements for the medical office as mandated under HIPAA. Method of measurement: Written tests, creation of documents.
- 2 The student will be able to describe state and federal regulations and legislation. Method of Measurement: Written tests.
- 3 The student will be able to discuss the credentials required for different health care disciplines. Methods of measurement: Written tests.

Learning Outcome 6: The student will be able to discuss psychological principles as they pertain to health care practice.

Performance Objectives/Methods of Measurement for this Outcome.

- 1 The student will be able to recognize basic theories of psychology.
Methods of Measurement: Written tests.
- 2 The student will be able to recognize and discuss defense mechanisms utilized by patients and co-workers. Methods of Measurement: Written tests.
- 3 The student will be able to discuss how culture and environment influence patient behavior. Methods of Measurement: Written tests.

Evaluation ratio:

Tests and Quizzes (multiple choice, short answer, fill in the blank) 40%
Return Demonstration/Portfolio Competency
Assignments 30%
Comprehensive Final Exam 30%

SCANS Competencies: C-1, C-3, C-4, C-6, C-11, C-13, C-15

Foundations: F-1, F-2, F-5, F-6, F-8, F-11, F-12, F-13, F-15, F-16.

CAAHEP Standards: III.C.1.c.(1), III.C.1.(e).(1)-(5), III.C.1.f.(1) and

(4), III.C.1.h.(1)-(4), III.C.3.a.(1).(a)-(d), III.C.3.b.(4).(a), III.C.3.c.(1).(a)-(d), III.C.3.c.(2).(a)-(e), III.C.3.c.(3).(a) and (b), III.C.3.c.(4).(a)-(c).

VII. Course requirements and grade computation.

A. College Requirements: A written, comprehensive final examination, not to exceed two and one-half hours in length, shall be given at the end of each semester for each course at the regularly scheduled time. Any exceptions to these requirements must be approved by the appropriate dean. Other examinations are given at the discretion of the instructor.

A student who must be absent from a final examination should petition that instructor for permission to postpone the examination. **A student absent without permission from a final examination is graded "F."** Postponed examinations result in a grade of "I." The final exam must be taken within 120 calendar days from the end of the semester or the grade automatically becomes an "F." (San Antonio College Bulletin, Faculty Handbook - January 1995)

B. Departmental Requirement:

Admission Requirements for Program:

- Advisement by faculty member and completion of program admission forms.
- Current Physical Examination.
- Ability to meet the national medical assisting technical standards.
- Up to date and complete immunizations, to include completed Hepatitis B vaccination series.
- TB test.
- Satisfactory Criminal Background Check.
- Negative Drug Screening Results.
- Successful completion of the course with a minimum score of 70%

C. Instructor Requirements:

Grading Policy:

90-100 = A

80-89 = B

70-79 = C

60-69 = D

0-59 = F

D. Only two (2) make up tests will be allowed for unauthorized absences.

Materials Required: Scantron Forms # 882-ES

See individual instructor course outlines for attendance policies and other requirements.

VIII. College Policies:

- A. San Antonio College does not discriminate on the basis of race, religion, color, national origin, sex, age, or disability with respect to access, employment programs or services.
- B. Students are urged not to bring children to either a class or a lab. Minors under the age of twelve (12) must not be left unattended on campus. College Academic Council - April, 1998
- C. ADA Statement: "As per Section 504 of the Vocational Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990, if accommodation is needed contact the Office of DisABILITY Support Services, CAC 124C, Phone: (210) 733 2347.
- D. A Rapid Response Team exists for the purpose of responding to emergencies. If you have a disability that will require assistance in the event of a building evacuation, notify Disability Support Services, Chance Academic Center 124C, Phone: (210) 733-2347.
- E. Academic Dishonesty: Students may be subject to disciplinary proceedings resulting in an academic penalty or disciplinary penalty for academic dishonesty. Academic Dishonesty includes, but is not limited to, cheating on a test, plagiarism and collusion. For additional information refer to the "Student Code of Conduct" in the San Antonio College Bulletin.

- F. Students are required to silence all electronic devices (e.g., pagers, cellular phones, etc.) when in classrooms, laboratories and the library. College Academic Council, 01/2000.
- G. San Antonio College Attendance Policy: Regular and punctual attendance at all classes and laboratories, day and/or evening is required. A student absent for any reason is responsible for all work missed. Both tardiness and early departure from class are forms of absenteeism. The instructor establishes the policy with regard to each. Absences of each student are recorded without exception. The counting of absences begins on the first day of class. A student absent the equivalent of two weeks of instruction in a 16-week semester may be dropped by the instructor. If a student is dropped from a class for excessive absences, the instructor will record a grade of "W" (withdraw). It is the student's responsibility to ensure that the withdrawals have been submitted.
- H. San Antonio College is a smoke free campus.
- I. ACCD DPS Emergency Phone Numbers: ACCD DPS Emergency Phone (210) 222-0911 ACCD DPS General Phone (210) 208-8099 ACCD DPS Weather Phone (210) 208-8189 (For information on college closures)
- J. Students must also abide by the policies, procedures, and rules set forth in the "Student Code of Conduct" and all other policies set forth in the San Antonio College Bulletin. .
www.accd.edu/sa/sacmain/schedule/SAC_Bulletin_07-08.pdf

MDCA 1321 Administrative Procedures
Learning Outcomes Administrative
Medical Assisting, 5th edition,
Fordney, et al

- Cognitive
- Psychomotor
- Affective
 - Name some of the pioneers of medicine and their contributions.
 - Describe the variety of career possibilities and areas of specialization open to those trained as administrative assistants.
 - List personal qualifications of an administrative medical assistant.
 - State the educational requirements for a job as a medical assistant.
 - Choose appropriate office attire.
 - Explain how medical knowledge can be kept current.
 - Discuss the past, present, and future of medical care in the United States.
 - Analyze health care settings and compare their similarities and differences.
 - Discuss employment opportunities in a variety of health care settings.
 - Define different types of medical specialties.
 - Compare the administrative medical assistant's job responsibilities among medical specialties.
 - Learn the abbreviations for various professionals in the medical field.
 - Define the legal terminology used in the chapter.
 - State the difference between medical ethics and medical etiquette.
 - Conduct an inventory of administrative supplies and equipment.
 - Create a patient brochure to explain office policies.
 - Assist a patient in the completion of a registration form.
 - Assist a patient in the completion of a disability placard application.
 - Prepare and assist a patient to complete a signed consent form.
 - Explain the contents of an authorization to release a medical information form and assist a patient in the completion of the form.
 - Describe the components of an informed consent for a procedure/service.
 - State the licensing requirements for a physician.
 - Name two types of medical professional liability insurance.
 - State the instances when a minor is emancipated.
 - Determine records that should be retained indefinitely.
 - Explain the statutes governing subpoena of records.
 - Describe the provisions of the Uniform Anatomical Gift Act.
- Welcome patients to the office in a cordial manner.
- Respond appropriately to patients who experience a delay in their

appointment.

- Give special consideration to patients with special needs.
- Inspect and maintain orderliness in the reception room.
 - Take steps to avoid the conditions of stress and burnout.
 - Identify verbal and nonverbal communication.
 - Communicate effectively over the telephone.
 - Discuss answering-service activities.
 - Respond appropriately to callers who have specific questions.
 - Discuss how to place long-distance and conference calls.
 - Select an appropriate appointment book according to the type of practice and number of physicians.
 - Describe how appointments are made via computer.
 - Make appointments utilizing a manual template and computer software.
 - Explain various methods of scheduling appointments to enhance patient flow.
 - Complete an appointment card
 - Schedule appointments for inpatient and outpatient tests, procedures, and admissions.
 - State methods of handling problem appointments diplomatically and emergency situations expediently.
 - Triage telephone calls
 - Coordinate referral appointments.
 - List reasons for maintaining medical records.
 - Explain the difference between a medical record and a medical report.
 - Name three basic types of medical record systems.
 - State the functions of a flowchart.
 - Utilize a flowchart to initiate documentation of a patient visit
 - Describe the operations of an electronic medical record system.
 - Name various titles the physician may have in the treatment of patients.
 - List contents of a patient's medical record file.
 - Create a medical record, adding documents as necessary
 - State the differences between a manual, an electronic, and a digital signature.
 - Describe two types of documentation formats.
 - Create a SOAP note
 - Distinguish subjective from objective information.
 - Define terms and common abbreviations in medical reports and chart notes.
 - Name basic elements of a patient encounter included in the medical record.
 - Understand the contents of a history and physical examination report.
 - Document telephone calls from pharmacies and patients regarding medications and prescriptions.

- State the prevention measures used to track prescription refills and avoid prescription errors.
- State the differences between alphabetic, subjective, indirect, phonetic, electronic, and tickler filing systems.
 - Assemble equipment and supplies to set up a filing system.
 - Manage a charge-out system and conduct a search for a lost record.
 - Prepare and sort documents for filing.
 - File medical records using an established system
- Determine the retention period for temporary and permanent records.
- Understand various reprographic methods used in record storage.
- State the laws and regulations concerning the transfer and disposal of records including confidential materials.
- Name office equipment used in written communications.
- State various functions word processing software can perform.
- Identify ergonomic factors that affect the medical assistant's work environment.
- Describe different letter formats and punctuation styles.
- List the parts of a letter.
- Assemble reference materials that aid in writing effective letters.
- Use proper editing and proofreading techniques.
- Identify types of memos and describe proper format.
 - Create fax cover sheets, letters of withdrawal, letters to patients and letters to another physician
 - Operate a photocopy machine and state solutions to common copier problems.
- Select appropriate mail equipment and stationery supplies.
- Describe various options for purchasing postage.
- State the characteristics of suspicious mail.
- Explain how incoming mail is handled and sorted.
- Define methods for annotating incoming mail.
- Determine the most economical classification for mailing various communications.
- Choose the safest service for mailing valuable items and important papers.
- Coordinate distribution of mail when the physician is on vacation.
- Explain electronic mail etiquette and format.
- Determine the advantages of an electronic communication system for a medical practice.
- Cite etiquette, guidelines, and operating procedures for fax transmission.
- State the envelope address format following preferred United States Postal Service regulations.
 - Address an envelope using OCR format
 - Complete a certified letter receipt to use in sending a letter of withdrawal
- Conduct a job search for a position as an administrative medical

- assistant.
- Analyze your educational and vocational background, work experience, and skills, and prepare a resumé.
 - Create a cover letter to accompany your resumé.
 - Prepare appropriate responses to interview questions.
 - Identify interview questions that are illegal.
 - Communicate effectively at an interview.
 - Create thank you letters to send after an interview.
 - Contact computerized job search databases.
 - Identify areas considered when an employee's performance is evaluated.
 - List two major forms of communication
 - Explain how various components of communication can affect the meaning of verbal messages
 - Demonstrate examples of verbal and nonverbal communication
 - Define active listening
 - List and describe the six interviewing techniques
 - Give an example of how cultural differences may affect communication
 - Discuss how to handle communication problems caused by language barriers
 - List methods that you can use to promote communication among hearing-, sight-, and speech-impaired patients
 - List actions that you can take to improve communication with a child
 - Discuss how to handle an angry or distressed patient
 - Discuss your role in communicating with a grieving patient or family member

MDCA 1321 – ADMINISTRATIVE PROCEDURES I

SCANS Occupational Assessment

COMPETENCY	RATING
<p>Resources: Identifies, organizes, plans, and allocates resources.</p> <p>C1 Time: Selects goal-relevant activities, ranks them, allocates time, and prepares and follows schedules.</p> <p>C2 Money: Uses or prepares budgets, makes forecasts, keeps records, and makes adjustments to meet objectives.</p> <p>C3 Materials and Facilities: Acquires, stores, allocates, and uses materials or space efficiently.</p> <p>C4 Human Resources: Assesses skills and distributes work accordingly, evaluates performance, and provides feedback.</p>	<p>1 2 3 4 5</p> <p>1 2 3 4 5</p> <p>1 2 3 4 5</p> <p>1 2 3 4 5</p>
<p>Information: Acquires and uses information.</p> <p>C5 Acquires and evaluates information.</p> <p>C6 Organizes and maintains information.</p> <p>C7 Interprets and communicates information.</p> <p>C8 Uses computers to process information.</p>	<p>1 2 3 4 5</p> <p>1 2 3 4 5</p> <p>1 2 3 4 5</p> <p>1 2 3 4 5</p>
<p>Interpersonal: Works with others.</p> <p>C9 Participates as a member of a team: Contributes to group effort.</p> <p>C10 Teaches others new skills.</p> <p>C11 Serves Clients/Customers: Works to satisfy customer=s expectations.</p> <p>C12 Exercises Leadership: Communicates ideas to justify position, persuades and convinces others, responsibly challenges existing procedures and policies.</p> <p>C13 Negotiates: Works toward agreements involving exchange of resources; resolves divergent interests.</p> <p>C14 Works With Diversity: Works well with men and women from diverse backgrounds.</p>	<p>1 2 3 4 5</p> <p>1 2 3 4 5</p> <p>1 2 3 4 5</p> <p>1 2 3 4 5</p> <p>1 2 3 4 5</p> <p>1 2 3 4 5</p>
<p>Systems: Understands complex interrelationships.</p> <p>C15 Understands Systems: Knows how social, organizational, and technological systems work and operates effectively with them.</p> <p>C16 Monitors and Corrects Performance: Distinguishes trends, predicts impacts on system operations, diagnoses system=s performance, and corrects malfunctions.</p> <p>C17 Improves or Designs Systems: Suggests modifications to existing systems and develops new or alternative systems to improve performance.</p>	<p>1 2 3 4 5</p> <p>1 2 3 4 5</p> <p>1 2 3 4 5</p>
<p>Technology: Works with a variety of technologies.</p> <p>C18 Selects Technology: Chooses procedures, tools, or equipment, including computers and related technologies.</p> <p>C19 Applies Technology to Task: Understands overall intent and proper procedures for setup and operation of equipment.</p> <p>C20 Maintains and Troubleshoots Equipment: Prevents, identifies, or solves problems with equipment, including computers and other technologies.</p>	<p>1 2 3 4 5</p> <p>1 2 3 4 5</p> <p>1 2 3 4 5</p>

FOUNDATION	RATING
<p>Basic Skills: Reads, writes, performs arithmetic and mathematical operations, listens, and speaks.</p> <p>F1 Reading: Locates, understands, and interprets written information in prose and in documents such as manuals, graphs, and schedules.</p> <p>F2 Writing: Communicates thoughts, ideas, information, and messages in writing; creates documents such as letters, directions, manuals, reports, graphs, and flow charts.</p> <p>F3 Arithmetic: Performs basic computations; uses basic numerical concepts such as whole numbers, etc.</p> <p>F4 Mathematics: Approaches practical problems by choosing appropriately from a variety of mathematical techniques.</p> <p>F5 Listening: Receives, attends to, interprets, and responds to verbal messages and other cues.</p> <p>F6 Speaking: Organizes ideas and communicates orally.</p>	<p>1 2 3 4 5</p> <p>1 2 3 4 5</p> <p>1 2 3 4 5</p> <p>1 2 3 4 5</p> <p>1 2 3 4 5</p> <p>1 2 3 4 5</p>
<p>Thinking Skills: Thinks creatively, makes decisions, solves problems, visualizes, knows how to learn, and reasons.</p> <p>F7 Creative Thinking: Generates new ideas.</p> <p>F8 Decision Making: Specifies goals and constraints, generates alternatives, considers risks, and evaluates and chooses best alternative.</p> <p>F9 Problem Solving: Recognizes problems and devises and implements plan of action.</p> <p>F10 Seeing Things in the Mind's Eye: Organizes and processes symbols, pictures, graphs, objects, and other information.</p> <p>F11 Knowing How to Learn: Uses efficient learning techniques to acquire and apply new knowledge and skills.</p> <p>F12 Reasoning: Discovers a rule or principle underlying the relationship between two or more objects and applies it when solving a problem.</p>	<p>1 2 3 4 5</p> <p>1 2 3 4 5</p> <p>1 2 3 4 5</p> <p>1 2 3 4 5</p> <p>1 2 3 4 5</p> <p>1 2 3 4 5</p>
<p>Personal Qualities: Displays responsibility, self-esteem, sociability, self-management, integrity, and honesty.</p> <p>F13 Responsibility: Exerts a high level of effort and perseveres towards goal attainment.</p> <p>F14 Self-Esteem: Believes in own self-worth and maintains a positive view of self.</p> <p>F15 Sociability: Demonstrates understanding, friendliness, adaptability, empathy, and politeness in group settings.</p> <p>F16 Self-Management: Assesses self accurately, sets personal goals, monitors progress, and exhibits self-control.</p> <p>F17 Integrity/Honesty: Chooses ethical courses of action.</p>	<p>1 2 3 4 5</p> <p>1 2 3 4 5</p> <p>1 2 3 4 5</p> <p>1 2 3 4 5</p> <p>1 2 3 4 5</p>