I. INTRODUCTION

A. Medical software applications for the management and operation of health care information systems.

B. This is a required course in the Medical Office Technology certificates and AAS and Medical Coding and Billing certificate and AAS. You will be required to demonstrate proficiency in the skills learned in this course in the internship or practicum courses.

C. This course in conjunction with other appropriate courses prepares students to enter the health related career fields.

D. Keyboarding and document formatting skills recommended.

E. Alphanumeric coding used throughout this syllabus denotes integration of SCANS occupational competencies (C1, etc.) and foundation skills (F1, etc.).

II. LEARNING OUTCOMES

Upon successful completion of Medical Software Applications, the student will utilize medical software applications; manage patient database; process billing; maintain schedules; and generate reports. (C5, C6, C7, C8, C19, F1, F2, F5, F7, F9, F10, F12, F15, F16, F17).

III. INSTRUCTIONAL MATERIALS

Instructional materials for this course may be found at www.ctcd.edu/academics/booksinstructorial-materials/

IV. COURSE REQUIREMENTS

A. Reading Assignments: To be successful in this course, you must read and study the LearnSmart assignments. Chapter assignments will be required with each lesson, and you are expected to complete all the work in the chapters including chapter key terms, check your understanding, summaries, and chapter reviews. Even though you may not be required to turn all work in for grading, you are still responsible for the material covered in the exercises.
B. **Class Assignments:** Assignments must be completed by the due date to receive credit for the assignment. Assignments may include  
a. Reading and understanding chapter information and instructions.  
b. Hands-on CONNECT – Greenway Prime Suite software chapter practice exercises and chapter reviews.  
c. Discussion questions.  
d. Internet research and report writing.  
e. Quizzes in Blackboard.  

C. **Class Performance** – Students enrolled in distance learning courses are expected to maintain constant progress throughout the course. Failure to do so may result in the student being administratively withdrawn by the instructor. All work must be completed using a computer or word processor. Assignments must be turned in to the instructor by the due date. Late work will be assessed a 10-point penalty per day.

V. **EXAMINATIONS**

A. There will be exams (quizzes) to accompany the chapters/lessons of the course. These exams will cover information in the reading assignments, chapter and software exercises, and the class assignments. The majority of exam questions will be objective-type.  

B. Tentative dates for the exams will be announced in the schedule provided the first week of class. Test schedule is subject to change. Makeup exams may be given at the discretion of the instructor.  

C. The final exam will be cumulative and will be composed of objective-type questions.  

VI. **SEMESTER GRADE COMPUTATION**

Your course grade is determined by your performance on assignments and quizzes/exams. You can monitor your progress through the grade book; notify your instructor immediately of any discrepancies. The possible grades for this course are A, B, C, D, or F. In order to receive transferable credit for this course, a grade of C or above must be earned. As a rule, D's will not transfer to other colleges. Your grade will be determined by the total number of points you receive on assignments, projects, and examinations.  

In order to receive a certificate or degree from the Office Technology Department, you must earn a grade of C or better in this course. If you do not make at least a C, you may retake the course in order to achieve a grade of C or better.
This is what you are graded on:

<table>
<thead>
<tr>
<th>Component</th>
<th>Possible Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapters 1-10 LearnSmart (Connect Software)</td>
<td>425 points</td>
</tr>
<tr>
<td>Chapter 1-11 Review Quizzes</td>
<td>325 points</td>
</tr>
<tr>
<td>Discussion Boards</td>
<td>200 points</td>
</tr>
<tr>
<td>PrimeSUITE Exercises</td>
<td>750 points</td>
</tr>
<tr>
<td>Final Exam</td>
<td>300 points</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>2000 points</strong></td>
</tr>
</tbody>
</table>

This is how your course grade will be determined:

<table>
<thead>
<tr>
<th>Grade</th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>F</th>
</tr>
</thead>
<tbody>
<tr>
<td>Points</td>
<td>1800-2000</td>
<td>1600-1799</td>
<td>1400-1599</td>
<td>1200-1399</td>
<td>0-1199</td>
</tr>
</tbody>
</table>

VII. NOTES AND ADDITIONAL INSTRUCTIONS

A. **Course Withdrawal:** It is your responsibility as a student to officially drop a class if circumstances prevent attendance. Any student who desires to, or must, officially withdraw from a course after the first scheduled class meeting must file an Application for Withdrawal or an Application for Refund. The withdrawal form must be signed by the student.

Application for Withdrawal will be accepted according to the following schedule

- Friday of 3rd week for 5-week courses
- Friday of 4th week for 6-week courses
- Friday of 6th week for 8-week courses
- Friday of 7th week for 10-week courses
- Friday of 9th week for 12-week courses
- Friday of 12th week for 16-week courses

The equivalent date (75% of the semester) will be used for sessions of other lengths. The specific last day to withdraw is published each semester in the Schedule Bulletin.
Students who officially withdraw will be awarded the grade of "W", provided the student's attendance and academic performance are satisfactory at the time of official withdrawal. Students must file a withdrawal application with the College before they may be considered for withdrawal.

A student may not withdraw from a class for which the instructor has previously issued the student a grade of "F" or "FN" for nonattendance.

B. **Administrative Withdrawal**: Results when a student is absent an excessive number of times as defined in the current Central Texas College catalog and/or other published amendatory documentation. In such a case, the student is dropped from the course with a grade of F.

Under Section 51.907 of the Texas Education Code, “an institution of higher education may not permit a student to drop more than six courses, including any course a transfer student has dropped at another institution of higher education.” This statute was enacted by the State of Texas in spring 2007 and applies to students who enroll in a public institution of higher education as first-time freshmen in fall 2007 or later.

C. **Incomplete Grade**: In keeping with College policy, the instructor may grant an incomplete grade in cases in which the student had completed the majority of the course work, but because of extenuating circumstances, is unable to complete the requirement for the course. Prior approval from the instructor is required before the grade of “IP” is recorded. Deadline for changing the IP grade is 110 days after the scheduled end of the course. An IP grade can be replaced with the student’s actual grade, including an F; but it may not be replaced with a W. At the end of the 110 calendar days if the student has not completed the remaining coursework as required by the instructor, the IP will be converted to an FI and appear as an F on the student’s official transcript.

D. **Cellular Phones**: Cellular phones will be turned off while the student is in the classroom or laboratory.

E. **Americans With Disabilities Act (ADA)**: Disability Support Services provides services to students who have appropriate documentation of a disability. Students requiring accommodations for class are responsible for contacting the Office of Disability Support Services (DSS) located on the central campus. This service is available to all students, regardless of location. Explore the website at [www.ctcd.edu/disability-support](http://www.ctcd.edu/disability-support) for further information. Reasonable accommodations will be given in accordance with the federal and state laws through the DSS office.

F. **Instructor Discretion**: The instructor reserves the right of final decision in
course requirements.

G. **Civility:** Individuals are expected to be cognizant of what a constructive educational experience is and respectful of those participating in a learning environment. Failure to do so can result in disciplinary action up to and including expulsion.

H. **Scholastic Honesty:** All students in the Office Technology programs are required and expected to maintain the highest standards of scholastic honesty in the preparation of all work and in examinations. Each student should avoid:

1. Plagiarism: the taking of passages or ideas from writings of others without giving proper credit to the source.
2. Collusion: working together with another person in the preparation of work unless such joint preparation is specifically approved in advance by the instructor.
3. Cheating: giving or receiving information on an examination, homework or projects.
4. Students found guilty of scholastic dishonesty are subject to the Office Technology Department’s disciplinary action and CTC’s disciplinary committee; in addition, students are subject to having credit for courses canceled.

VIII. COURSE OUTLINE

A. **Lesson 1: An Overview of Prime Suite’s Practice Management and Electronic Health Record Software and Health Data Structure, Collection, and Standards (Chapters 1 and 2)**

1. **Learning Outcomes:** Upon completion of Lesson 1, the student will achieve the following outcomes with at least 70% accuracy on a lesson assessment:
   a. Describe practice management applications.
   b. List the advantages and disadvantages of an electronic health record.
   c. Describe EHR applications.
   d. Chart the flow of information from registration through processing of the claim.
   e. Use the Help feature in Prime Suite.
   f. Describe the roles of six healthcare professionals who maintain or use practice management and electronic health record applications.
   g. Explain the difference between data and information.
   h. Define information governance and the HIM professional’s role in it.
   i. Identify computer-based health information media.
   j. Relate how screen-based data collection tools are used in healthcare.
   k. Demonstrate how individual data elements are collected.
   l. Describe electronic health record applications.
m. Identify laws, regulation, and standards that govern electronic health information.
n. Distinguish between practice management software and hospital health information software.

2. **Learning Activities:**
   a. Chapter exercises and chapter review
   b. Discussion board
   c. McGraw-Hill Connect Plus exercises with Prime Suite
   d. Chapter quizzes

B. **Lesson 2: Content of the Health Record—Administrative Data (Chapter 3)**

1. **Learning Outcomes:** Upon completion of Lesson 2, the student will achieve the following outcomes with at least 70% accuracy on a lesson assessment:
   a. Identify administrative data elements.
   b. Explain the administrative uses of data.
   c. Explain the use of EHR data in an Accountable Care Organization (ACO).
   d. Explain the use of the Master Patient (Person) Index (MPI).
   e. Apply procedures to register a new patient in Prime Suite.
   f. Apply procedures to schedule a patient’s appointment in Prime Suite.
   g. Apply procedures to edit demographic information in Prime Suite.
   h. Follow the steps performed upon patient check-in.
   i. Apply procedures to capture insurance information in Prime Suite.
   j. Locate the Help feature in Prime Suite.

2. **Learning Activities:**
   a. Chapter exercises and chapter review
   b. McGraw-Hill Connect Plus exercises with Prime Suite
   c. Chapter quizzes

C. **Lesson 3: Content of the Health Record—the Past Medical, Surgical, Family, and Social Histories (Chapter 4)**

1. **Learning Outcomes:** Upon completion of Lesson 3, the student will achieve the following outcomes with at least 70% accuracy on a lesson assessment:
   a. Outline the use of forms as data collection tools.
   c. Examine the necessity of properly documenting and correcting inconsistent or unclear information.
   d. Apply procedures to document vital signs in Prime Suite.

2. **Learning Activities:**
Lesson 4: Content of the Health Record—the Care Provider’s Responsibility (Chapter 5)

1. Learning Outcomes: Upon completion of Lesson 4, the student will achieve the following outcomes with at least 70% accuracy on a lesson assessment:
   a. Explain each element of a SOAP note.
   b. Identify elements of the history of present illness (HPI).
   c. Identify elements of the review of systems (ROS).
   d. Identify elements of the physical exam (PE).
   e. Describe the process of traditional dictation and transcription.
   f. Illustrate the advantages of speech recognition technology.
   g. Outline the benefits of ePrescribing.
   h. Evaluate the benefits of computerized physician order entry (CPOE).
   i. Support the necessity to track physicians’ orders.
   j. Examine the benefits of a problem list.

2. Learning Activities:
   a. Chapter exercises and chapter review
   b. McGraw-Hill Connect Plus exercises with Prime Suite
   c. Chapter quizzes

E. Lesson 5: Financial Management: Insurance and Billing Functions and Privacy, Security, Confidentiality, and Legal Issues (Chapters 6 and 7)

1. Learning Outcomes: Upon completion of Lesson 5, the student will achieve the following outcomes with at least 70% accuracy on a lesson assessment:
   a. Illustrate the needs for a claims management process.
   b. List the information contained in an encounter form (Superbill).
   c. Apply procedures to update a patient’s account in Prime Suite.
   d. Demonstrate coding using ICD-10-CM/PCS and CPT codes in Prime Suite.
   e. Examine the correlation between documentation and code assignment.
   f. Describe Accountable Care Organizations.
   g. Describe the information contained in a remittance advice, or explanation of benefits.
   h. Apply procedures to manage accounts receivable in Prime Suite.
   i. Demonstrate the need for a compliance plan.
   j. Identify the HIPAA privacy and security standards.
   k. Evaluate and EHR system for HIPAA compliance.
   l. Describe the role of certification in EHR implementation.
m. Apply procedures to set up security measures in Prime Suite.

n. Follow proper procedures to access sensitive or restricted-access records.

o. Apply procedures to ensure data integrity.

p. Apply procedures to release health information using Prime Suite.

q. Account for data disclosures using Prime Suite.

r. Exchange information with outside healthcare providers for continuity of care using Prime Suite.

s. Outline the content of compliance plans.

t. Appraise the importance of disaster recovery planning.

2. **Learning Activities:**
   a. Chapter exercises and chapter review
   b. Discussion Board
   c. McGraw-Hill Connect Plus exercises with Prime Suite
   a. Chapter quizzes

F. **Lesson 6: Management of Information and Communication (Chapter 8)**

1. **Learning Outcomes:** Upon completion of Lesson 6, the student will achieve the following outcomes with at least 70% accuracy on a lesson assessment:
   a. Use software as an internal communication tool.
   b. Differentiate the steps used to import documents using scanning technology.
   c. Build master files and templates using Prime Suite.
   d. Create custom screens within Prime Suite.
   e. Develop a Task List within Prime Suite.
   f. Set up system flags within Prime Suite.
   g. Describe use of a patient education feature in an electronic health record.

2. **Learning Activities:**
   a. Chapter exercises and chapter review
   b. Discussion Board
   c. McGraw-Hill Connect Plus exercises with Prime Suite
   d. Chapter quizzes

G. **Lesson 7: Decision and Compliance Support: Utilizing the Database (Chapter 9)**

1. **Learning Outcomes:** Upon completion of Lesson 7, the student will achieve the following outcomes with at least 70% accuracy on a lesson assessment:
   a. Describe the uses of the dashboard in Prime Suite to meet Meaningful Use standards.
   b. Explain how data and information are used in decision support.
   c. Set up system reports using Prime Suite.
   d. Set up custom reports using Prime Suite.
e. Illustrate uses for an index.

f. Describe uses for a registry.

g. Explain how data gathered in Prime Suite are used in the credentialing process.

2. **Learning Activities:**
   a. Chapter exercises and chapter review
   b. McGraw-Hill Connect Plus exercises with Prime Suite
   c. Chapter quizzes

H. **Lesson 8: Looking Ahead—the Future of Health Information and Informatics and Additional Practice (Chapters 10 and 11)**

1. **Learning Outcomes:** Upon completion of Lesson 8, the student will achieve the following outcomes with at least 70% accuracy on a lesson assessment:
   a. Compare health information management to health informatics.
   b. Discuss barriers to the adoption of electronic health records.
   c. Describe ancillary technologies or models that are improving the care of patients through information technology.
   d. Illustrate three mobile devices that will make the collection and sharing of health information more timely and efficient.
   e. Describe how virtual private networks (VPNs) and cloud computing are advancing the use of EHRs.

2. **Learning Activities:**
   a. Chapter exercises and chapter review
   b. Discussion Board
   c. McGraw-Hill Connect Plus exercises with Prime Suite
   d. Chapter quizzes