

**MA 160 Course Outline as of Fall 2005****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	1	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: MA 60

**Catalog Description:**

This course addresses 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 100 or ESL 100.

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

Description: Training in multiple functions performed by the administrative medical assistant. Focus is on the development of organizational, decision-making, and computer skills. (Grade or P/NP)

Prerequisites/Corequisites:

Recommended: Eligibility for ENGL 100 or ESL 100.

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:
<b>CSU Transfer:</b>		Effective:	Inactive:
<b>UC Transfer:</b>		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 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. Utilize active listening skills in a 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 patients 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 conduct an 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.
- 17. Write a professional business letter.
- 18. Explain basic guidelines for telephone bill collecting.
- 19. Perform billing, collecting, and coding procedures.
- 20. Post entries correctly on a day sheet.
- 21. Prepare a bank deposit statement.
- 22. Reconcile a bank statement.

## **Topics and Scope:**

- I. Occupational Orientation.
  - A. History of medicine and medical assisting
  - B. Role of the MA - duties, qualifications
  - C. Potential positions for employment
  - D. Health care systems: Problems and current trends
  - E. Professional behavior and self-management
- II. 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
- III. Patient Reception
  - A. Greeting and exit interview with patient
  - B. Managing waiting time
- IV. Record Keeping
  - A. Organization and content of patient records
  - B. Correction guidelines
  - C. General principles of filing systems
- V. Appointment Scheduling
  - A. Scheduling systems
  - B. Appointment guidelines
  - C. Handling unanticipated disruptions
  - D. Surgical scheduling
- VI. Introduction to Managing the Medical Office
  - A. Management functions
  - B. Managing facilities and personnel
- VII. 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
- VIII. Written communication and mail processing
  - A. Writing a business letter
  - B. Handling incoming and outgoing mail
- IX. Professional fees, billing and collecting
  - A. Post entries on a day sheet
  - B. Guidelines for telephone collecting
  - C. Billing and collecting procedures
- X. 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.)
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; and c) setting and evaluating short-, intermediate-, and long-term goals.
4. Collect and compile current data and give an oral presentation on the changing health care system.
5. Complete a 4-day appointment scheduling system.
6. Write 8-12 phone messages taken from simulated phone conversations in the medical office.
7. Read 30-60 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. Prioritize 16-20 tasks in a typical medical office day.
10. Prepare a bank deposit; reconcile a bank statement.
11. Write a professional business letter.
12. Complete 2-4 each of billing, coding, and collecting procedures.
13. Computer skills exercises.
14. Quizzes (4-6); 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

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.

Problem solving  
10 - 15%

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

Class performances, Computerized application exercises.

Skill Demonstrations  
10 - 20%

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

Multiple choice, True/false, Matching items, Short essay.

Exams  
35 - 50%

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

None
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Other Category 0 - 0%
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**Representative Textbooks and Materials:**  
KINN'S ADMINISTRATIVE MEDICAL ASSISTANT by Alexandra Young, 5th Ed., 2003.