# MED 187/687 Computerized Office Procedures

## Course Master Syllabus

## Course Information

**Catalog Description:** This course introduces students to the typing fundamentals necessary for medical record and report format typing. Students are introduced to the use of Electronic Medical Records (EMR), using the Practice Management billing software, which include a full range of functionalities that allow members of the health care delivery team to store, access, and use patient medical information for patient management and claims processing.

**Prerequisite(s):** Admission to the Medical Assisting Program

**Corequisite(s):** BIO 176/MED 176 – Intro to Anatomy/Pathology/Physiology
MED 177/677 – Medical Terminology

**Credits:** 3

**Hours:** 3.5 (60 classroom hours) *Last class session 4 hours

**Required Text(s):**

**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 |
|---|---|
| Discuss the principles of using Electronic Medical Records (EMR)/Electronic Health Records (EHR) in the healthcare environment; including the implications of meaningful use | Written exams/quizzes, graded homework |
| Recognize how federal and state laws pertaining to order entry | Written exams/quizzes, graded homework |
| Apply the concepts of data management systems for billing, collection, and electronic health/medical records system to patient medical record keeping | Written exams/quizzes, graded homework, graded work products |
| Use electronic technology in effective communication | Graded work products |

| Student Learning Outcomes | Suggested Means of Assessment |
|---|---|
| | |
| Become proficient in the use of PM-EMR and Electronic Billing | Graded work products |

## 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

- Introduction to practice management and electronic medical records
- Patient registration and data entry
- Scheduling, rescheduling and cancelling patient appointments
- Preparing for patient appointments
- Checking in patients and performing patient eligibility
- Posting an insurance copayment
- Documenting clinical encounters
- Managing provider order and patient communication
- Working with prescription and e-Rx
- Preparing electronic encounter forms for billing, medical billing, patient collections.

## MAERB Core Curriculum Copentencies

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

**Cognitive Domain**

- VII.C. 1. Define the following bookkeeping terms:
    a. charges
    b. payments
    c. accounts payable
    d. accounts receivable
    e. adjustments
- VII.C. 5. Identify types of information contained in the patient's billing record
- VI.C. 8. Differentiate between electronic medical records (EMR) and a practice management system
- VI.C. 11. Explain the importance of data back-up
- VI.C. 12. Explain meaningful use as it applies to EMR
- VII.C. 4. Describe types of adjustments made to patient accounts including:
    a. Non-sufficient funds (NSF) checks
    b. Collection agency transactions
    c. Credit balance
    d. Third party

**Psychomotor Domain**

- VI.P. 6. Utilize an EMR
- VI.P. 7. Input patient data utilizing a practice management system
- VII.P 1. Perform accounts receivable procedures to patient accounts including

posting:

a. Charges
b. Payments
c. Adjustments

## Grading Methods

| Assignment | Points/Percentage |
|---|---|
| Tests and quizzes | 40% |
| Papers/projects/work products | 10% |
| Class participation | 25% |
| 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

| Unit | Readings/Assignments |
|---|---|
| 1 | Introduction to Practice Management and EHR |
| 2 | Unit 2: Administrative<br>Patient Registration and Data Entry |
| 3 | Scheduling, Reschedule, Canceling Patient Appointments<br>Preparing for Patient Appointments |
| 4 | Checking in Patients and Performing Insurance Eligibility |
| 5 | Posting Insurance Co-Payments |
| 6 | Preparing Management Reporting |
| 7 | Administrative Capstone Simulation |
| 8 | Introduction to EHR<br>Documenting Clinical Encounters |
| 9 | Documenting Clinical Encounters |
| 10 | Managing Provider Orders and Pt. Communication |
| 11 | Working with Prescriptions and eRx |
| 12 | Preparing Electronic Encounter Forms for Billing |
| 13 | Medical Billing |
| 14 | Patient Collections |
| 15 | Capstone Simulation |
| 16 | Capstone Simulation Continued |
| 17 | **Final Examination** |