

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

COURSE: AH 160 Medical Office Procedures II

CREDIT HOURS: 4 quarter hours

METHOD OF DELIVERY: Classroom

TEXTS: MediSoft Made Easy, A Step-by-Step Approach, 2nd Edition, ISBN 978-0-13-813135-5

AUTHOR: Lillian Burke, Barbara Weill, Lori Tyler

PUBLISHER: Pearson Publishing

COURSE DESCRIPTION: Students will use a computer-based billing, appointment scheduling, insurance processing, and income analysis program necessary in the management of a computerized medical office. Basic financial reports and management will be discussed. Students will demonstrate the ability to basic electronic charting.

PREREQUISITE: CIS 114 Computer Usage & Software Applications. It is suggested that this course be taken after AH 140 medical Office Procedures I, AH200 Medical Office Procedures III, and AH 220 Medical Office Procedures IV.

MATERIALS NEEDED: 1 thumb drive

REQUIREMENTS FOR COMPLETING THE COURSE: 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 AH160 exams. Department policy prohibits extra credit.

Required Competencies for AH 160:

1. Execute data management using electronic healthcare records such as the EMR **V-5**
2. Use office hardware & software to maintain office systems **V-6**
3. Utilize computerized office billing systems **VI-3**

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. Required curriculum topics are followed by numerical mapping to Core Curriculum 2008.

TOPICS: Computer-based office management, financial computer generated reports, electronic charting, and professional behavior related to computer office systems.

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

1. Utilize computer software for basic office management
 - a. **W*** perform appointment scheduling using established priorities on computer based program. **P V (1)**
 - b. **W*** post entries of procedural and diagnostic codes using computer based program. **P VI (3)**
 - c. **W*** edit prior entries made in computer program. **P V (6)**
 - d. **W*** use office hardware and software to maintain office systems. **P V (6)**
 - e. **W*** recognize computer-based office billing systems. **P VI (3)**
2. Use computer for basic financial management
 - a. **W*** generate financial reports from input on computer software. **P VI (3)**
 - b. **W*** post procedures and payments on computer based program. **P VI (3)**
 - c. **W*** perform financial actions on computer based system. **P V (6)**
 - d. **T** describe common periodic financial reports and the advantage of computer generated reports.

C VI (8)

3. Demonstrate ability to use basic electronic charting.
 - a. **W*** complete and edit an Electronic Medical Record for a patient. P V (5)
 - b. **T** Use of electronic medical records. C V (11)
4. Demonstrate professionalism
 - a. **T** recognize confidentiality issues with computers. C IX (2)
 - b. **W** dress and perform in a professional manner **MSC**
5. Demonstrate ability to work independently by using manual, tutorials, and resources in a patient, productive manner.

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 without giving credit to the author. Original speeches, publications, and artistic creations are sources for research. If students use the author's words in a paper or assignment, they must acknowledge the source. Plagiarism is strictly against the academic policy of the college and is grounds for failing the course. If repeated, plagiarism may result in suspension from the college. (See the Midstate College catalog and/or Student Handbook for additional information.)

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 160. All modifications will be made by the program director to maintain consistency. AH160 rev 09/2013 jlh

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 seven competencies, two exams. The exams will include a midterm, and a comprehensive final exam. Exams consist of true/false, multiple choice and fill in the blank. Competencies will consist of the student using the MediSoft program to execute various tasks common to a medical office.

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

Instructor Grading Scale:

Homework	average of all assignments	100 pts. total
Research Project		100 pts. total
Competencies	Average of all competencies	100 pts. total
Exams	pts. vary per exam	<u>150 pts. total</u>
	Total pts. for class	450 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 Summer 2016

- Week 1 Review syllabi -
Lecture Chapters 1
 Topics: Medical Informatics; Introduction to Windows
 Objectives:
 • Utilize computer software for basic office management
Homework: Read Chapters 1 & 2; Worksheet #1
- Week 2 Lecture Chapter 2 & 3
 Topics: MediSoft Overview;
 Objectives:
 • Utilize computer software for basic office management
 • Demonstrate professionalism
Activity: Hands on Exercises Page 37
Homework: Read Chapters 3; Worksheets #2
Research Project
- Week 3 Lecture Chapter 4
 Topics: Appointments
 Objectives:
 • Utilize computer software for basic office management
 • Demonstrate professionalism
Activity: Hands on Exercises Page 37
Homework: Read Chapter 4; Worksheet #3
- Week 4 Lecture Chapter 5
 Topic: Entering Patient and Case Information
 Objectives:
 • Utilize computer software for basic office management
 • Demonstrate professionalism
Activity: Review Exercise Page 67
Homework: Read Chapter 5; Worksheet #4;
- Week 5 Lecture Chapter 6
 Topic: Transaction Entry and Claim Management
 Objective:
 • Use computer for basic financial management
 • Demonstrate professionalism
Activity: Review Exercise Page 87
Homework: Read Chapter 6; Worksheet #5; Study for Midterm Exam
- Week 6 Midterm Exam
- Week 7 Lecture Chapter 7 & 8

Topic: Electronic Media Claims; Printing Reports

Objective:

- Use computer for basic financial management
- Demonstrate professionalism

Activity: Hands-on Exercises, Page 111

Homework: Read Chapter 7 & 8; Worksheet #6 & #7

Week 8

Lecture Chapter 9

Topic: Designing Reports

Objective:

- Use computer for basic financial management
- Demonstrate professionalism

Homework: Read Chapter 9

Research Project Due

Lecture Chapter 10

Topic: Setting up a new practice

Objective:

- Demonstrate ability to use basic electronic charting
- Demonstrate professionalism

Week 9

Competencies:

- Entering New Patient Accounts From Patient Registration Form
- Office Management/Appointment Scheduling
- Posting Entries

Homework: Read Chapter 10

Week 10

Continue Competencies

- Editing Prior Entries
- Generate Reports
- Posting Procedures and Patient Payments
- Advanced Functions

Objectives:

- Utilize computer software for basic office management
- Use computer for basic financial management
- Demonstrate ability to use basic electronic charting
- Demonstrate professionalism

Week 11

Final Exam Review

Competency Retake

Week 12

Final Exam