I. INTRODUCTION
   A. Instruction in medical office procedures including appointment scheduling, medical records creation and maintenance, telephone communications, coding billing, collecting, third party reimbursement, and HIPAA concepts.
   B. This course emphasizes essential skills required for the typical medical office. The students will gain practical knowledge of appointment booking, office protocol, time management, telephone techniques, office equipment, mail services, references, medical filing and records management, HIPAA concepts, the electronic health record and simulation software, correspondence, coding, billing, collecting, third party reimbursement, and travel and meeting arrangements.
   C. This is a required course in the Medical Office Technology degree and certificates. You will be required to demonstrate proficiency in the skills learned in this course in the internship or practicum courses.
   D. This course in conjunction with other appropriate courses prepares students to enter health information management career fields.
   E. Prerequisite(s): None
   F. 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 this course, Medical Administrative Support, the student will be able to:
   A. Schedule patient appointments accurately and efficiently. (C1, C11, C12, C14, C15, C19, F5, F6, F11, F13, F14, F15, F16)
   B. Create, document, and maintain patient medical records using manual and electronic health record simulations and software. (C5, C6, F1, F2, F9)
   C. Correlate accurate coding, billing, collecting, and filing procedures; and apply HIPAA concepts. (C2, C3, C7, C8, C13, C17, C18, F3, F17)
   D. Utilize interpersonal communication skills. (C1 C5, C6, C11 F1, F2, F6, F9)
   E. Apply governmental health care guidelines. (C1, C11, C12, C14, C15, C19, F5, F6, F11)

III. INSTRUCTIONAL MATERIALS
A. Instructional Materials identified for this course are viewable through www.ctcd.edu/books.

IV. COURSE REQUIREMENTS
   A. Mindtap Activities
   B. Job Skill Activities
   C. Discussion Board

V. EXAMS
   A. Chapter Quizzes
   B. Final Exam

VI. SEMESTER GRADE COMPUTATIONS
The student’s course grade is determined by performances on projects, discussion boards, quizzes, and the final exam.

<table>
<thead>
<tr>
<th>Grade Components</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Chapter Quizzes</td>
<td>20%</td>
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<tr>
<td>Mindtap activities</td>
<td>20%</td>
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<tr>
<td>Discussion Boards</td>
<td>20%</td>
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<tr>
<td>Course Project</td>
<td>20%</td>
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<tr>
<td>Final Exam</td>
<td>20%</td>
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<tr>
<td><strong>Total</strong></td>
<td><strong>100%</strong></td>
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VII. NOTES AND ADDITIONAL INSTRUCTIONS
A. **Withdrawal from course:** 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. An 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. An 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 [http://www.ctcd.edu/locations/central-campus/student-support/student-success-persistence/disability-support-services/](http://www.ctcd.edu/locations/central-campus/student-support/student-success-persistence/disability-support-services/) 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 of the Office Technology program 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 Central Texas College’s disciplinary committee; in addition, students are subject to having credit for courses canceled.

VIII. COURSE OUTLINE

A. Unit 1

1. Chapter 1: A Career as an Administrative Medical Assistant

   a. Learning Objectives
      a. Demonstrate how customer service skills are applied in the medical office.
      b. Describe the variety of career advantages, employment opportunities, areas of specialization, and job prospects for those trained as administrative medical assistants.
      c. Itemize 10 job responsibilities of an administrative medical assistant.
      d. List interpersonal skills needed to be an administrative medical assistant.
      e. Establish priorities and implement time management principles to organize and perform clerical duties.
      f. Compare and contrast assertive and aggressive behavior.
      g. Discuss patient reactions to health problems and your role when interacting with a distressed patient or family member.
      h. Explain various patient reactions to death and name the stages of dying.
      i. Define stress and identify strategies to reduce stress and burnout.
      j. State various components in professionalism.
      k. Understand the importance of and opportunities for certification or registration in your area of study.
      l. Relate how a health care professional can keep current in medical knowledge, policies, procedures, and the latest trends in the medical community.

   b. Learning Activities
      a. Chapter Quiz
      b. Mindtap Activities
      c. Job Skill Activities

2. Chapter 2: The Health Care Environment: Past, Present, and Future

   a. Learning Objectives
a. Describe the history of medicine and some of the changes that have taken place in health care.
b. Discuss cultural, environmental, political, and socioeconomic influences that affect peoples’ health and health care in the United States.
d. Explain how health care reform will help primary care physicians.
e. List four indicators of a population’s health.
f. Identify goals to improve health care internationally.
g. Understand how managed care functions; contrast and compare types of managed care organizations.
h. Define precertification, predetermination, and preauthorization.
i. Analyze health care settings and compare their similarities and differences.
j. Determine employment opportunities in a variety of health care settings.
k. Name different types of medical specialties.
l. Compare the administrative medical assistant’s job responsibilities among medical specialties.
m. Learn the abbreviations for various physician specialists and health care organizations.

b. Learning Activities
   a. Chapter Quiz
   b. Mindtap Activities
   c. Job Skill Activities

3. Chapter 3: Medicolegal and Ethical Responsibilities
   a. Learning Objectives
      a. Define legal terminology used in the chapter.
      b. Compare medical ethics and medical etiquette.
      c. Outline the purpose and provisions of the Health Insurance Portability and Accountability Act.
      d. Articulate the purpose for obtaining a signed consent.
      e. Determine reasons for disclosure that need an authorization to release medical information.
      f. State the licensing requirements for a physician.
      g. Describe the medical assistants’ scope of practice.
      h. Indicate two types of medical professional liability insurance.
      i. Understand various types of contracts.
      j. Explain instances when a minor is emancipated.
      k. List prevention measures for medicolegal claims.
1. Distinguish three alternatives to the litigation process.

m. Cite components of an informed consent for a procedure or service.

n. Identify statutes governing subpoena of records.

o. Learn about various types of advance directives.

p. Name the provisions of the Uniform Anatomical Gift Act.

b. Learning Activities
   a. Chapter Quiz
   b. MindtapActivities
   c. Job Skill Activities

4.Unit 1 Capstone
5.Select Course Project Topic
6.Discussion Board 1

B. Unit 2
1. Chapter 4: The Art of Communication
   a. Learning Objectives
      a. Recognize the importance of effective communication in the medical office.
      b. List and define the basic elements of the communication cycle.
      c. Name three primary modes of communication.
      d. Communicate accurately and succinctly showing empathy and sensitivity.
      e. Differentiate between subjective and objective information.
      f. State and define five types of defensive mechanisms.
      g. Understand the five levels of human needs described by Maslow’s hierarchy theory.
      h. Summarize the eight stages of development in Erickson’s Human Life Cycle.
      i. Explain what the comfort zone is.
      j. Describe how nonverbal communication occurs.
      k. Give examples of components used in active listening.
      l. Recall three types of feedback used to evaluate whether the message sent is the message received.
      m. Indicate things to avoid when communicating.
      n. Adapt methods of communication to meet the needs of patients in different age groups.
      o. Discuss how to handle communication problems caused by language barriers.
      p. Outline four common biases in today’s society and define stereotyping, prejudice, and discrimination.
q. Demonstrate ways to adapt communication when barriers are present such as sight impairment, hearing impairment, and impaired level of understanding.

r. Determine ways to establish positive communication with patients, coworkers, and superiors.

b. Learning Activities
   a. Chapter Quiz
   b. Mindtap Activities
   c. Job Skill Activities

2. Chapter 5: Receptionist and the Medical Office Environment
   a. Learning Objectives
      a. Open the medical office, ready it for daily activities, and welcome patients in a cordial manner.
      b. Explain the “Red Flags Rule” and state how it deters medical identity theft.
      c. Register patients by obtaining vital information.
      d. Understand the purpose of the office privacy notice.
      e. Respond appropriately to patients who experience a delay in their appointment.
      f. Inspect and maintain confidentiality and orderliness in the reception area.
      g. Obtain community resources for patient referrals and education.
      h. State OSHA’s role in regulating safety and health standards for the medical office.
      i. Identify ergonomic factors that affect the medical assistant’s work environment.
      j. Describe steps to maintain office security.
      k. Discuss electrical and fire safety in a medical facility.
      l. List ways to prepare for environmental emergencies and other disasters.
      m. Assist in an office emergency.
      n. Perform necessary duties to close the medical office for the day.

b. Learning Activities
   a. Chapter Quiz
   b. Mindtap Activities
   c. Job Skill Activities

3. Chapter 6: Telephone Procedures
   a. Learning Objectives
      a. Communicate effectively over the telephone.
      b. Be aware of telecommunication devices and operate a 12-button touch-tone telephone.
c. State how a cellular telephone is useful in keeping the office in contact with the physician.
d. Describe different types of telephone services that can be used in a medical office.
e. Place and receive calls using proper telephone guidelines.
f. Explain telephone screening and triage protocols.
g. Respond appropriately to callers who have specific questions.
h. Determine telephone reference aids used in a physician’s office.

b. Learning Activities
   a. Chapter Quiz
   b. Mindtap Activities
   c. Job Skill Activities

4. Chapter 7: Appointments
   a. Learning Objectives
      a. Discuss various ways an appointment template and matrix can be used.
      b. Describe how electronic appointments are made via computer.
      c. List considerations when selecting an appointment book.
      d. Explain various flow techniques for scheduling appointments.
      e. State methods of handling various types of problem appointments diplomatically.
      f. Determine procedures when scheduling convalescent home and house call appointments.
      g. Identify the requirements for setting up diagnostic tests and therapeutic appointments.
      h. Choose an appointment card appropriate for the medical practice.
      i. Explore various appointment reminder systems.
   b. Learning Activities
      a. Chapter Quiz
      b. Mindtap Activities
      c. Job Skill Activities

5. Unit 2 Capstone
6. Course Project Milestone 2
7. Discussion Board 2

C. Unit 3
   1. Chapter 8: Filing Procedures
      a. Learning Objectives
         a. Create and file electronic documents.
b. Discuss security measures used in an electronic health record storage system.
c. Summarize electronic confidentiality guidelines.
d. Maintain computerized reports.
e. State the differences between electronic, alphabetical, subject, indirect, chronological, and tickler filing systems.
f. Memorize and apply ARMA filing rules.
g. Select equipment and supplies to set up a filing system.
h. Develop a charge-out system and conduct a search for a lost record.
i. Determine the retention period for temporary and permanent records.
j. Understand various methods used in record storage.
k. Compare methods to transfer and dispose of records including confidential materials.

b. Learning Activities
   a. Chapter Quiz
   b. Mindtap Activities
   c. Job Skill Activities

2. Chapter 9: Medical Records
   a. Learning Objectives
      a. List reasons for maintaining medical records.
      b. Compare the benefits of an electronic medical record (EMR) and a paper-based medical record.
      c. Outline “meaningful use” objectives.
      d. Describe the operation of an electronic health record (EHR) practice management system.
      e. Name three basic types of medical record organization systems.
      f. State the functions of a flow sheet.
      g. Explain several ways information can be entered into a medical record.
      h. Determine who is qualified to provide computerized provider order entry (CPOE) into an electronic medical record system.
      i. Cite various titles the physician may have in the treatment of patients.
      j. Summarize the differences between a manual, an electronic, and a digital signature.
      k. Itemize contents of a patient’s medical record file.
      l. Discuss two types of documentation formats.
      m. Understand the contents of a history and physical examination report.
n. Define an internal and external audit of medical records.

b. Learning Activities
   a. Chapter Quiz
   b. Mindtap Activities
   c. Job Skill Activities

3. Chapter 10: Drug and Prescription Records
   a. Learning Objectives
      a. Compare the five schedules of controlled substances.
      b. Understand when and how to renew a physician’s narcotic license.
      c. Explain the three types of drug names.
      d. Name the components of a prescription.
      e. Discuss how e-scripts are used and state the benefits of using an electronic prescription program.
      f. Define terms and abbreviations pertaining to drugs.
      g. Know the requirements of “order entry” of drugs into a computerized system.
      h. Document telephone calls regarding prescriptions in the medical record.
      i. State the prevention measures used to track prescription refills and avoid prescription errors.
      j. Describe the methods used to store, control, and dispose of drugs.
   b. Learning Activities
      a. Chapter Quiz
      b. Mindtap Activities
      c. Job Skill Activities

4. Chapter 11: Written Correspondence
   a. Learning Objectives
      a. Name office equipment and supplies used in written correspondence.
      b. State various functions word processing software can perform in an electronic health record system.
      c. Describe different letter formats and punctuation styles.
      d. List the parts of a letter.
      e. Assemble reference materials that aid in writing effective letters.
      f. Understand common writing rules.
      g. Outline the characteristics of a letter and discuss different types of letters.
      h. Identify types of memos and describe proper format.
      i. Demonstrate proper editing and proofreading techniques.
      j. Explain various ways to perform transcription tasks.
k. Operate a photocopy machine and state solutions to common copier problems.

b. Learning Activities
   a. Chapter Quiz
   b. Mindtap Activities
   c. Job Skill Activities

5. Unit 3 Capstone
6. Course Project Milestone 3
7. Discussion Board 3

D. Unit 4
1. Chapter 12: Processing Mail and Electronic Correspondence
   a. Learning Objectives
      a. Select appropriate mail equipment and stationery supplies.
      b. Describe various options for purchasing postage and postal supplies.
      c. Explain how incoming mail is handled and sorted.
      d. State the characteristics of suspicious mail.
      e. Define methods for annotating incoming mail.
      f. Coordinate distribution of mail when the physician is gone.
      g. Determine the most economical classification for various mailings.
      h. Choose the safest service for mailing valuable items and important papers.
      i. Demonstrate the envelope address format that follows preferred U.S. Postal Service regulations.
      j. Discuss electronic mail etiquette, format, usage, and security.
      k. Summarize the advantages of an electronic communication system for a medical practice.
      l. Cite etiquette, guidelines, and operating procedures for fax transmissions.

   b. Learning Activities
      a. Chapter Quiz
      b. Mindtap Activities
      c. Job Skill Activities

2. Unit 4 Capstone
3. Course Project Milestone 4
4. Discussion Board 4

E. Unit 5
1. Chapter 13: The Revenue Cycle: Fees, Credit, and Collection
   a. Learning Objectives
      a. Communicate the importance of the revenue cycle.
      b. Name the types of fee schedules and fee discounts.
c. Discuss fees with patients and communicate fee policies.
d. Understand billing methods.
e. Report how billing services are used in the medical office.
f. Interpret an Explanation of Benefits (EOB) form.
g. Define credit and collection terminology and use collection abbreviations.
h. Describe credit laws.
i. List the services of a credit bureau.
j. State the importance of aging accounts and dun messages.
k. Pursue telephone debt collection tactfully.
l. Outline important items in a collection letter.
m. Determine when to seek and how to select a collection agency.
n. Decide when to use small-claims court.
o. Explain federal bankruptcy and garnishment laws.
p. Trace a debtor who has moved and left no forwarding address.

b. Learning Activities
   a. Chapter Quiz
   b. Mindtap Activities
   c. Job Skill Activities

2. Chapter 14: Banking
   a. Learning Objectives
      a. Define common banking terms.
      b. List different types of checking accounts.
      c. Name several types of checks.
      d. Explain the difference between a blank, a restrictive, and a full endorsement.
      e. Discuss reasons to make prompt bank deposits.
      f. State precautions when using an automated teller machine.
      g. Illustrate how to write a check and perform checkbook management.
      h. Articulate features of online banking.
      i. Understand the steps used in reconciling a bank statement.
   b. Learning Activities
      a. Chapter Quiz
      b. Mindtap Activities
      c. Job Skill Activities

3. Chapter 15: Bookkeeping
   a. Learning Objectives
      a. Name four accounting systems and compare their differences and similarities.
b. Define bookkeeping terminology and use proper abbreviations.
c. Determine components of an account or ledger card.
d. State posting procedures on a ledger and on a computerized account.
e. Explain posting procedures on a daysheet.
f. Describe accounts receivable control procedures.
g. Discuss several ways bookkeeping errors can be located.
h. Identify two types of cash funds typically used in a medical office.
i. Perform bookkeeping procedures.

b. Learning Activities
   a. Chapter Quiz
   b. Mindtap Activities
   c. Job Skill Activities

4. Chapter 16: Procedure Coding
   a. Learning Objectives
      a. Outline items to address in a coding compliance program.
      b. Explain the standard code set and its components and purpose.
      c. Name codebooks used to code professional services.
      d. List advantages and disadvantages of encoders and computer-assisted coding.
      f. Determine code edits and define reimbursement terminology.
      g. Describe sections and subsections of CPT and recount unique coding practices within each section.
      h. Summarize the concept of surgical package rules, follow-up days, and Medicare’s global surgery policy.
      i. State reasons procedure modifiers are used and explain how to apply add-on codes.
      j. Review items found in CPT codebook appendices.
      k. Code professional services and procedures using CPT and HCPCS II.
   b. Learning Activities
      a. Chapter Quiz
      b. Mindtap Activities
      c. Job Skill Activities

5. Chapter 17: Diagnostic Coding
   a. Learning Objectives
      a. Name the codebook used to code diagnostic services.
b. Discuss the history and development of diagnostic coding.
c. Compare ICD-9-CM to ICD-10-CM and state changes and advantages of the new system.
d. Describe the format and organization of the ICD-10-CM codebook.
e. Explain principal and primary diagnoses.
f. Define a qualified diagnosis.
g. Understand codebook terms, abbreviations, and punctuation used in ICD-10-CM.
h. List coding steps used to locate codes in the Alphabetic Index (Volume II) of ICD-10-CM.
i. List coding steps used to verify codes in the Tabular List (Volume I) of ICD-10-CM.
j. Follow coding guidelines and apply general and chapter-specific rules to code diagnoses using ICD-10-CM.

b. Learning Activities
   a. Chapter Quiz
   b. Mindtap Activities
   c. Job Skill Activities

6. Chapter 18: Health Insurance Systems and Claim Submission
   a. Learning Objectives
      a. Define frequently used insurance terms and abbreviations.
      b. Identify third-party payers and types of insurance.
      c. Understand insurance policies, plans, and basic benefits.
      d. Describe Medicaid and Medicare Parts A, B, C, and D.
      e. Indicate the three main types of TRICARE coverage.
      f. Discuss different types of workers’ compensation disability coverage.
      g. Become familiar with data fields on the health insurance claim form.
      h. State claim submission guidelines and time limits for various insurance programs.
      i. Name the differences between electronic and paper claim submissions.
      j. Complete health insurance claims.
      k. Determine claim status and follow-up procedures.
      l. Trace unprocessed insurance claims and describe the appeals process.
   b. Learning Activities
      a. Chapter Quiz
      b. Mindtap Activities
      c. Job Skill Activities

7. Unit 5 Capstone
8. Course Project Milestone 5
9. Discussion Board

F. Unit 6

1. Chapter 19: Office Managerial Responsibilities
   a. Learning Objectives
      a. Summarize the rules and responsibilities of an office manager.
      b. Discuss ways to promote patient satisfaction and communication.
      c. Describe ways of increasing office productivity.
      d. List reasons for office staff meetings.
      e. State components of an employee handbook.
      f. Understand and apply federal and state employment laws.
      g. Assemble items for an office policies and procedures manual.
      h. Identify techniques used for recruitment, screening, interviewing, hiring, and training new employees.
      i. Write a plan for building and equipment maintenance.
      j. Select a system for ordering and controlling inventory.
      k. Design a basic travel itinerary and locate travel help sites on the Internet.
   b. Learning Activities
      a. Chapter Quiz
      b. Mindtap Activities
      c. Job Skill Activities

2. Chapter 20: Financial Management of the Medical Practice
   a. Learning Objectives
      a. Understand the value of a medical office budget.
      b. Distinguish between types of financial reports.
      c. Determine various ways to analyze practice productivity.
      d. List accounts payable categories.
      e. Explain gross and net income.
      f. Define payroll terminology.
      g. Name deductions withheld and state how they are determined when preparing payroll.
      h. Identify tax reports and forms used in payroll.
      i. State when quarterly and annual reports are due.
      j. Discuss components of an employee’s earnings record and payroll register.
   b. Learning Activities
      a. Chapter Quiz
      b. Mindtap Activities
      c. Job Skill Activities
3. Chapter 21: Seeking a Position as an Administrative Medical Assistant
   a. Learning Objectives
      a. List employment opportunities.
      b. Conduct a job search for a position as an administrative medical assistant.
      c. State advantages of seeking a temporary job.
      d. Contact an electronic job search database.
      e. Explain the purpose of an application for employment and a letter of introduction.
      f. Analyze your educational and vocational background, work experience, and skills.
      g. Name various types of résumés.
      h. Prepare appropriate responses to interview questions.
      i. Assemble items for a portfolio.
      j. Identify interview questions that are legal and illegal.
      k. Take follow-up steps after an interview.
      l. Determine areas considered when an employee’s performance is evaluated.
   b. Learning Activities
      a. Chapter Quiz
      b. Mindtap Activities
      c. Job Skill Activities

4. Unit 6 Capstone
5. Course Project Milestone 6
6. Discussion Board