



School of Nursing and Health Professions Syllabus



Term: Credit: 3CR **Instructor:**

Course Code: MDA 114 **Office Hours:**

Title of Course: Medical Office **Office Location:**

Procedures I **Email:**

Days & Times: **Phone:**

Location: **Prerequisites/ Corequisites:** NONE

COURSE DESCRIPTION:

This course is an introduction into the healthcare industry and the administrative aspect of Medical Assistant profession. It emphasizes efficient procedures and professional administration of the medical office. Telephone techniques, patient scheduling, medical insurance, billing and collections, finances, and management of practice are covered. An emphasis on professionalism and patient relations also is addressed.

STUDENT LEARNING OUTCOMES:

1. Demonstrate professionalism/interpersonal skills. Identify the role of the Medical Assistant

2. Apply Appropriate Telephone Techniques

- Discuss the importance of telephone communications.
- List strategies for developing a pleasant telephone personality.
- List the guidelines for receiving incoming calls and for taking and recording messages.
- Differentiate between those calls handled by the medical assistant and those which the physician must take.
- Explain what is meant by preplanning a call.
- Discuss the reasons and methods of monitoring a call.
- List the types of telephone answering devices and the advantages of each.
- List the methods of placing long distance calls and the purpose and types of conference calls.
- Describe various types of communication equipment and their advantages, for example, pagers, mobile telephone, facsimile machines.
- Using a telephone directory look up the area codes and determine the correct time of day for placing each call.
- Given a list of names, locate the addresses and telephone numbers.
- Demonstrate appropriate methods for placing and receiving calls

3. Demonstrate Professional Patient Reception

- Describe what constitutes professional attire and behavior.
- Describe how to create and maintain a desirable reception area.
- List the medical assistant's duties before the patient arrives.
- Identify the importance of greeting patients.
- Instruct a new patient on completing a registration form.
- List actions that might be taken in the event of a delayed schedule.
- Discuss ways in which to assist a physically impaired, uncomfortable or ill patient.

4. Apply Different Methods to Schedule Appointments

- Schedule in and outpatients using various types of scheduling systems including appointment book and computer based and self-scheduling
- Compare time management using open hours vs. scheduled appointments.
- List the criteria for an appointment book.
- Describe how to establish the matrix.
- List the basic rules in using the appointment book.
- State the basic guidelines for scheduling appointments in person and over the telephone.
- Cite common situations that would require an adjustment to the schedule.
- Describe what constitutes an emergency and how to handle the situation.
- List the points of information that are necessary in scheduling appointments outside the office such as, surgery and laboratory tests.
- State the importance of recording a failed appointment on a patient's chart.
- Given specific rules for an office, on appointment book pages, schedule a group of patients and explain reasons for decisions.
- Instruct a patient regarding preadmission requirements, hospital admissions, insurance requirements.

5. Demonstrate the Ability to Process Mail for the Medical Facility

- State the steps for sorting the mail
- Identify mail that can be handled by the medical assistant.
- Discuss what is meant by annotating the mail.
- Describe and state when each of the following classifications of mail are used:
 - first, second, third-class mail, parcel post.
- Describe and state when each of the following are used: certified mail,
 - certificate of mailing, insured mail, express services.
- Describe the procedure for forwarding mail, obtaining a change of address,
 - recalling mail, tracing lost mail handling vacation mail.

6. Demonstrate the Ability to Prepare Correspondence

- List the components of a business letter and placement of letter parts.
- Name and discuss the differences in letter styles.
- Discuss the basic sizes of letterhead stationery and when each is appropriate.
- Name the types of references essential to the medical assistant.
- State the steps in composing the body of a letter, types of phrases and/or

- vocabulary to be avoided, and the reasons for, and process of, developing a portfolio of letters.
- Proofread a business letter for errors and make the necessary corrections.
- Compose a business letter for a physician following a simulated set of circumstances.
- Explain how to address an envelope for optical scanning.
- Address an envelope for optical scanning.
- Demonstrate knowledge of correct spelling of words commonly misspelled in written communication.

7. Identify and Analyze the Contents of Patient Record

- List the reasons for keeping accurate medical records.
- Describe the contents of a medical record
- Differentiate between subjective and objective information.
- Describe how to obtain the history.
- State how to make additions and corrections to the chart and how to keep the records current.
- Discuss what records are to be retained and for how long, what records are to be destroyed and/or transferred and when these procedures are to be done.
- Describe methods of storing records and the advantages/disadvantages of each.
- List the methods of filing in a medical office.
- List the rules of indexing.
- Describe the steps in filing.
- Describe the advantage of color-coding files.
- Define the tickler file and how it is used in the medical office.
- Place names in alphabetical order using the rules of indexing.
- Place numbers in numerical order as might be accomplished in numerical filing.
- Interview and complete the registration process for a new patient.
- Make corrections in a patient's chart.
- Utilize EMR & input patient data in PMS

8. Demonstrate the Utilization and Management of Space

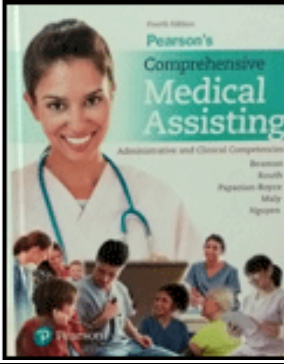
- Planning and organizing facilities
- Maintenance of facilities, equipment, supplies

9. Identify Safety and Security of Facilities and Patients Management duties

TEXTBOOK REQUIRED:

Beaman Routh, Papazian-Boyce, Maly Nguyen. Comprehensive Medical assisting, Administrative and Clinical Competencies. Pearson, Fourth Edition.

ISBN-13: 978-0-13-442020-2



EVALUATION METHODS:

- Tests (3) 20%
- Class activity/ Participation 10%
- Final Exam 20%
- Assignments 20%
- Competencies 30%

WEEKLY OUTLINE:

Week	Topic	Learning Outcomes (L.O)
1	Introduction; Requirements Medical Assisting: The Profession	SLO 1
2	Law & Ethics	
3	Communication: Verbal and Nonverbal	SLO 1
4	Communication: Verbal and Nonverbal	SLO 1
5	The Office Environment	SLO 8
6	Telephone Techniques	SLO 2
7	Telephone Techniques	SLO 2
8	Patient Reception	SLO 3
9	Schedule Appointments	SLO 3
10	Schedule Appointments	SLO 4
11	Office Equipment & Supplies	SLO 8 & 9
12	Medical Records	SLO 5 & 6
13	Medical Records - Case History Subjective/objective information.	SLO 6
14	Utilize EMR to input patient data	SLO 7
15	Final Exam	FINAL

HCCC POLICIES, STATEMENTS, AND SERVICES:

<https://www.hccc.edu/administration/academic-affairs/syllabus-addendum.html>