



Course Master Syllabus

CATALOG DESCRIPTION: This course provides the student with the necessary skills to work in an administrative capacity in an outpatient medical office and/or ambulatory care setting. Emphasis on medical ethics and proper record keeping will enable the student to be prepared for office management.

PREREQUISITE(S): MED 176, MED 177

COREQUISITE(S): MED 185

CREDITS: 3

HOURS: 3.5 (60 Classroom Hours)

*Last class session is 4 hours

TEXTBOOK: Wilburta (Billie) Q. Lindh; Carol D. Tamparo; Barbara M. Dahl; Julie Morris; Cindy Correa. Comprehensive Medical Assisting: Administrative and Clinical Competencies, 6th Edition

CENGAGE COURSE KEY:

SUPPLEMENTAL MATERIALS:

INSTRUCTOR INFORMATION:

OFFICE HOURS:



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CORE COMPETENCIES: The following core competencies are embedded in this curriculum: Communicate effectively in both speech and writing; Understand historical events and movements in World, Western, non-Western or American societies and assess their subsequent significance; Understand ethical issues and situations; Address an information need by locating, evaluating and effectively using information.	
LEARNING ASSESSMENT	
<i>Student Learning Outcomes:</i>	<i>Suggested Means of Assessment:</i>
Explain the pathways of education for medical assisting training, the benefits of certification, and the duties, characteristics, and expected professional behavior of the certified medical assistant	Written Exams, quizzes, graded simulation activities
Differentiate between the various scheduling methods and telephone techniques/protocols used in the outpatient/ambulatory care settings	Written Exams, quizzes, graded simulation activities, graded work products
Evaluate the best practice for successful medical office management, including daily operations, maintaining a PCMH, policy and procedures, personnel, compliance with regulatory agencies, safety protocols, and emergency disaster control	Written Exams, quizzes, graded emergency management project, graded work products
Demonstrate proper telephone techniques	Written Exams, quizzes, graded simulation activities, graded work products
Recognize the essentials of good fiscal management of the physician office, including banking and bookkeeping procedures, accounts payable/receivable, inventory and purchasing of supplies and equipment, and payroll	Written Exams, quizzes, graded simulation activities, graded work products
Differentiate between the organization of the paper-based and electronic medical records, the various methods of paper-based and electronic documentation, and identify protocols for the protection of medical information	Written Exams, graded simulation activities
Analyze the appropriate use for various filing systems utilized in the medical office	Written Exams, quizzes, graded simulation activities
GRADING SYSTEM:	C+ = 77 < 80
A = 90 < 100	C = 75 < 77
B+ = 87 < 90	F = Below 75
B = 80 < 87	



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DISABILITY SERVICES STATEMENT: Warren County Community College is committed to providing all students equal access to learning opportunities. Student Services is the campus office that works with students who have disabilities to provide and/or arrange reasonable accommodations. Students who have, or think they may have, a disability (e.g. mental health, learning, vision, hearing, physical or systemic), are invited to contact Student Services to arrange a confidential discussion at (908) 835-2300 or by email at StudentServices@Warren.edu as soon as possible. Students registered for Disability Services with Student Services, who have requested accommodations for the current semester will be provided with an electronic letter detailing individual accommodations and are encouraged to contact the instructor early in the semester to discuss accommodations outlined in their letter.

INSTRUCTIONAL SUPPORT CENTER: The Instructional Support Center (ISC), located in Room 105 across from the library, provides academic support at no cost to WCCC students and is available for courses in which they are currently enrolled. The ISC is staffed with trained professional and peer tutors who are ready to help you understand and succeed. For scheduling or further information, visit the ISC in person, online at <http://www.warren.edu/tutoring/> or by telephone at (908)835-2354.

STATEMENT AND POLICY ON CHEATING, PLAGIARISM AND ACADEMIC DISHONESTY: Students are required to perform all the work specified by the instructor, and are responsible for the content and integrity of all academic work submitted. A violation of academic integrity will occur if a student: (1) knowingly represents work of others as one's own, (2) uses or obtains unauthorized assistance in any academic work, (3) gives fraudulent assistance to another student, or (4) furnishes false information or other misuse of college documents.

In cases of suspected violation of academic integrity, the incident is to be reported to the Office of Academics. A student found guilty of violating the rule of academic integrity by the Vice President of Academics will be considered to have failed in personal obligation to the College; such failure will be subject to disciplinary action by the College. Unless otherwise notified, the instructor will allow students who are pending disciplinary action to attend class.

REQUIRED FORMAT FOR RESEARCH PAPERS: Research papers written for any Warren County Community College class must conform to the required documentation style. Papers written for humanities (and some social science) classes will follow the most recent edition of the Modern Language Association (MLA) in-text citation and bibliographic methods. Social science and science papers will require the use of the most recent edition of the American Psychological Association (APA) in-text citation and bibliographic methods.

Please consult with your instructor regarding the correct documentation style to use in his/her class.



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ATTENDANCE POLICY: Students are expected to attend all class sessions of courses in which they are enrolled and are responsible for all material presented in class and all homework assignments.

Grades are based on the quality of work completed in meeting the requirements for a particular course, as stated in the course syllabus and catalog description.

Excessive absence may be considered sufficient cause for dismissal from class by an instructor or other appropriate college staff member. Any decision to exclude a student from class or the College due to excessive absence shall be subject to review by the President in accordance with established procedures. Students who have not attended class are not entitled to a refund of tuition.

WCCC HAYTAIAN & MAIER LIBRARY: (908) 835-2336 <http://warren.libguides.com>

Library Hours

Monday-Thursday 8am-8pm

Friday 8am-3pm

Check the Academic Calendar for specific holiday dates. Exceptions may apply during breaks and summer sessions. Any changes to the Library's hours are posted on the Library's web page and near the Library doors.

- **Passwords and Log-Ins-**The Library is responsible for resetting passwords for your Network account (email, computers, Wi-Fi, library resources, and printing). This cannot be reset over the phone. Please stop by the Library for help.
- **College IDs-**College IDs are required for all students. The Library is responsible for producing all ID cards. To get an ID card you must bring to the Library a current copy of your class schedule and another form of ID. Your student ID is also your library card and is needed to check materials out of the Library. Your first ID card is free and replacement cards are issued at a cost to the student.
- **Inter-Library Loan (ILL)-**The Library participates in a nation-wide inter-library loan program which is available free to all students and faculty. You can either submit ILL requests via the Internet (form available on the Library's web page) or in person at the circulation desk.



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TOPICAL OUTLINE:

Certified Medical Assisting Profession, the Healthcare Industry, Professional Behavior in the Workplace, Telephone Techniques, Scheduling Appointments, Patient Reception and Processing, Office Environment and Daily Operations, Written Communication, The Medical Record, Professional Fees, Bookkeeping, Banking, Financial Management, Practice Management, Human Resources, Medical Practice Marketing

The following MAERB Core Curriculum Competencies are taught and assessed in this course:

Cognitive Domain

V.C. 7. Recognize elements of fundamental writing skills

V.C. 12. Define the patient navigator

V.C. 13. Describe the role of the medical assistant as a patient navigator

VI.C. 1. Identify different types of appointment scheduling methods

VI.C. 2. Identify advantages and disadvantages of the following appointment systems:

- a. manual
- b. electronic

VI.C. 3. Identify critical information required for scheduling patient procedures

VI.C. 4. Define types of information contained in the patient's medical record

VI.C. 5. Identify methods of organizing the patient's medical record based on:

- a. problem-oriented medical record (POMR)
- b. source-oriented medical record (SOMR)

VI.C. 6. Identify equipment and supplies needed for medical records in order to:

- a. create
- b. maintain
- c. store

VI.C. 7. Describe filing indexing rules

VI.C. 9. Explain the purpose of routine maintenance of administrative and clinical equipment

V.C.10 List steps involved in completing an inventory

VII.C. 2. Describe banking procedures as related to the ambulatory care setting

VII.C. 3. Identify precautions for accepting the following types of payments:

- a. cash
- b. check
- c. credit card
- d. debit card

VIII.C. 4. Define a patient-centered medical home (PCMH)



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- X.C. 5. Discuss licensure and certification as they apply to healthcare providers**
- XII.C. 3. Discuss fire safety issues in an ambulatory healthcare environment**
- XII.C. 4. Describe fundamental principles of evacuation of a healthcare setting**
- XII.C. 7. Identify principles of:**
 - a. body mechanics**
 - b. ergonomics**
- XII.C. 8. Identify critical elements of an emergency plan for response to a natural disaster or other emergency**

Psychomotor Domain

- V.P. 4. Coach patients regarding:**
 - a. office policies**
- V.P. 6. Demonstrate professional telephone techniques**
- V.P. 7. Document telephone messages accurately**
- V.P. 9. Develop a list of current community resources related to patients' healthcare needs**
- V.P. 10. Facilitate referrals to community resources in the role of a patient navigator**
- V.P. 11. Report relevant information concisely and accurately**
- VI.P. 1. Manage appointment scheduling using established priorities**
- VI.P. 2. Schedule a patient procedure**
- VI.P. 3. Create a patient's medical record**
- VI.P. 4. Organize a patient's medical record**
- VI.P. 5. File patient medical records**
- VI.P. 8. Perform routine maintenance of administrative or clinical equipment**
- VI.P. 9. Perform an inventory with documentation**
- VII.P. 2. Prepare a bank deposit**
- XP. 1. Locate a state's legal scope of practice for medical assistants**
- XP. 2. Apply HIPAA rules in regard to:**
 - a. privacy**
 - b. release of information**
- XP. 4. Apply the Patient's Bill of Rights as it relates to:**
 - a. choice of treatment**
 - b. consent of treatment**
 - c. refusal of treatment**
- XP. 5. Perform compliance reporting based on public health statutes**
- XP. 6. Report an illegal activity in the healthcare setting following proper protocol**
- XP. 7. Complete an incident report related to an error in patient care**
- XI.P. 1. Develop a plan for separation of personal and professional ethics**
- XII.P.2. Demonstrate proper use of**
 - b. fire extinguisher**



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XII.P. 3. Use proper body mechanics

XII.P. 4. Participate in a mock exposure event with documentation of specific steps

XII.P. 5. Evaluate the work environment to identify unsafe working conditions

Affective Domain

VI.A. 1. Display sensitivity when managing appointments

X.A. 2. Protect the integrity of the medical record

XI.A. 1. Recognize the impact personal ethics and morals have on the delivery of healthcare

XIII.A. 1. Recognize the physical and emotional effects on persons involved in an emergency situation

XIII.A. 2. Demonstrate self-awareness in responding to an emergency situation

GRADING METHODS:

ITINERARY: