**BARTON COMMUNITY COLLEGE**

**COURSE SYLLABUS**

# **GENERAL COURSE INFORMATION**

Course Number: MDAS 1655

Course Title: Medical Administrative Aspects

Credit Hours: 4

Prerequisite: MDAS 1672 Medical Terminology with a “C” or better

Division/Discipline: Workforce Training & Community Education – Medical Assistant, Medical Coding

Course Description: Provides an introduction to the administrative skills needed for a medical office. Students learn how to maintain medical records (both paper and electronic), manage appointments, and perform routine office duties. Focuses on the financial aspects of the medical office including accounts payable and accounts receivable. Students examine billing and collection procedures.

# **INSTRUCTOR INFORMATION**

# **COLLEGE POLICIES**

Students and faculty of Barton Community College constitute a special community engaged in the process of education. The College assumes that its students and faculty will demonstrate a code of personal honor that is based upon courtesy, integrity, common sense, and respect for others both within and outside the classroom.

Plagiarism on any academic endeavors at Barton Community College will not be tolerated. The student is responsible for learning the rules of, and avoiding instances of, intentional or unintentional plagiarism. Information about academic integrity is located in the Student Handbook.

The College reserves the right to suspend a student for conduct that is determined to be detrimental to the College educational endeavors as outlined in the College Catalog, Student Handbook, and College Policy & Procedure Manual. (Most up-to-date documents are available on the College webpage.)

Any student seeking an accommodation under the provisions of the Americans with Disability Act (ADA) is to notify Student Support Services via email at disabilityservices@bartonccc.edu.

# **COURSE AS VIEWED IN THE TOTAL CURRICULUM**

This course provides the student skills, knowledge and background information regarding patient insurance issues, office management, equipment commonly used, medical records maintenance, financial management and customer service in a clinic setting.

# **ASSESSMENT OF STUDENT LEARNING**

Barton Community College is committed to the assessment of student learning and to quality education. Assessment activities provide a means to develop an understanding of how students learn, what they know, and what they can do with their knowledge. Results from these various activities guide Barton, as a learning college, in finding ways to improve student learning.

Course Outcomes, Competencies, and Supplemental Competencies:

1. Explain general office policies.
2. Summarize general office policies.
3. Explain how and when each marketing tool could be used to increase the medical practice’s visibility in the community.
4. Design an office information brochure.
5. Execute data management using electronic healthcare records such as the Electronic Medical Record (EMR).
6. Discuss principles of using Electronic Medical Record (EMR)
7. Address the legal implications associated with confidentiality of patient and medical records
8. Simulate the use of the EMR.
9. Perform an office inventory.
10. Describe how a spreadsheet is used to track supplies in a medical practice.
11. Perform an office inventory.
12. Explain what type of supplies must be maintained under lock and key.
13. Verify the results of an inventory of supplies.
14. Verify the receipt of a shipment of supplies with the purchase order against the packing slip.
15. Reference warranty and service agreements for equipment.
16. Prepare a completed purchase order for needed supplies referencing.
17. Describe the research performed on the internet or through catalogs to locate supplies for purchase.
18. Document equipment maintenance.
19. Describes how a spreadsheet is used to track equipment maintenance and servicing.
20. Perform routine maintenance of administrative and clinical equipment with documentation.
21. Explain why performing routine maintenance of equipment reduces the risk of liability.
22. Reference the maintenance instructions from the operator’s manual for the equipment.
23. Document troubleshooting techniques for equipment that is not operating properly.
24. Demonstrate filing procedures
25. Verify signature(s) and/or other required medical information, such as transcription orders, prior to filing.
26. Organize a patient’s medical record.
27. Use the department/facility filing and indexing guidelines to file manual client records.
28. Add information to the manual client record.
29. Retrieve information from the manual client record.
30. Correctly document all forms removed from the manual client record.
31. Cross reference files.
32. Select the correct color-coded letters/numbers for color coding a client record.
33. Apply filing and indexing rules when preparing labels for client documents.
34. Demonstrate time management principles.
35. Develop a to-do list.
36. Schedule meetings.
37. Discuss delegating work assignments.
38. Use the Internet to access information related to the medical office.
39. Open browsing software.
40. Navigate in the Internet using the software provided.
41. Identify common search engines and directories.
42. Use bookmarks to identify Uniform Resource Locators.
43. Retrieve medical information from the Internet using search engines and directories.
44. Narrow searches on the WWW using Boolean operators.
45. Document references.
46. Compose professional business documents.
47. Produce written documents using computer word processing software.
48. Send a document using a facsimile machine.
49. Duplicate documents using a copier.
50. Respond to and initiate written communication as needed for the medical office.
51. Use a scanner to scan and store a document.
52. Proofread and edit documents before distribution.
53. Format document correctly according to established guidelines.
54. Format document to the appropriate size of the forms, stationary, and paper used in a medical office for various purposes.
55. Document reflects correct grammar and spelling.
56. Address envelope according to postal OCR guidelines.
57. Use practice management software.
58. Manage appointment schedule, using established priorities.
59. Schedule patient admissions and/or procedures.
60. Discuss pros and cons of various types of appointment management systems.
61. Describe scheduling guidelines.
62. Recognize office policies and protocols for handling appointments.
63. Identify critical information required for scheduling patient admissions and/or procedures.
64. Maintain medical records.
65. Incorporate demographic data.
66. Describe the differences between the components of the medical record.
67. Describe the types of information that can be legally purged from a medical record.
68. Describe the difference between source-oriented and problem-oriented medical records.
69. Differentiate between active, inactive, and closed files.
70. Illustrate the benefits of creating a database of patient information in the medical office.
71. Explain why the physician is the legal owner of a patient’s medical record.
72. Include documentation of various types of patient information including progress notes, lab reports, consultation reports, and hospital reports.
73. Adhere to the requirements for the retention of medical and business records in the medical office.
74. Demonstrate professional telephone techniques.
75. Role play performance illustrates the correct technique to use when answering the telephone for a medical practice.
76. Role play performance illustrates how the use of the telephone can affect the image of the medical practice.
77. Role play performance illustrates proper telephone etiquette when receiving incoming calls to the medical office.
78. Role play performance illustrates the use of “hold” with several incoming calls.
79. Role play performance illustrates taking a message from a patient and correctly documenting the information.
80. Role play performance illustrates transferring a call to a fellow employee.
81. Role play performance illustrates how various kinds of calls should be handled according to the urgency of the situation such as emergencies, test results, referral requests, and patient appointments.
82. Role play performance illustrates the correct procedure to follow when a caller will not identify himself/herself.
83. Explains how a breach of patient confidentiality can be avoided when using the telephone.
84. Explains how incorrect use of the telephone can affect the image of the medical practice.
85. Describes the role of answering machines, answering services, pagers, and electronic mail in the medical office.
86. Identifies aspects of the role play performance that meet the expectations of a medical assistant.
87. Identifies aspects of the role play that need improvement.
88. Details how telephone techniques can be practiced and improved.
89. Manage appointment admissions and procedures.
90. Assess simulated phone calls to determine scheduling priorities.
91. Schedule an appointment using appointment book and appointment management software.
92. Prepare an appointment card.
93. Schedule new and established patients following the assigned practice guidelines for appointment scheduling.
94. Document scheduling changes in the correct location in the appointment book and appointment management software.
95. Response includes documentation of the status of the appointment: late, patients who do not show for appointments rescheduled or cancelled.
96. Response includes a scheduled inpatient surgical procedure.
97. Response includes a scheduled inpatient hospital procedure.
98. Response includes a scheduled outpatient admission procedure and follow-up of the patient’s post-surgical status.
99. Apply accounting and bookkeeping principles.
100. Explain basic bookkeeping computations.
101. Differentiate between accounts payable and accounts receivable.
102. Differentiate between bookkeeping and accounting.
103. Compare a manual and computerized bookkeeping systems used in ambulatory healthcare.
104. Explain financial reports.
105. Perform accounts payable procedures.
106. Discuss common liability or financial obligations of the medical office.
107. Prepare a check for accounts payable.
108. Process employee payroll.
109. Discuss governmental regulations pertaining to employee payroll.
110. Perform accounts receivable procedures.
111. Post entries on a day-sheet.
112. Perform billing procedures.
113. Post adjustments.
114. Process a credit balance.
115. Process refunds.
116. Post non-sufficient fund (NSF) checks.
117. Utilize computerized office billing system.
118. Compare types of endorsement.
119. Describe banking procedures.
120. Compare manual and computerized bookkeeping systems used in ambulatory healthcare.
121. Explain both billing and payment options.
122. Practice collection procedures.
123. Following an established payment plan according to the office policy manual.
124. Identify types of adjustments that may be made to a patient’s account.
125. Explain why and when statements will be sent.
126. Explain the billing options to a patient.
127. Describe the different payment options available in a medical office.
128. Explain age analysis of a delinquent account.
129. Post a non-sufficient funds check.
130. Post collection agency payments.
131. Perform collection procedures.
132. Describe the collection techniques available and when each should be used.
133. Explain the legality of placing calls to patient homes or places of business for the collection of overdue accounts.
134. Reference the Fair Debt Collection Act and the Federal Communication Act.
135. Apply mail handling procedures.
136. Process incoming and outgoing mail.
137. Choose appropriate postal classes.
138. Identify zip codes and state abbreviations.
139. Utilize computerized office billing systems.
140. Prepare a computerized billing statement.
141. Perform records adjustment using a computerized billing system.
142. Identify accounts receivable using a computerized billing system.
143. Prepare a super-bill or patient ledger.
144. Explain general office policies pertaining to practice finances.
145. Perform day-end summaries.
146. Discuss use of small claims court as pertaining to the medical office.
147. Explain bankruptcy procedures for accounts receivable.
148. Discuss policies for tracing “skips”.
149. Describe the statutes of limitations for accounts receivable.
150. Compare and contrast financial, managerial, and cost accounting.
151. Discuss the impact of utilization review.
152. Discuss legal and ethical guidelines in accounting practices.
153. Demonstrate sensitivity and professionalism in handling accounts receivable activities with clients.
154. Demonstrate compassion and respect when dealing with clients.
155. Use active listening skills.
156. Provide verbal instructions to a client on how to locate the medical office from their home.
157. Ask questions to help discern the client’s question or complaint.
158. Express empathy if appropriate.
159. Do not place blame or become defensive.
160. Summarize office management duties.
161. Describe the qualities of a manager.
162. Differentiate among authoritarian and participatory management styles.
163. Perform travel arrangements and prepare an itinerary.
164. Discuss practice insurance and the development of risk management procedures.
165. Identify common personnel problems.
166. Discuss human resource management.
167. **INSTRUCTOR'S EXPECTATIONS OF STUDENTS IN CLASS**

# **TEXTBOOKS AND OTHER REQUIRED MATERIALS**

# **REFERENCES**

# **METHODS OF INSTRUCTION AND EVALUATION**

# **ATTENDANCE REQUIREMENTS**

1. **COURSE OUTLINE**