(Spring 2019)

COURSE: AH 150 Administrative Medical Assisting

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 demonstrate ability to use basic electronic charting as well as use a computer-based billing, appointment scheduling, insurance processing and income analysis program necessary in the management of a computerized medical 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.

TEXT: 1. SimChart for the Medical Office: Learning the Medical Office Workflow, 1st Edition
                      ISBN: 9780323394239
                      2. Today's Medical Assistant: Clinical and Administrative Procedures, 3rd Edition
                      ISBN: 9780323312073
AUTHOR: 1. Elsevier
                      2. Bonewit-West/Hunt/Applegate
PUBLISHER: 1. Elsevier
                      2. Elsevier

MATERIALS NEEDED: planner, a calculator, and a pencil. **** Please purchase new SIMCHART FOR MEDICAL ASSISTING TEXT BOOK****

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 AH150 exams. Department policy prohibits extra credit work.

Required Competencies for AH 150:
1. V.p.6 Demonstrate professional telephone technique
2. V.p.7 Document telephone messages accurately
3. V.p.8 Compose professional correspondence utilizing electronic technology
4. V.p.11 Report relevant information concisely and accurately
5. VI.p.1 Manage appointment schedule using established priorities
6. VI.p.2 Schedule a patient procedure
7. VI.p.3 Create a patient's medical record
8. VI.p.4 Organize a patient's medical record
9. VI.p.5 File patients medical record
10. VI.p.6 Utilize an EMR
11. VI.p.7 Input patient data utilizing a practice management system
12. VI.p.9 Perform an inventory with documentation
13. VI.a.1 Display sensitivity when managing appointments

14. MCS Perform in a professional manner

Required curriculum topics are preceded by numerical mapping to MAERB core curriculum 2015.

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. VI.c.1 Identify different types of appointment scheduling method
2. VI.c.2a Identify advantages and disadvantages of the following appointment systems manual
3. VI.c.2b Identify advantages and disadvantages of the following appointment system electronic
4. VI.c.3 Identify critical information required for scheduling patient procedures
5. VI.c.4 Define types of information contained in the patient medical record
6. VI.c.5a Identify methods of organizing the patient medical record based on POMR
7. VI.c.5b Identify methods of organizing the patient medical record based on SOMR
8. VI.c.6a Identify equipment and supplies needed for medical record in order to create
9. VI.c.6b Identify equipment and supplies needed for medical record in order to maintain
10. VI.c.6c Identify equipment and supplies needed for medical record in order to store
11. VI.c.7 Describe filing indexing rules
12. VI.c.8 Differentiate between electronic medical records and a practice management system
13. VI.c.9 Explain the purpose of routine maintenance of administrative and clinical equipment
14. VI.c.10 List steps involved in completing an inventory
15. VI.c.11 Explain the importance of data back up
16. VI.c.12 Explain meaningful use as it applies to EMR

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 indication 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).

Instructor Information Julie M. Ladd   Office 204   692-4092   Office Hours: Posted
E-mail: **jmladd@midstate.edu** **Cell: (309) 472-0290**

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. Black Ink must be used on all written assignments. Ragged edged paper is not acceptable for assignments. Work should be portfolio quality.
5. **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.**
6. 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 7 competencies which will be pass or fail, five exams and eight 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. Exams 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		300 pts total
Competencies Average	Pass/Fail	0 pts total
Quizzes		200 pts total
Exams	50 pts	100 pts total
	Total pts for class	**600 pts total**

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

Lesson Plan

Week	Topic/Objectives	Homework/Competency	
1	Lecture Chapter 38 The Medical Record Topic: Types of Medical Records and Formats Objectives: • VI.c.4 Define types of information contained in the patient medical record • VI.c.5a Identify methods of organizing the patient medical record based on POMR • VI.c.5b Identify methods of organizing the patient medical record based on SOMR • VI.c.6a Identify equipment and supplies needed for medical records in order to create • VI.c.6b Identify equipment and supplies needed for medical records in order to maintain • VI.c.6c Identify equipment and supplies needed for medical records in order to store	Read Chapter 38 Procedures Book: Chapter 38 Pre/Posttest on page 1069 and Key Term Assessment on page 1070	
2	Chapter 38 Quiz Lecture Chapter 39 Patient Reception Topics: Patient Reception Duties and Telephone Techniques •	Read Chapter 39 Procedures Book: Chapter 39 Pre/Posttest on page 1109, Key Term Assessment on page 1110	
3	Quiz Chapter 39 Lecture Chapter 41 Telephone Techniques Topics: Telephone Techniques Competency: • Manage appointment schedule using established priorities (SIMS Exercise 3)	Read Chapter 41 Chapter 41 Pre/Posttest on page 1149, Key Term Assessment on page 1149, and Critical Thinking Activity A on page 1153 SIMS Exercises 1-5	
4	Quiz Chapter 41 Lecture Chapter 40 Medial office Computerization Topics: Computer concepts, EMR, EIT Objectives: • VI.c.8 Differentiate between EMR and PMS • VI.c.11 Explain the importance of data back up • V.c.8 Discuss applications of electronic technology in professional applications	Read Chapter 40 Procedures Book: Chapter 40 Pre/Posttest on page 1133, Key Term Assessment Part I and II on pages 1134-1135 SIMS Exercises 6-11	

5	Quiz Chapter 40 **Competencies:** • Demonstrate professional telephone techniques • Document telephone messages accurately • Create a patient's medical record (SIMS Exercise 12) • Organize a patient's medical record (SIMS Exercise 20) • Input patient data utilizing PMS (SIMS Exercise 12) • Utilize EMR (SIMS Exercise 20) • Protect the integrity of the medical record (**Due Week 8)**	**Study previous quizzes to prepare for Midterm Exam**	
6	Midterm Exam		

7	Lecture Chapter 42 Scheduling Appointments
	Topic: Scheduling
	Objectives:
	• VI.c.1 Identify different types of appointment scheduling
	• VI.c.2 Identify advantages and disadvantages of the following appointment systems
	    ○ a) Manual
	    ○ b) Electronic
	• VI.c.3 Identify critical information required for scheduling patient procedures
		Read Chapter 42
		Procedures Book:
		Pre/Posttest on page 1173
		Key Term Assessment on page 1174	

8	Quiz Chapter 42 Lecture Chapter 43 Medical Records Management Topics: Paper-based Medical Records, EMR, filing systems Objectives: • VI.c.7 Describe file indexing rules • VI.c.8 Differentiate between EMR and PMS	Read Chapter 43 Procedures Book: Pre/Posttest on page 1205 Key Term Assessment on page 1206, and Critical Thinking Activities A, B, C, and D starting on page 1209	
9	Quiz Chapter 43 Lecture Chapter 44 Written Communication Topics: Communication, Inventory, Administrative Equipment Objectives: • VI.c.9 Explain the purpose of routine maintenance of administrative and clinical equipment • VI.c.10 List steps involved in completing an inventory	Read Chapters 44 and 50 Procedures Book: Chapter 44 Pre/Posttest on page 1229 and Key term Assessment on page 1230 SIMS Exercises 13-16	

10	Quiz Chapter 44 Lecture Chapter 50 The Medical Assistant as Office Manager **Competencies** • Compose professional correspondence utilizing electronic technology (SIMS Exercise 17) • Report relevant information concisely and accurately • Schedule a patient procedure (SIMS Exercise 22) • File patient medical record (Procedure Book Page 1209 and 1210 Critical Thinking Activities A, B, C, and D) • Perform an inventory with documentation (SIMS Exercise 11) • Display sensitivity when managing appointments (SIMS Exercise 75)	Chapter 50 Pre/Posttest on page 1381 and Key Term Assessment on page 1382	
11	Finish previous competencies Quiz Chapter 50		
12	Final Exam		

Final exam must be completed no later than May 20th 8am.