

MA 160 Course Outline as of Fall 2013**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 Administrative 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 CS 60.11A and ANAT 58 OR Course Completion of HLC 160 and CS 60.11A and ANAT 140 and HLC 140

Recommended Preparation:

Eligibility for ENGL 1A or equivalent

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

Description: This course addresses the multiple functions performed by the Administrative 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 CS 60.11A and ANAT 58 OR Course Completion of HLC 160 and CS 60.11A and ANAT 140 and HLC 140

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:	Area	Effective:	Inactive:
CSU GE:	Transfer Area	Effective:	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

Outcomes and Objectives:

Upon completion of this course, the students will be able to:

1. Describe the current functions, duties, and qualifications for an Administrative 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 affect on patient and staff interactions.
6. Evaluate various patient learning styles to enhance communication.
7. Assist patients with medical procedures and related forms.
8. Demonstrate proficiency in telephone techniques in the medical office.
9. Describe how to effectively greet a patient, reduce patient waiting time, and conduct an exit interview.
10. State techniques for managing the medical office, supplies, equipment, and personnel.
11. State the guidelines for organizing and managing a medical record, and maintaining confidentiality.
12. Demonstrate ability to schedule appointments by utilizing computers in the medical office.
13. Write a professional medical business letter.
14. Explain basic guidelines for telephone bill collecting.
15. Perform billing, collecting, and coding procedures, using the International Classification of Diseases, 9th and 10th Editions (ICD-9 and ICD-10) and Current Procedural Terminology (CPT).
16. Post entries correctly on a day sheet.

17. Prepare and reconcile a bank deposit statement.

Topics and Scope:

1. 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
2. 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
3. Patient reception:
 - a. Greeting and exit interview with patient
 - b. Managing waiting time
4. 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)
5. Appointment scheduling:
 - a. Scheduling systems
 - b. Appointment guidelines
 - c. Surgical scheduling
6. Introduction to managing the medical office:
 - a. Management functions
 - b. Managing facilities and personnel
7. Computer applications in the medical office:
 - a. Patient registration and medical records
 - b. Scheduling
 - c. Entering support file for insurance information, CPT codes, and ICD-9 and ICD-10 codes
 - d. HIPAA documentation
8. Written communication and mail processing:
 - a. Writing a medical business letter
 - b. Handling incoming and outgoing mail
9. Professional fees, billing and reimbursement:
 - a. Post entries on a day sheet
 - b. Guidelines for telephone collecting
 - c. Billing and collections procedures
10. Banking services and procedures:
 - a. Preparing a bank deposit
 - b. Reconciling a bank statement

Assignment:

1. Schedule two 2-hour observations of procedures in a medical office and interview an office staff member. (Follow guidelines on handout.) Class activity.
2. Give a 5-10 minute oral presentation regarding the medical office and observations.
3. Complete time management module that includes:

- a. Prioritizing daily to-do lists for 7 days
- b. Analyzing daily time use for 3 days
- c. Setting and evaluating short, intermediate and long-term, goals
4. Complete a 4-day appointment scheduling system.
5. Write 3-4 phone messages taken from simulated phone conversations in the medical office.
6. Read 20-30 pages per week from required chapters in the text.
7. Complete computerized homework assignments on 18-25 review questions from text chapters.
8. Prioritize 10-15 typical tasks in a medical office day.
9. Prepare a bank deposit.
10. Reconcile a bank statement.
11. Write a professional business letter.
12. Complete 2-4 each of billing, coding, and collecting procedures.
13. Quizzes (4-6).
14. 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; business medical letters; coding and collection procedures; telephone messages

Writing
20 - 30%

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

Time management module. 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 followed by classroom activity

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:

Administrative Medical Assisting: A Workforce Readiness Approach, Houser, H., 2012, McGraw-Hill
Instructor prepared materials

