

**MA 160 Course Outline as of Fall 2019****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	6	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:**

This course addresses 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 HLC 160 and of LIR 10

**Recommended Preparation:**

Eligibility for ENGL 1A or equivalent or appropriate placement based on AB705 mandates

**Limits on Enrollment:****Schedule of Classes Information:**

Description: This course addresses 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. (Grade Only)

Prerequisites/Corequisites: Course Completion of HLC 160 and of LIR 10

Recommended: Eligibility for ENGL 1A or equivalent or appropriate placement based on

AB705 mandates

Limits on Enrollment:

Transfer Credit:

Repeatability: Two Repeats if Grade was D, F, NC, or NP

## **ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:**

<b>AS Degree:</b>	<b>Area</b>	Effective:	Inactive:
<b>CSU GE:</b>	<b>Transfer Area</b>	Effective:	Inactive:

<b>IGETC:</b>	<b>Transfer Area</b>	Effective:	Inactive:
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<b>CSU Transfer:</b>	Effective:	Inactive:
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<b>UC Transfer:</b>	Effective:	Inactive:
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**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:**

Students will 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. Schedule two 2-hour observations of procedures in a medical office and interview an office staff member. Present the interview and office functions to the class utilizing a PowerPoint presentation in a 5-10 minute oral presentation
2. Completion of weekly time management modules including task prioritization and analysis
3. Write out and define 10-20 vocabulary words each week as it relates to the chapter content
4. Read 20-30 pages per week from required chapters in the text. Complete the homework in an online environment on a weekly basis
5. Quizzes (1 - 5)
6. 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.

Written homework; vocabulary words; other online homework

Writing  
20 - 30%

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

Time management modules. Task prioritization, and analysis

Problem solving  
10 - 15%

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

In class oral presentation

Skill Demonstrations  
10 - 20%

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

Quizzes and final exam

Exams  
35 - 50%

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

None

Other Category  
0 - 0%

**Representative Textbooks and Materials:**

Medical Assisting: Administrative Skills. 6th edition. Booth, Kathryn and Whicker, Leesa and Wyman, Terri. McGraw Hill. 2017

Instructor prepared materials