MA 160 Course Outline as of Fall 2022

CATALOG INFORMATION

Dept and Nbr: MA 160 Title: INTRO MED OFF PRAC Full Title: Introduction to Medical Office Practice Last Reviewed: 2/14/2022

Units		Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	3.00	Lecture Scheduled	3.00	17.5	Lecture Scheduled	52.50
Minimum	3.00	Lab Scheduled	0	17.5	Lab Scheduled	0
		Contact DHR	0		Contact DHR	0
		Contact Total	3.00		Contact Total	52.50
		Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 105.00

Total Student Learning Hours: 157.50

Title 5 Category:	AA Degree Applicable
Grading:	Grade Only
Repeatability:	00 - Two Repeats if Grade was D, F, NC, or NP
Also Listed As:	
Formerly:	MA 60

Catalog Description:

Students will learn the multiple functions performed by the Medical Assistant: appointment scheduling; communication skills and record management, including confidentiality. Focus is on professionalism in the development of organizational, decision-making and computer skills.

Prerequisites/Corequisites:

Course Completion of ANAT 140, HLC 140, HLC 160, LIR 10, and PSYCH 1A; AND Concurrent Enrollment in MA 161, MA 162, MA 163, MA 167

Recommended Preparation:

Eligibility for ENGL 1A or equivalent

Limits on Enrollment:

Schedule of Classes Information:

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PSYCH 1A; AND Concurrent Enrollment in MA 161, MA 162, MA 163, MA 167 Recommended: Eligibility for ENGL 1A or equivalent Limits on Enrollment: Transfer Credit: Repeatability: Two Repeats if Grade was D, F, NC, or NP

ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:

AS Degree: CSU GE:	Area Transfer Area	Effective: Effective:	Inactive: Inactive:
IGETC:	Transfer Area	Effective:	Inactive:
CSU Transfer	: Effective:	Inactive:	
UC Transfer:	Effective:	Inactive:	

CID:

Certificate/Major Applicable:

Both Certificate and Major Applicable

COURSE CONTENT

Student Learning Outcomes:

At the conclusion of this course, the student should be able to:

- 1. Describe the profession of medical assisting, including current duties and qualifications.
- 2. Perform medical assistant procedures and duties such as demonstrate proper telephone techniques, demonstrate the proper utilization of provider and patient schedule management.

Objectives:

At the conclusion of this course, the student should be able to:

1. Describe the current functions, duties, and qualifications for a Medical Assistant (MA) in a medical office.

2. Demonstrate effective time management plans for the medical office with emphasis on job lists, calendar schedules, and desk organization.

3. Demonstrate effective oral communication in a group setting.

4. Identify verbal and nonverbal behaviors that promote positive communication and cultural sensitivity in a variety of patient care settings.

5. Compare positive and negative physical office environments and their effect on patient and staff interactions.

- 6. Evaluate various patient learning styles to enhance communication.
- 7. Demonstrate proficiency in telephone techniques in the medical office.
- 8. Describe how to effectively greet a patient and reduce patient waiting time.

9. State techniques for managing the medical office including supplies and equipment.

10. State the guidelines for organizing and managing a medical record, and maintaining confidentiality.

11. Demonstrate ability to schedule appointments by learning a matrix for appointment types.

Topics and Scope:

- I. Occupational Orientation
 - A. History of medical assisting
 - B. Role of the MA
 - C. Review of MA employment positions
 - D. Health care systems: current trends
 - E. Professional behavior
- II. Communication with Patients and Staff
 - A. Guidelines to effective patient approaches
 - B. Achieving a positive work environment
 - C. Patient education types and strategies
 - D. Telephone management
- III. Patient Reception
 - A. Greeting a patient
 - B. Managing waiting time
- IV. Medical Record Keeping and Confidentiality
 - A. Organization and content of patient records
 - B. Correction guidelines
 - C. General principles of filing systems
 - D. Review Health Information Portability and Accountability Act (HIPAA)
- V. Appointment Scheduling
 - A. Scheduling systems
 - B. Appointment guidelines
- VI. Computer Applications in the Medical Office
 - A. Patient registration and medical records
 - B. Scheduling
- VII. Written Communication and Mail Processing
 - A. Proofreading a business letter
 - B. Effective active writing skills

Assignment:

- 1. Oral presentation on a specialty medical profession
- 2. Research paper on a specialty medical profession
- 3. Completion of weekly modules including time management, task prioritization and analysis
- 4. Vocabulary words each week as it relates to the chapter content
- 5. Read 20-30 pages per week from required chapters in the text.
- 6. Weekly homework
- 7. Quiz(zes) (1 5)
- 8. Final exam

Methods of Evaluation/Basis of Grade:

Writing: Assessment tools that demonstrate writing skills and/or require students to select, organize and explain ideas in writing.

Research paper, homework, vocabulary words

Writing 20 - 30%

Problem Solving: Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Weekly modules

Skill Demonstrations: All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

Weekly modules

Exams: All forms of formal testing, other than skill performance exams.

Quiz(zes) and final exam

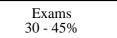
Other: Includes any assessment tools that do not logically fit into the above categories.

Oral report

Representative Textbooks and Materials:

Medical Assisting: Administrative Skills. 7th ed. Booth, Kathryn and Whicker, Leesa and Wyman, Terri. McGraw Hill. 2021 Instructor prepared materials

based and physical ent purposes including skill Skill Demonstrations 10 - 15%



Problem solving

Other Category 5 - 10%