Course Syllabus

MDCA 1421 – Administrative Procedures

Revision Date: August 2013

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

Lecture Hours = 3; Lab Hours = 1

Prerequisites: None

Semester Credit Hours: 4
Lecture Hours per week: 3
Lab Hours per week: 2
Contact Hours per Semester: 80

State Approval Code: CIP 51.0801

Instructional Goals and Purposes: 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; and
4. Demonstrate interpersonal communication skills.

Specific Course Objectives (includes SCANS) and Course Content:
After studying all materials and resources presented in the course, the student will be able to:

1. Review Profession of Medical Assisting (SCANS II Ciii)
   a. Detail credentials accepted
   b. Discuss employment opportunities and associations

2. Discuss federal and state healthcare legislation and regulation (SCANS II C1)
   a. Describe the Affordable Health 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 IA iv, v)
   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 II A 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 II Alv)
   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 II Civ)
   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 II Aii)
   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 II Ciii)
   a. Implement current procedural terminology and ICD-9 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 II Bi)
   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 equipment and supplies
   g. Perform routine maintenance of administrative equipment safely

10. Demonstrate professional communication skills with all activities (SCANS I A iv, v)

**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.
Assessment:

The following system will be utilized to calculate your final course grade:

- Bioethical Panel
- Assignments: (Business letter, OPTUM cases x 10**, study guides x13, professional points) including “Bell Buster” quizzes***
- PrepU quizzes x 13
- Three exams
- Final Exam

All assignments will have a due date. NO LATE WORK WILL BE ACCEPTED.

Course Grade: Standard College grading to be used:

<table>
<thead>
<tr>
<th>Component</th>
<th>Weight</th>
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<tbody>
<tr>
<td>Bioethical Panel</td>
<td>15%</td>
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<tr>
<td>Assignments</td>
<td>15%**</td>
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<tr>
<td>PrepU quizzes</td>
<td>10%</td>
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<tr>
<td>Three exams</td>
<td>30%</td>
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<tr>
<td>Final Exam</td>
<td>30%</td>
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</tbody>
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100-90 = A
89-80 = B
79-70 = C
69-60 = D
59 and below F

*****Below 70 (Minimum “C” to pass this course) No Certificate*****

**Students must be able to complete all OPTUM cases with a passing grade before being allowed to progress to MDCA 1360 Clinical.

*** A “bell buster” quiz will be given as soon as class starts on days we begin a new chapter; this will be part of your daily grade. You must read assigned chapters before coming to class.

Texts, Materials, and Supplies

Required Textbook/References:


Other:
- For current texts and materials, use the following link to access bookstore listings: [http://www.panolacollegestore.com](http://www.panolacollegestore.com)
- For testing services, use the following link: [http://www.panola.edu/elearning/testing.html](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 Administration Building or go to [http://www.panola.edu/student-success/disability-support-services/](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.

PROFESSIONALISM: Success in one's career is almost as dependent on professional behavior as on one's academic knowledge and abilities. Students are expected to exhibit professional behavior in the classroom and in all activities associated with this course. Professional behavior includes:
• **Attends Class and is Punctual** - The student attends every class period, arrives on time for class activities and informs the instructor in a timely manner of unavoidable situations that cause the student to be late or miss class. *If you have more than 5 absences, you will be dropped from the class*
  
o  If you miss class, please talk to a fellow class member, email me or make an appointment to come see me. I cannot take class time to repeat what you missed.
  
o  THERE ARE NO MAKE-UP EXAMS!!! Except in extreme cases of sickness (contagion or hospitalization, etc.) or death of an immediate family member (father, mother, sibling, spouse, or child) with documentation

• **Dependable** - The student meets assignment deadlines and follows through to completion of responsibilities.
  
o  You are responsible for what goes on in class EVEN if you are not here. Check your calendar and be prepared when you return to class
  
o  Papers are due at the beginning of class on the day they are assigned. NO LATE PAPERS WILL BE ACCEPTED! Technical difficulties (printer didn't work, ran out of ink, couldn't open file, etc.) are not valid excuses. Neither is forgetting your paper or forgetting to print it. Do not come to class late because you were printing your paper, and do not ask to leave early to print it.
  
o  *Paper copies* are to be turned in at beginning of class ONLY. Assume that emailing assignments is not allowed.

• **Effective interpersonal and team skills** - The student relates well to people, shows respect for others, deals tactfully and effectively with others, influences as opposed to directs, provides constructive criticism without alienating others, negotiates or mediates when appropriate, exhibits openness to new ideas, and demonstrates a positive attitude.

• **Effective communication skills** - The student listens, speaks using correct grammar and without excess fillers, (e.g. *um, you know, like*).

• **Ethical conduct** - The student maintains honesty, integrity, and confidentiality of patient, provider, fellow student and college information. Any disruptive behavior will be addressed immediately and you may be removed from class.

• **Appropriate Dress Code**: Students are expected to follow accepted standards of common decency in their mode of dress!!!

• **No use of Electronic Devices** – ABSOLUTELY no personal electronic devices of any kind are allowed in the classroom. This includes cell phones, beepers, pagers and laptops. NO CELL PHONES ON IN CLASS!! If your phone rings, the ENTIRE CLASS will have a pop quiz because of YOU!!
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.

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/Customer:** 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.