MED 186/686 Medical Office Procedures

Course Master Syllabus

Course Information

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 4 hours

Required Text(s): Blesi, M. (2025). *Medical assisting: Administrative & clinical competencies. 9th ed.* Cengage Learning.

Supplemental Materials:

Instructor Information

Instructor's Name:

Contact Information:

Office Hours:

Goals of the Medical Assisting Program

The medical assisting program at Warren County Community College endeavors to reach, at a minimum, the following goals: To prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains. Students of the medical assisting program must accomplish these goals and competencies in order to be eligible for program completion. The curriculum is also designed to foster critical thinking, interpersonal skills, leadership skills, ethical sensitivity, and professional responsibility to perform all administrative and clinical competencies in the field of Medical Assisting. The program will support the institutional

mission of the college (to build a community of learners through accessible, quality learning opportunities) and meet the needs and expectations of the communities of interest.

Class Core Competencies

The following core competencies are embedded in this curriculum:

- Communicate effectively in both speech and writing.
- Use scientific method of inquiry, through the acquisition of scientific knowledge.
- Understand ethical issues and situations.
- Address an information need by locating, evaluating, and effectively using information.

Class Learning Assessment

Student Learning Outcomes	Suggested Means of Assessment
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	Written exams, quizzes, graded simulation activities, graded work products

Student Learning Outcomes	Suggested Means of Assessment
procedures, accounts payable/receivable, inventory and purchasing of supplies and equipment, and payroll	
Identify proper protocols for telehealth in the outpatient ambulatory healthcare setting	Written exams, graded simulation activities

Grading System

Letter Grade	Percentage Range
A	90 to 100 percent
B Plus (B+)	87 to 89.9 percent
B	80 to 86.9 percent
C Plus (C+)	77 to 79.9 percent
C	70 to 76.9 percent
D	60 to 69.9 percent
F	Below 60 percent

College Information

Disability Services
Disability Services Webpage

Statement and Policy on Cheating, Plagiarism, and Academic Conduct

Academic Conduct Policy (Policy 304) [PDF]

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.

Unauthorized use of Artificial Intelligence (AI) is prohibited unless the instructor explicitly permits it in the syllabus or assignments. If tools such as ChatGPT are permitted by an

instructor to be used for an assignment, they should be used with caution and with proper citation. In all such cases, you may only use the specific tools identified as acceptable and you must adhere to the College's standards for attribution, validation, and transparency.

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.

Tutoring and Testing at the Instructional Support Center (ISC)

- Instructional Support Center (ISC) Webpage

WCCC Library Services

- WCCC Library Website

Citation Styles and Formatting

Work submitted for any Warren County Community College course must conform to the required formatting and citation style that are specified by the instructor. The Library and Instructional Support Center can assist students with formatting and citations for assignments and papers.

WCCC Attendance Expectations

The College expects students to attend and participate in all classes. This involves sharing discussions and lectures in class, as well as interacting with other students. Grades are based on the quality of work students complete in meeting the requirements for a particular course, as stated in the course syllabus and catalog description. Attendance, among other factors, may be an additional criterion for assigning grades. Students should realize that they are responsible for all class meetings and that work missed because of absences may affect their grades. Attendance in online classes is determined by the completion of assignments/ tests. Students who have not completed any assignments or tests will be considered non-attending and receive an NF grade in online classes.

Class Attendance Expectations

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

MAERB Core Curriculum Copentencies

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.3 Identify fire safety issues in an ambulatory healthcare environment
- XII.C.4 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.2 Schedule a patient procedure
- VI.P. 4 Perform an inventory of supplies
- X.P.1 Locate a state's legal scope of practice for medical assistants
- XP.4 Perform compliance reporting based on public health statutes
- X.P.5 Report an illegal activity following the protocol established by the healthcare setting
- X.P.6 Complete an incident report related to an error in patient care

- XII.P.1. Comply with safety practices
- XII.P.2 Demonstrate proper use of
    a. fire extinguisher
- XII.P. 3 Use proper body mechanics
- XII.P. 4 Evaluate the environment to identify unsafe conditions

Affective Domain Skills embedded in Psychomotor Skills (within competency work product sheets): A.1 Demonstrate critical thinking skills, A.2 Reassure patients, A.3 Demonstrate empathy for patients' concerns, A.4 demonstrate active listening, A.5 Respect diversity, A.6 Recognize personal boundaries, A.7 Demonstrate tactfulness, A.8 Demonstrate self-awareness.

Grading Methods

Assignment	Points/Percentage
Tests and quizzes	50%
Papers/projects/work products	20%
Class participation	5%
Final Exam	25%

CAAHEP

CAAHEP requires that medical assisting students pass 100% of all psychomotor and affective domain objectives and competencies in order to be eligible for program completion. 75% or higher is considered passing for all courses and related competencies. Students may make 3 attempts to successfully complete each work product competency.

Late Work Policy

Late work is unacceptable unless prior arrangements have been made with the appropriate instructor.

Missed Exam Policy

Scheduled exams cannot be cut. Illness and excused absences are the exceptions. Absence for an exam or quiz will result in a 10% grade deduction on that assessment.

Students who miss a scheduled examination must make arrangements with the instructor and/or the ISC department to schedule a time to make up that exam.

Class Participation includes attendance. Students will realize a 10% deduction for each absence. In order to achieve full credit for Participation, students must attend all scheduled sessions, come to class prepared, and participate fully.

*Please refer to Medical Assisting Program Policy in the Medical Assisting Handbook.

Itinerary

This schedule is subject to change at the discretion of the instructor or college. Inclement weather may impact and/or extend the scheduled on-campus time, which could also lengthen the online portion of the semester.

Unit	Readings/Assignments
1	1-The Medical Assistant, Health Care Team, and Medical Environment The History of Medicine
2	The History of Medicine 2-Professionalism
3	In Class: Jeopardy Quiz Chapters 1 & 2
4	29-Banking Procedures 30-Accounts Payable and Accounting Procedures
5	In Class: 20-Written Communications
6	In Class: Work Product Session Written Communications
7	In Class: Test Chapters 20, 29, 30 Coping Skills for the Medical Assistant
8	19-Telephone Communication
9	22-Scheduling Appointments and Receiving Patients
10	Test Chapters 19, 22 and Coping Skills 21-The Office Environment
11	21- The Office Environment
12	Telemedicine and Telehealth

Unit	Readings/Assignments
13	Test Chapters 21 & Telehealth 58- Managing the Office
14	Continued: 58-Managing the Office
15	Test Chapter 58 Review Final Exam
16	Final Examination
17	Externship Practicum Orientation