



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): None

COREQUISITE(S): None

CREDITS: 3

HOURS: 3.5 (60 Classroom Hours)

*Last class session is 4 hours

TEXTBOOK: Lindh, W. Q., Pooler, M., Tamparo, C. D., Dahl, B. M., & Morris, J. (2017). *Comprehensive medical assisting: Administrative and clinical competencies* (6th ed.). Cengage.

CENGAGE COURSE CODE:

SUPPLEMENTAL MATERIALS:

INSTRUCTOR INFORMATION:

OFFICE HOURS:



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
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
Identify proper protocols for telehealth in the outpatient ambulatory healthcare setting	Written Exams, graded simulation activities
GRADING SYSTEM:	C+ = 77 < 80
A = 90 < 100	C = 75 < 77
B+ = 87 < 90	F = Below 75
B = 80 < 87	

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.

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

Text: 908-652-4445

Email: lstoll@warren.edu

<http://warren.libguides.com>

Please see the library's website above for current semester hours.

The WCCC Library offers a wide range of services to students specific to the information literacy goals of the College which includes suggesting research strategies, facilitating the use of both digital and print resources, as well as assisting students with citations to avoid plagiarism.

The library also serves as the College's computer space, with computers for students to use when the library is open. Students also have free, unlimited printing from the College's computers, as well as space to study.

The library is where students can get their college student ID cards. All students are required to get a student ID card and carry it while on campus for security purposes. To get a student ID card, you must bring another form of ID to the library. You may also be asked to bring a printed copy of your current class schedule. You can get a student ID card any time that the library is open. These cards do not expire and can be used for your duration at WCCC.

Additionally, the library participates in a national inter-library loan program which is available free to all students and faculty. You can submit ILL requests by emailing the librarian or by stopping by the library's circulation desk.

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. 6 Identify techniques for coaching a patient related to specific needs**
- V.C.7 Identify different types of electronic technology used in professional communication**
- V.C.10 Identify the role of the medical assistant as the patient navigator**
- V.C.15 Identify the medical assistant's role in telehealth**
- VI.C.1 Identify different types of appointment scheduling methods**
- VI.C.2 Identify critical information required for scheduling patient procedures**
- VI.C.3 Recognize the purpose for routine maintenance of equipment**



- VI.C.4 Identify steps involved in completing an inventory**

- VII. C. I. Define the following bookkeeping terms:**
 - a. charges**
 - b. payments**
 - c. accounts receivable**
 - d. accounts payable**
 - e. adjustments**
 - f. end of day reconciliation**

- VII.C.2 Identify precautions for accepting the following types of payments:**
 - a. cash**
 - b. check**
 - c. credit card**
 - d. debit card**

- X.C.1 Identify scope of practice and standards of care for medical assistants**
- X.C.2 Identify the provider role in terms of standard of care**
- X.C.5 Identify licensure and certification as they apply to healthcare providers**
- XI.C.4 Identify professional behaviors of a medical assistant**
- XII.C.1 Identify fire safety issues in an ambulatory healthcare environment**
- XII.C.2 Identify emergency practices for 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**
- XII.C.9 Identify the physical manifestations and emotional behaviors on persons involved in an emergency**

Psychomotor Domain

- V.P. 3 Coach patients regarding:**
 - a. office policies**
- V.P. 4 Demonstrate professional telephone techniques**
- V.P. 5 Document telephone messages accurately**
- V.P. 6 Using technology, compose clear and correct correspondence**
- V.P. 7 Use a list of community resources to facilitate referrals.**
- V.P. 8 Participate in a telehealth interaction with a patient**
- VI.P. 1 Manage appointment scheduling using established priorities**
- VI.P. 4 Perform an inventory of supplies**
- X.P.1 Locate a state's legal scope of practice for medical assistants**



ITINERARY:

Unit	Chapter(s)
1	1-The Medical Assisting Profession
2	2-Health Care Setting and the Health Care Team
3	Quiz Chapters 1 & 2 3-Coping Skills for the Medical Assistant
	NO CLASS September 25
4	11-Telecommunications
5	12-Patient Scheduling
6	Test Chapters 3, 11, 12 9-Creating the Facility Environment
7	9-Creating the Facility Environment Continued
8	11-Telemedicine and Telehealth
9	Test Chapters 9 & Telehealth 18-Daily Financial Practices 20-Accounting Practices
10	14-Written Communications
11	Work Product Session Written Communications
12	Test Chapters 14, 18, 20 44-The Medical Assistant as Clinic Manager 45-The Medical Assistant as Human Resource Manager
13	Continued: 44-The Medical Assistant as Clinic Manager 45-The Medical Assistant as Human Resource Manager
14	Test Chapters 44 & 45 Review Final Exam
15	Final Examination
16	Externship Practicum Orientation