

**MA 60 Course Outline as of Fall 1994****CATALOG INFORMATION**

Dept and Nbr: MA 60 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 or P/NP

Repeatability: 00 - Two Repeats if Grade was D, F, NC, or NP

Also Listed As:

Formerly: MSR 60

**Catalog Description:**

Consideration of the multiple functions performed by the Administrative Medical Assistant: appointment scheduling; verbal, nonverbal, and written communication skills; record management including confidentiality; interpersonal skills. Focus is on the development of organizational, decision-making and computer skills utilized by the Administrative Medical Assistant.

**Prerequisites/Corequisites:****Recommended Preparation:**

Eligibility for ENGL 100A or ENGL 100.

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

Description: Training in basic office skills for the administrative medical assistant. Communications, telephone, mail, scheduling, filing & records management. (Grade or P/NP)

Prerequisites/Corequisites:

Recommended: Eligibility for ENGL 100A or ENGL 100.

Limits on Enrollment:

Transfer Credit: CSU;

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:
<b>CSU Transfer:</b>	Transferable	Effective:	Fall 1987	Inactive:	Fall 2005
<b>UC Transfer:</b>		Effective:		Inactive:	

**CID:**

**Certificate/Major Applicable:**

Certificate Applicable Course

## **COURSE CONTENT**

### **Outcomes and Objectives:**

The students will:

1. Describe the current functions, duties, and qualifications for a Administrative Medical Assistant in a medical office.
2. Analyze 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 minimize communication barriers in a variety of patient care settings.
5. Demonstrate three major listening skills in a simulated medical office situation.
6. Analyze and compare positive and negative office climates and their effects on patient and staff interaction.
7. Evaluate the effectiveness of various teaching strategies in assisting patient with insurance forms, medical office forms, and instructions.
8. Demonstrate proficiency in telephone techniques in the medical office.
9. Describe how to effectively greet a patient and to conduct the exit interview.
10. Describe methods that will reduce patient waiting time and minimize patient frustration.
11. State techniques for managing office, supplies, equipment, and personnel.
12. Describe guidelines for effective office record management.
13. State guidelines for organizing and maintaining a patient medical record.
14. Demonstrate ability to schedule appointments.

15. Demonstrate the use of computers in the medical office.
16. Describe guidelines for medical office management that will promote a positive work environment.

### **Topics and Scope:**

1. Occupational Orientation.
  - A. Role of the MA - duties, qualifications.
  - B. Potential positions for employment.
  - C. Health care systems: Problems and current trends.
  - D. Professional behavior and self-management.
2. Communication with Patients and Staff.
  - A. Guidelines to effective patient approaches.
  - B. Understanding patients through empathy.
  - C. Positive vs. negative office climate.
    1. guidelines for achieving positive work climate.
    2. effects of positive climate.
  - D. Patient teaching - types and strategies.
  - E. Telephone management.
    1. appropriate answering techniques.
    2. screening medical/non-medical calls.
    3. obtaining the correct message.
    4. placing outgoing calls.
    5. telephone equipment.
    6. processing the mail.
3. Patient Reception.
  - A. Greeting and exit interview with patient.
  - B. Managing waiting time.
4. Record Keeping.
  - A. Organization and content of patient records.
  - B. Correction guidelines.
  - C. General principles of filing systems.
  - D. Equipment and supply records.
5. Appointment Scheduling.
  - A. Scheduling systems.
  - B. Appointment guidelines.
  - C. Handling unanticipated disruptions.
  - D. Referrals to other facilities.
  - E. Surgical schedules.
  - F. Future appointments.
6. Business Machines.
  - A. Functions, maintenance, and repairs of various equipment.
  - B. Computer systems.
    1. hardware components.
    2. business applications.
7. Introduction to Managing the Medical Office.
  - A. Management functions.
  - B. Managing facilities and personnel.
8. Computer applications in the medical office.
  - A. Patient registration and medical records.
  - B. Appointment scheduling.
  - C. Entering support file for insurance information, CPT codes, and

ICD-9 codes.

### Assignment:

1. Give a five-minute oral presentation regarding an interview/visit to a local medical office.
2. Outline material on diagnostic testing (noninvasive) in the med office
3. Summarize articles from a medical practice management newsletter pertaining to the medical administrative office.
4. Give oral presentation on the changing health care system.
5. Complete four-day appointment scheduling system.
6. Write 10 phone messages taken from simulated phone conversations in the medical office.
7. Read 10 pages per week from required chapters in the text.
8. Complete writing assignments on 18-25 review questions from text chapters and 2-4 application exercises and 1-4 case study problems.
9. Complete and print out medical office data entry related to patient registration, appointments, insurance data base and patient charges.
10. Write opinion of fashion appearance in the business world from handout
11. Prioritize 19 tasks in a typical medical office day.
12. Diagram a typical 4-physician practice and nurse team of weekly office time, phone numbers, and specialties.

### 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, Reading reports, Essay exams

Writing  
20 - 40%

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

Homework problems

Problem solving  
15 - 20%

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

Class performances, COMPUTER EXERCISES

Skill Demonstrations  
10 - 25%

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

Multiple choice, True/false, Matching items, Completion

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 OFFICE ADMINISTRATIVE PROCEDURES by Frew and Frew. F.A. Davis Co., Philadelphia, 1989.

WORKBOOK FOR MEDICAL OFFICE ADMINISTRATIVE PROCEDURES by Frew and Lilly.

F.A. Davis Co., Philadelphia, 1989.

MEDICAL MANAGER, STUDENT VERSION 5 by Gartee and Humphrey, Southwest Publishing.

COMPUTER APPLICATIONS IN THE MEDICAL OFFICE by Gylys and Wedding, F. A. Davis, Co. Publishers, 1990.