

MIDSTATE COLLEGE
411 W. Northmoor Road
Peoria, IL 61614
(309) 692-4092 (800) 251-4299
(Summer 2016 ar)

COURSE: AH 140 MEDICAL OFFICE PROCEDURES I

CREDIT HOURS: 4 quarter hours

METHOD OF DELIVERY: Classroom

COURSE DESCRIPTION: The student studies the administrative and clerical aspects of a medical office. The course includes the principles and applications of medical and financial records management, lawful practice, avoidance of negligence suits, ethical issues, and the role of the allied health professional in the front office. The student will develop skills and meet competencies in reception techniques, clerical duties, filing procedures, preparation of a medical record, written communication and operations related to accounts receivable and payable.

PREREQUISITES: MAT 101 Fundamentals of Mathematics or Entrance Examination placement at MAT 110 Business Mathematics level

TEXT: 1. Administrative Medical Assisting 6th ed., ISBN1418032662

AUTHOR: 1. Fordney, French, and Follis

PUBLISHER: 1. Thompson-Delmar

MATERIALS NEEDED: planner, a calculator, and a pencil.

REQUIREMENTS FOR COMPLETING THE COURSE: Student must complete all assessment tools required by the instructor. All competencies must be passed at 70% or better to pass this course regardless of classroom grades. Attendance at 75% or greater and compliance with dress code is required to pass the professionalism competency. Skill competencies may not be attempted more than 3 times. After the first attempt, the best grade attainable will be 70% for that competency. Students must complete assessment tools to the satisfaction of the instructor and standard departmental AH140 exams. Department policy prohibits extra credit work.

Required Competencies for AH 140:

1. Perform Patient screening using established protocols (**I. PI. 6**)
2. Explain general office policies (**IV. PIV. 4**)
3. Demonstrate telephone technique (**IV. PIV. 7**)
4. Compose professional/business letters (**IV. PIV. 10**)
5. Demonstrate sensitivity appropriate to the message being delivered (**IV. AIV. 5**)
6. Manage appointment schedule using established priorities (**V. PCV. 1**)
7. Schedule patient admissions and/or procedures (**V. PV. 2**)
8. Organize a patient's medical record (**V. PV. 3**)
9. File medical records (**V. PV. 4**)
10. Maintain organization by filing (**V. PV. 8**)
11. Use internet to access information related to the medical office (**V. PV. 7**)
12. Perform routine maintenance of office equipment w/ documentation (**V. PV. 9**)
13. Perform office inventory (**V. PV. 10**)
14. Consider staff needs and limitations in establishment of a filing system (**V. AV. 1**)
15. Implement time management principles to maintain office function (**V. AV. 2**)
16. Demonstrate sensitivity & professionalism in handling accounts receivable activities with clients (**VI. AV. 1**)
17. Obtain precertification including documentation (**VII. PVII. 4**)
18. Obtain preauthorization including documentation (**VII. PVII. 5**) (**VII. PVII. 2**)
19. Verify eligibility for managed care services (**VII. PVII. 6**)
20. Use Active listening skills (**IV. AIV. 2**)
21. Use medical terminology and correct pronunciation to communicate (**IV. PIV. 3**)
22. Respond to Issues of confidentiality (**IX. PIX. 1**)
23. Dress and behave in a professional manner (**MSC**)

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Required curriculum in all three learning domains (cognitive, psychomotor and affective) is listed under learning objectives and coded by assessment tool. T = test, W = worksheet, W* = worksheet and work product.

TOPICS: Administrative skills for running the front office, basic finance collection information and professional behavior.

LEARNING OBJECTIVES: Upon completion of this course, the student will be able to:

1. Perform medical office reception duties.
 - a. **W** demonstrate telephone techniques using good grammar, appropriate medical terminology, professional skills and applying active listening skills.
 - b. **W*** schedule and manage appointments screening patients using established protocols & priorities.
 - c. **W*** schedule inpatient hospital admission & procedure identifying critical information required.
 - d. **W*** schedule outpatient procedure identifying critical information required.
 - e. **T** describe scheduling guidelines.

2. Perform Basic medical records management.
 - a. **W*** create, organize, & maintain a patient's medical record.
 - b. **W*** file medical records alphabetically and numerically.
 - c. **T** Discuss pros and cons of various filing systems and how staff needs and limitations determine use
 - d. **T** discuss pros & cons of various types of appointment management systems.
 - e. **T** identify systems for organizing medical records.
 - f. **T** describe various types of content maintained in a patient's medical record.
 - g. **T** describe indexing rules.
 - h. **T** describe filing procedures.
 - i. **T** identify equipment and supplies needed for filing medical records.
 - j. **T** identify types of records common to the healthcare setting.
 - k. **T** describe banking procedures.
 - l. **T** discuss precautions for accepting checks.
 - m. **T** comparing types of endorsements.

3. Maintain medical office environment.
 - a. **W*** perform routine maintenance of office equipment & document.
 - b. **W*** perform an inventory of supplies and equipment.
 - c. **W*** explain general office policies through construction of an office brochure and general office guide for employees.

4. Demonstrate communication skills needed in medical office.
 - a. **W*** respond to electronic communication.
 - b. **W*** verify eligibility for managed care services.
 - c. **T** discuss application of electronic technology in effective communication.
 - d. **W*** obtain precertification, including documentation.
 - e. **W*** obtain preauthorization including documentation.
 - f. **W*** demonstrate elements of fundamental writing skills while utilizing sensitivity to the message being delivered.

5. Use time management skills.
 - a. **T** implementing time management principles to maintain effective office function.
 - b. **T** identifying time management principles.

6. Demonstrate professional behavior.
 - a. **W** dress and behave in a professional manner. **MSC**

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MIDSTATE GRADING SCALE:

90 - 100 A

80 - 89 B

70 - 79 C* *Students must have a grade of 70% or better on all competencies to pass this course

60 - 69 D

0 - 59 F

Midstate Plagiarism Policy:

Plagiarism is using another person's words, either by paraphrase or direct quotation, without giving credit to the author(s). Plagiarism can also consist of cutting and pasting material from electronic sources by submitting all or a portion of work for assignment credit. This includes papers, computer programs, music, sculptures, paintings, photographs, etc. authored by another person without explicitly citing the original source(s). These actions violate the trust and honesty expected in academic work. Plagiarism is strictly against the academic policy of Midstate College. Its seriousness requires a measured, forceful response which includes consequences for inappropriate and/or no citation.

In courses containing writing assignments, the college promotes the use of an electronic resource which compares the student's writing against previously submitted papers, journals, periodicals, books, and web pages. Students and instructors can use this service to reduce the incidence of plagiarism. This electronic resource has been found to conform to legal requirements for fair use and student confidentiality. It is able to provide a report to the student indicating the parts of the assignment that match.

Student Success:

The Office of Student Success is available to students seeking tutoring for individual classes or who need assistance with writing assignments. Information is also available on test taking techniques, how to take notes, developing good study skills, etc. Contact Student Success in Room 217 (in person); (309) 692-4092, extension 2170 (phone); studentsuccess@midstate.edu (email).

This is a standardized syllabus for AH 140. All modifications will be made by the program director to maintain consistency **02/2014jlh**

Rev 2/2014jlh/jam

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Instructor Information Gail Piscaglia Office 204 692-4092 Office Hours: Posted
E-mail: gpiscaglia@midstate.edu

Participation Requirements/Policies and Procedures:

1. All work is to be completed on time unless unusual circumstances occur. If you miss class, you are expected to use your course outline to determine what you missed. You will have seven days to make arrangements to make up the missed work without penalty. The grade will drop 10% for each week you delay in completing material.
2. You are expected to attend all classes and be on time. If you must arrive late or leave during class, please do so quietly. Class is like having a job. Excessive absence will hurt your performance and your ability to pass this class. ***Excessive absence is more than 6 day classes or more than 3 night classes. If this amount is missed you will fail your professionalism competency and therefore will need to retake this course.*** If for some reason you are not able to attend class, I am not available to re-teach the missed lesson on a one to one basis. ***Attendance is expected...not suggested.***
3. **Academic dishonesty is never tolerated and will be referred to the dean.**
4. You must pass all competencies **BEFORE** taking the final exam.
5. Black Ink must be used on all written assignments. Ragged edged paper is not acceptable for assignments. Work should be portfolio quality.
6. **Please make certain that you cell phone is turned off or on “vibrate” if it must be on. If you must take a call during class, please step out of the class quietly to avoid disrupting the rest of the class. Absolutely no text messaging will be allowed during class time. No phone calls will be allowed during testing.**
7. You are expected to dress professionally. Either scrubs which consists of white pants or skirt, a royal blue scrub top, and a white lab coat or business casual dress (dress pants or skirt and a nice blouse). Any questions regarding this issue, please don't hesitate to ask.

Examination Information: During this course, the student will be expected to complete 12 competencies which will be averaged together to equal one exam grade, two exams and seven homework assignments which will also be averaged together. The competencies will be performance based and students will be evaluated on how well they perform the desired skills. Quizzes will be multiple choice. The exams include a midterm and final exam. Test will consist of multiple choice, true/false, fill in the blank, and matching.

Methods of Evaluation: Students will be evaluated based on completion of homework, competencies, and exams.

Instructor Grading Scale:

Homework	Ave. of all homework	30 pts total
Competencies Average	Ave. of all competencies	100 pts total
Exams	50 pts midterm, 100 pts final	<u>150 pts total</u>
	Total pts for class	280 pts

Skill competencies may not be attempted more than 3 times. After the first attempt, the best grade attainable will be 70% for that competency.

Attendance will be based on worksheet completion for weeks that we do not meet on campus.

Competencies and Final Exam need to be completed on campus and attendance those weeks will be based on meeting with me face-to-face.

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- Week 1 Review syllabi, brochure, and competencies
- Objective: Demonstrate professional behavior and Use time management skills
 - Topics: Administrative Medical Assistant, sensitivity to others, stress and the healthcare worker, and time management.
 - Homework: Read Chapter 1, Chapter 1 Worksheet
- Week 2 Lecture Chapter 3
- Objective: Demonstrate professional behavior
 - Topics: Lawful practice, avoidance of negligence suits and ethical issues
 - Homework: Read Chapter 3, Chapter 3 Worksheet
- Week 3 Lecture Chapter 5 & 6
- Objective: Perform medical office reception duties
 - Topics: The receptionist; Telephone procedures
 - Homework: Read Chapter 5 & 6, Chapter 5 & 6 Worksheet
- Week 4 Lecture Chapters 7
- Objective: Perform medical office reception duties
 - Topics: Appointments
 - Homework: Read Chapter 7, Chapter 7 Worksheet
- Week 5 **Competency Day**
- *Competency: Demonstrate telephone technique while doing patient screening using established protocols and appropriate medical terminology, correct pronunciation, professional skills and active listening*
 - *Manage appointment schedule using established priorities*
 - *Scheduling patient referral appointment w/verification of eligibility for managed care services*
- Week 6 Midterm Exam
Make-up or Retake Competencies
- Week 7 Lecture Chapter 4 & 11
- Objective: Demonstrate communication skills needed in medical office
 - Topics: The art of communication and written communication
 - Homework: Read Chapters 4 & 11, Chapters 4 & 11 Worksheet

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- Week 8 **Competency Day**
- *Scheduling an inpatient hospital admission and procedure with precertification*
 - *Scheduling an outpatient procedure with preauthorization Compose a business letter demonstrating sensitivity appropriate to the message being delivered*
 - *Responding to electronic communication*
 - *File medical records alphabetically and numerically by terminal digit*
- Week 9 Lecture Chapters 8 & 9
Objective: Perform basic medical records management
- Topics: Filing procedures and medical records
 - Homework: Read Chapters 8 & 9; Chapter 8 & 9 Worksheet
- Week 10 Lecture Chapter 14 & 17
Objective: Perform basic medical records management; maintain medical office environment
- Topics: Banking; Office Managerial Responsibilities
 - Homework: Read Chapters 14 & 17, Chapters 14 & 17 Worksheet
- Week 11 **Competency Day**
- Objective: Maintain medical office environment
 - *Competencies:*
 - *Create & organize a patient's chart*
 - *Presentation of Brochure*
 - *Performing an office inventory*
 - *Perform routine maintenance of office equipment with documentation*
- Week 12 **Final Exam**