

**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:**

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. (Grade Only)

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: 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:**

<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:**

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
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Writing 20 - 30%
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**Problem Solving:** Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Weekly modules

Problem solving  
10 - 15%

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

Weekly modules

Skill Demonstrations  
10 - 20%

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

Quiz(zes) and final exam

Exams  
30 - 45%

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

Oral report

Other Category  
5 - 10%

**Representative Textbooks and Materials:**

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

Instructor prepared materials