

El Paso Community College
Syllabus
Part II
Official Course Description

SUBJECT AREA	<u>Medical Assisting Technology</u>
COURSE RUBRIC AND NUMBER	<u>MDCA 1421</u>
COURSE TITLE	<u>Administrative Procedures</u>
COURSE CREDIT HOURS	<u>4 3 : 3</u> Credits Lec Lab

I. Catalog Description

Studies medical office procedures including appointment scheduling, medical records creation and maintenance, interpersonal communications, coding, billing, collecting, third party reimbursement, credit arrangements, and computer use in the medical office. A grade of “C” or better is required in this course to take the next course. **(3:3)**.

II. Course Objectives

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

A. Administrative Functions

1. Discuss the pros and cons of various types of appointment management systems.
2. Describe scheduling guidelines.
3. Recognize office policies and protocols for handling appointments.
4. Identify critical information required for scheduling patient admissions and/or procedures
5. Identify the systems for organizing medical records.
6. Describe various types of content maintained in a patient’s medical record.
7. Discuss the pros and cons of various filing methods.
8. Identify both the equipment and supplies needed for filing medical records
9. Describe indexing rules.
10. Discuss filing procedures.
11. Discuss the principles for using Electronic Medical Records (EMR).
12. Identify types of records common to the health care setting.
13. Identify time management principles.
14. Discuss the importance of routine maintenance of office equipment.

B. Computers

1. Describe the fundamental elements of a computer system.
2. Describe the hardware and software components of a computer system.
3. Describe how information systems aid in business.
4. Identify types of computers.
5. Identify and describe the function of different input devices.
6. Explain how storage devices are used in ambulatory care settings.
7. Describe networking of computers and its purpose.
8. Differentiate the various network and connectivity technologies.
9. Analyze and evaluate the principles and techniques of promoting network and computer security.
10. Discuss security, privacy, and ethical issues in information systems and the Internet.
11. Discuss patient confidentiality and guidelines as per HIPAA requirements.
12. Explain the importance of ergonomics.

13. Identify and explain the guidelines for setting up a computer work station.
14. Organize data and information.

C. Basic Practice Finances

1. Explain basic bookkeeping computations.
2. Differentiate between bookkeeping and accounting.
3. Describe banking procedures.
4. Discuss precautions for accepting checks.
5. Compare types of endorsements.
6. Differentiate between accounts payable and accounts receivable.
7. Compare manual and computerized bookkeeping systems used in ambulatory health care.
8. Describe common periodic financial reports.
9. Explain both billing and payment options.
10. Identify the procedure for preparing patient accounts.
11. Discuss procedures for collecting outstanding accounts.
12. Describe the impact of both the Fair Debt Collection Act and the Federal Truth in Lending Act of 1968 as they apply to collections.
13. Discuss types of adjustments that may be made to a patient's account.

D. Telecommunications

1. Discuss the impacts of HIPAA regulations on telecommunications.
2. Recognize elements of fundamental writing skills.
3. Discuss applications of electronic technology in effective communication.
4. Define both medical vocabulary and abbreviations.
5. Organize technical information and summaries.
6. Identify and explain basic telephone techniques.
7. Discuss proper screening techniques.
8. Identify routing of calls in the medical clinic.
9. Describe the contents of a message.
10. Identify security measures for faxing confidential information.
11. Explain email etiquette.
12. Differentiate between email and clinical email.
13. Identify the components of a business letter.
14. Describe the four different letter styles.
15. Describe various classifications of mail.
16. Explain the basics of processing incoming and outgoing mail.

E. Legal and Ethical Implications

1. Practice confidentiality.
2. Respond to issues of confidentiality.
3. Apply HIPAA rules in regard to privacy/release of information.
4. Incorporate the Patient's Bill of Rights into personal practice and medical office policies and procedures
5. Document accurately in the patient record.
6. Apply local, state, and federal health care legislation and regulations appropriate to the medical assisting practice setting.
7. Apply ADA practices and accommodate patients with special needs.
8. Discuss legal and ethical issues related to written communication.

III. THECB Learning Outcomes (WECM)

1. Schedule appointments.
2. Create, document, and maintain patient medical records.
3. Correlate coding, billing, and collecting.
4. Perform bookkeeping tasks.
5. Utilize computer software for basic office functions.
6. Demonstrate interpersonal communication skills.

IV. Evaluation

To successfully complete MDCA 1421, Administrative Procedures, the student must achieve a minimum of a 70% average. The student's overall grade must be no less than a "C."

*A course with a grade of "D" or "F" will need to be repeated in order to graduate for all Health Occupations Classes. In addition, grades will initially be determined in decimals to the tenths. They will only be recorded in whole numbers.

Lecture grade will be determined as follows:

Key (Used to Determine Grade)

90-100%	A
80-89%	B
70-79%	C
60 -69%	D
< 69%	F

Laboratory grade will be determined as follows:

Competencies (Skills) *must be passed with a score of 80% or better*

Key (Used to Determine Grade)

90-100%	A
80-89%	B
70-79%	C
60 -69% D	
< 69%	F

Laboratory Competencies:

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

A. Administrative Functions

1. Manage appointment schedule using established priorities.
2. Schedule patient admissions and/or procedures.
3. Organize a patient's medical record.
4. File medical records.
5. Execute data management using electronic healthcare records such as the EMR.
6. Use office hardware and software to maintain office systems.
7. Use the Internet to access information related to the medical office.
8. Maintain organization by filing.
9. Perform routine maintenance of office equipment with documentation.
10. Perform an office inventory.
11. Consider staff needs and limitations in establishment of a filing system.
12. Implement time management principles to maintain effective office functions.

B. Basic Practice Finances

1. Prepare a bank deposit.
2. Perform accounts receivable procedures including:
 - a) Post entries on a day sheet.
 - b) Process a credit balance.
 - c) Process refunds.
 - d) Post non-sufficient fund (NSF) checks.
 - e) Utilize computerized office billing systems

C. Legal and Ethical Implications

1. Document accurately in the patient record.
2. Apply local, state, and federal health care legislation and regulations appropriate to the medical assisting practice setting.

D. Concepts of Effective Communication

1. Use reflection, restatement, and clarification techniques to obtain a patient's demographics
2. Report relevant information to others succinctly and accurately
3. Use medical terminology, pronouncing medical terms correctly, to communicate information about patient demographics, history, data, and observations.
4. Explain general office policies.
5. Instruct patients according to their needs to promote health maintenance and disease prevention.
6. Prepare a patient for procedures and/or treatments.
7. Demonstrate telephone techniques.
8. Document patient education.
9. Compose professional/business letters.
10. Respond appropriately to nonverbal communication.
11. Develop and maintain a current list of community resources related to patients' healthcare needs.
12. Advocate on behalf of patients.

V. Disability Statement (Americans with Disabilities Act [ADA])

EPCC offers a variety of services to persons with documented sensory, mental, physical, or temporary disabling conditions to promote success in classes. If you have a disability and believe you may need services, you are encouraged to contact the Center for Students with Disabilities to discuss your needs with a counselor. All discussions and documentation are kept confidential. Offices located: VV Rm C-112 (831-2426); TM Rm 1400 (831-5808); RG Rm B-201 (831-4198); NWC Rm M-54 (831-8815); and MDP Rm A-125 (831-7024).

VI. 6 Drop Rule

Students who began attending Texas public institutions of higher education for the first time during the Fall 2007 semester or later are subject to a 6-Drop limit for all undergraduate classes. Developmental, ESL, Dual Credit and Early College High School classes are exempt from this rule. All students should consult with their instructor before dropping a class. Academic assistance is available. Students are encouraged to see Counseling Services if dropping because exemptions may apply. Refer to the EPCC catalog and website for additional information.