



COURSE SYLLABUS BUS 216—MEDICAL ADMINISTRATIVE PROCEDURES

COURSE LENGTH AND CREDIT: 80 clock hours, 5 credit hours

PREREQUISITE: BUS 101, BUS 212 (or AHS 101), BUS 211 (or AHS 109), SCT 100.

REQUIRED TEXTS: (1) Computers in the Medical Office, Glencoe Publishers, 2009, Susan M. Sanderson, 6th ed.

REQUIRED SUPPLIES: Folder, notebook paper, black pen/pencil, textbook, jump drive (provided by instructor).

COURSE DESCRIPTION: This interactive course illustrates essential skills of a medical office specialist in an actual office environment. Topics include: medical law and ethics, patient relations/human relations, medical records management, scheduling appointments, pegboard accounting, health insurance, and billing/collection.

MAJOR COURSE COMPETENCIES: Equipment and supplies maintenance and usage, work area management, spelling, definitions, punctuation, processing/transcription speed and accuracy, resource utilization, and pronunciation.

COURSE OBJECTIVES: Upon completion of this course, student will:

- Identify medical administrative duties versus clinical and various types of medical practices.
- Discuss the fundamental operations of reading, sending, composing, printing, forwarding, recalling, and replying to electronic mail.
- Discuss the legal issues and etiquette related to e-mail transmission in the medical office.
- Identify professional affiliation within the medical administrative assisting field.
- List personality characteristics essential to a medical administrative medical assisting.
- List and explain positive work ethics.
- Describe the expected professional image of an administrative medical assistant.
- Practice basic customer service skills.
- Describe the expected administrative medical assistants behaviors and appearance and how it impacts patient care.
- Recognize and identify desirable relationships between the medical secretary and office staff, and between the medical secretary and patients.
- Define health care communication.
- Define effective and ineffective verbal and nonverbal communication.
- Describe barriers to effective communication.
- Discuss confidentiality as it relates to customer/client communication.
- Identify language/cultural barriers in accordance with special populations.
- Discuss how to manage difficult people or situations.
- Discuss preparing, maintaining and purging a patient's record.
- Describe different reports and components of medical record format.
- Identify and utilize appropriate chart forms for patient's folder.
- Give the meaning of common medical abbreviations found in the reading material and chart notes.
- Describe legal and appropriate documentation in the medical record.
- Store and retrieve office documents using various filing systems.
- Apply guidelines for scheduling appointments using various matrices.
- Use an electronic calendar to schedule appointments, plan meeting, and set reminders for scheduled appointments.
- Describe the various types of health insurance coverage.
- Define health insurance terms.
- Process insurance claims in given situations.
- Explain the follow-up process for insurance claims.
- Explain how fees are determined in the medical office.
- Obtain necessary demographic information about the patient.
- Compute charges and make appropriate entries for services rendered, charges and payments.
- Request payment for services rendered.
- Prepare effective collection letters.
- Define procedures for opening and closing the medical office.
- Properly store confidential information according to HIPAA guidelines.
- Identify and locate medical terms using a medical dictionary.
- Identify and locate drugs by name and manufacturer using Physicians' Desk Reference or current drug book.
- Cite dosage, side effects, and illnesses for which drugs are prescribed.

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- Use search engines and discuss Internet web site integrity and validity
- Discuss password protection, acceptable use policies, virus prevention, and system backups.
- Utilize a variety of office equipment efficiently (e.g. multi-phone line system, postage equipment, fax, copier, scanner, etc.)

COURSE OUTLINE:

- Chapter 1: The Medical Office Billing Process
- Chapter 2: Information Technology and HIPAA
- Chapter 3: Introduction to MediSoft
- Chapter 4: Entering Patient Information
- Chapter 5: Entering Insurance, Account and Condition Information
- Chapter 6: Entering Charge Transactions and Patient Payments
- Chapter 7: Creating Claims
- Chapter 8: Posting Insurance Payments and Creating Patient Statements
- Chapter 9: Printing Reports
- Chapter 10: Collections in the Medical Office
- Chapter 11: Scheduling
- Chapter 12: Handling Patient Records and Transactions
- Chapter 13: Setting Up Appointments
- Chapter 14: Printing Lists and Reports
- Chapter 15: Putting It All Together

STUDENT REQUIREMENTS: *Students are expected to submit all work (daily assignments written quizzes, research assignment, and final exam) on the dates scheduled by the instructor. Students will receive grades of "0" for any document/test that is not submitted by the due date outlined on the calendar unless prior arrangements have been made with the instructor.* Students will be provided specific guidelines to follow for all assignments. **Failure to complete ALL of the required work will result in the student receiving a final course grade of "F."** Students are responsible for policies and procedures included in the HGTC Catalog and Student Handbook. **Students must maintain a minimum grade of "C" in this course if it is a prerequisite for other classes.**

FINAL CLASS AVERAGE

Final Exam	20%
Interactive Project	3%
Tests	37%
Daily Average	40%

GRADING SCALE

A	90-100
B	80-89
C	70-79
D	60-69
F	below 60

TCSG GUARANTEE/WARRANTY STATEMENT:

The Technical College System of Georgia guarantees employers that graduates of State Technical Colleges shall possess skills and knowledge as prescribed by State Curriculum Standards. Should any graduate employee within two years of graduation be deemed lacking in said skills, that student shall be retrained in any State Technical College at no charge for instructional costs to either the student or the employer.

GRADING:

All assignments are due by the class period on the date indicated by the class calendar. Any assignment/test not turned in by due date will result in a grade of "0" on each assignment/test due.

Final Exam: **Chapter 15** serves as a comprehensive final exam. Students may complete this exercise over a series of classes; however, the student is to work individually with *no assistance from other students and with no assistance from instructor* unless there is a malfunction of computer equipment. Each student will receive one grade for each of the following: (1) appointment lists, (2) deposit report, (3) patient statements, (4) patient aging applied payment report (5) practice analysis and (6) collection letter report/letters. These six grades will be averaged together for the final exam grade.

The following scale reflects grading for all errors not corrected prior to turning in daily assignment/final exam computer printouts/documents.

A	(100)—no errors	D	(65)—3 errors
B	(85)—1 error	F	(50)—4 errors
C	(75)—2 errors	F	(25)—5 errors

Interactive Project: Each student will complete an Internet project related to the class content. The class calendar indicates when the project is due, and this project will count for 3% of each student's final grade. Each student will receive a different assignment.

Written Tests: Tests will be administered on chapters 1 & 2 and on handouts given by instructor in the following areas: Confusing Medical Terms, Combining Forms, and Abbreviations. Tests are due to be taken no later than the date listed on class calendar.

Daily: Daily assignments are from three sources. (1) Chapter Worksheets at the end of chapters 4-11, (2) Printouts generated from computer work, and (3) Pharmacology Handout

- (1) All Chapter Worksheets will be graded. Chapter Worksheet answers are to be e-mailed to instructor at tbayto@heartofgatech.edu from your HGTC student e-mail account.
- (2) Computer printouts will be graded periodically during the quarter. Students will not be forewarned as to which computer assignments are for a grade. (Grading scale is shown below.) Please note that sharing of information regarding which assignment is graded is considered cheating and will be treated as such. Students needing to work outside of class time need to schedule a designated time with instructor. All work in each assigned chapter is to be completed.

A	(100)—no errors	D	(65)—3 errors
B	(85)—1 error	F	(50)—4 errors
C	(75)—2 errors	F	(25)—5 errors

- (3) Pharmacology Handout—see instructor when ready to complete this assignment.

WITHDRAWING FROM CLASS:

Students needing to withdraw from class should contact their instructor or program advisor.

INSTRUCTOR: Mrs. Tammy Bayto, Room 121B of Louie Livingston Hall (office); 478-274-7854, 478-275-6589 (HGTC), 1-800-200-4464 (HGTC), tbayto@heartofgatech.edu. Office Hours: See schedule posted on office door.

WORK ETHICS: Instruction in the development of good work habits (work ethics) which aid in job retention and advancement is included in this course. This instruction will include weekly activities on a topic related to work ethics. Included are behaviors such as arriving for classes or meetings on time; completing work satisfactorily and on time; responding positively to supervision; following directions correctly; adhering to policies/regulations; using tools and resources properly; observing safety provisions; and working effectively as part of a team. A student is given a work ethics grade each quarter in addition to the academic grade for a course.

ATTENDANCE POLICY: Class attendance is required for successful completion of the course. Absences in excess of **10%** of scheduled class periods will subject the student to dismissal. Refer to HGTC *Catalog and Student Handbook* for explanation of the attendance policy. It is the student's responsibility to obtain notes, handouts, etc. should a class be missed and to schedule outside work time, makeup exams, etc. with the instructor. Students are expected to contact the instructor prior to class if they must be absent. Students who are sleeping during class will be counted absent, as they are not mentally present.

ACADEMIC DISHONESTY: *All forms of academic dishonesty, including but not limited to cheating on tests/daily work and falsification of information, will call for discipline.*

INTERNET USAGE: Unless a student is working on the interactive project, no student should be using the Internet during designated class time.

INSTRUCTIONAL TECHNIQUES: Individualized instructional techniques will be used in reaching the course objectives in addition to small and large group discussions/demonstration. Supplemental instruction will be provided as needed on an individualized basis.

SPECIAL SERVICES: Students with special needs, whether the needs are learning, physical, or other, are strongly encouraged to talk with the course instructor. The instructor can refer the student to the Special Needs Facilitator or can consult with the Special Needs Facilitator in the W.R. Stewart Building on behalf of the student. To ensure that students have every opportunity to succeed in their studies, other services such as tutoring and study skills are available. Students interested in these services should talk to the instructor or department chairperson.

EQUAL OPPORTUNITY INSTITUTION: Heart of Georgia Technical College, (HGTC), does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, political affiliation or belief, disabled veteran, veteran of the Vietnam Era, or citizenship status (except in those special circumstances permitted or mandated by law). This nondiscrimination policy encompasses the operation of all educational programs and activities including admissions policies, scholarship and other college-administered programs, including any Workforce Investment Act of 1998 (WIA) Title I-financed programs. It also encompasses the employment of personnel and contracting for goods and services. HGTC shall promote the realization of equal opportunity through a positive continuing program of specific practices designed to ensure the full realization of equal opportunity.

This policy of nondiscrimination is consistent with Title IX of the Educational Amendments of 1972, Title VI of the Civil Rights Act of 1964, Title VII of the Civil Rights Act of 1964, Executive Order 11246, the Equal Pay Act, the Age Discrimination in Employment Act, the Americans With Disabilities Act, Section 504 of the Rehabilitation Acts of 1973, Section 503 of the Rehabilitation Act of 1973, Section 402 of the Vietnam Era Veterans Readjustment Assistance Act of 1974, the Immigration Reform and Control Act of 1986, the Workforce Investment Act of 1998, and O.C.G.A. § 45-19-21 and other related state statutes.

The following individuals are the designated employees responsible for coordinating the College's efforts to implement this non-discriminatory policy and are located at 560 Pinehill Road, Dublin, GA 31021.

Title II (II-8.500) Americans with Disabilities Act of 1990; Section 504 of the Rehabilitation Act of 1973:

- Designee for Students: Special Needs Facilitator, (478) 274-7652
- Designee for Employees: Human Resources Specialist, (478) 274-7934

Title IX of the Education Amendments of 1972; Title VI of the Civil Rights Act of 1964:

- Designee for Students: Director of Career Services, (478) 274-7643
- Designee for Employees: Human Resources Specialist, (478) 274-7934