

MIDSTATE COLLEGE
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PEORIA, IL 61614
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(Spring 2019)

COURSE: AH 249 ADMINISTRATIVE SKILLS REVIEW

CREDIT HOURS: 4 quarter hours

METHOD OF DELIVERY: Arranged

COURSE DESCRIPTION: This is a review of the administrative skills and competencies that prepare the student to practice legally and ethically in the outpatient office and successfully pass the medical assistant certification exam. The student will perform administrative procedures and meet predetermined competencies in any of the administrative areas. All competencies must be passed with a C or better to pass this course.

PREREQUISITES: AH150, AH200, AH225 or permission of Director of Allied Health Department

TEXT: Medical Assisting Review

AUTHOR: Moini

PUBLISHER: McGraw-Hill

COURSE REQUIREMENTS: All competencies must be passed with a "C" or better to pass this course.

TOPICS: This class will be specifically designed to meet the needs of a student who requires review and verification of previously competencies and skills.

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

V.C.1	Identify styles and types of communication
V.C.2	Identify types of non-verbal communication
V.C.3	Recognize barriers to communication
V.C.4	Identify techniques for overcoming communication barriers
V.C.5	Recognize the element of oral communication using a sender receiver process
V.C.7	Recognize elements of fundamental writing skills
V.C.8	Discuss application of electronic technology in professional communication
V.C.9	Identify medical terms labeling the word parts
V.C.10	Define medical terms and abbreviations related to all body systems
V.C.11	Define the principles of self boundaries
V.C.12	Define patient navigator
V.C.13	Describe the role of the medical assistant as a patient navigator
V.C.14	Relate the following behaviors to professional communication: a. assertive, b. aggressive, c. passive
V.C.15	Differentiate between adaptive and non-adaptive coping mechanisms

V.C.16	Differentiate between subjective and objective information
V.C.17	Discuss examples of diversity: a. Maslow, b. Erikson, and c. Kubler-Ross

V.C. 18	Discuss examples of diversity: a. cultural b. social c. ethnic
X.C.1	Differentiate between scope of practice and standards of care for medical assistants
X.C.2	Compare and contrast provider and medical assistant roles in terms of standard of care
X.C.5	Discuss licensure and certification as they apply to healthcare providers
X.C.6	Compare criminal and civil law as they apply to the practicing medical assistant
X.C.7	Define: a. negligence b. malpractice c. statute of limitations d. Good Samaritan Act(s) e. Uniform Anatomical Gift Act f. living will/advanced directives g. medical durable power of attorney h. Patient Self Determination Act(PSDA) I. risk management
X.C.8	Describe the following types of insurance: a. Liability b. professional (malpractice) c. personal injury
X.C.9	List and discuss legal and illegal applicant interview questions
X.C.10	Identify: a. Health information Technology for Economic and Clinical Health (HITECH) Act B. Genetic information Nondiscrimination Act of 2008(GINA) c. Americans with Disabilities Act Amendments Act (ADAAA)
X.C.11	Describe the process in compliance reporting: a. unsafe activities b. errors in patient care conflicts of interest d.incident reports
X.C.12	Describe compliance with public health statutes: a. communicable diseases b. abuse, neglect, and exploitation c. wounds of violence
X.C.13	Define the following medical legal terms: A. informed consent B. implied consent C. expressed consent D. patient incompetence E. emancipated minor F. mature minor G. subpoena deuces tecum H. respondent superior I. res ipsa loquitor J. locum tenecs k. defendant-plaintiff L. deposition m. arbitration-mediation n. Good Samaritan Laws
XI.C.1	Define: a. ethics b. morals
XI.C.2	Differentiate between personal and professional ethics
XI.C.3	Identify the effect of personal morals on professional performance
VI.C.1	Identify different types of appointment scheduling methods
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
VI.C.4	Define types of information contained in the patients' medical record
VI.C.5	Identify methods of organizing the patients' medical record based on: a. POMR B. SOMR
VI.C.6	Identify equipment and supplies needed for medical records in order to a. create b. maintain, c. store
VI.C.7	Describe filing indexing rules
VI.C.8	Differentiate between electronic medical records (EMR) and a practice management system
VI.C.9	Explain the purpose of routine maintenance or administrative and clinical

	equipment
VI.C.10	List steps involved in completing an inventory
VI.C.11	Explain the importance of data back up
VI.C.12	Explain meaningful use as it applies to EMR
VII.C.1	Define the following bookkeeping terms a. charges, b. payments, c. accounts receivable, d. accounts payable, e. adjustments
VII.C.2	Describe banking procedures as related to the ambulatory care setting
VII.C.3	Identify precautions for accepting the following types of payments a. cash, b. check, c. credit card, d. debit card
VII.C.4	Describe types of adjustments made to patient accounts including a. non-sufficient funds check, b. collection agency transaction, c. credit balance, d. third party.
VII.C.5	Identify types of information contained in the patient's billing record
VII.C.6	Explain patient financial obligations for services rendered.
VIII.C.1	Identify a. types of third party pans b. information required to file a third party claim c. the steps for filing a third party claim
VIII.C.2	Outline managed care requirements for patient referral
VIII.C.3	Describe processes for: a. verification of eligibility for service b. precertification c. preauthorization
VIII.C.4	Define a patient centered medical home (PCHM)
VIII.C.5	Differentiate between fraud and abuse
IX.C.1	Describe how to use the most current procedural coding system
IX.C.2	Describe how to use the most current diagnostic coding classification system
IX.C.3	Describe how to use the current HCPCS level II coding system
IX.C.4	Discuss the effects of: a. upcoding b. downcoding
IX.C.5	Define medical necessity as it applies to procedural and diagnostic coding.

Required Competencies for AH 249

V.P.6	Demonstrate professional telephone techniques
V.P.7	Document telephone messages accurately
V.P.8	Compose professional correspondence utilizing electronic technology
V.P.9	Develop a current list of community resources related to patients healthcare needs
V.P.10	Facilitate referrals to community resources in the role of a patient navigator
X.P.4	Apply the Patient's Bill of Rights as it relates to: a. choice of treatment b. consent for treatment c. refusal of treatment
X.P.5	Perform compliance reporting based on public health statutes
X.P.6	Report an illegal activity in the healthcare setting following proper protocol
X.A.1	Demonstrate sensitivity to patient rights
XI.P.2	Demonstrate appropriate response(s) to ethical issues
XI.A.1	Recognize the impact personal ethics and morals have on the delivery of healthcare
VI.P.1	Manage appointment schedule using established priorities
VI.P.2	Schedule patient procedure
VI.P.3	Create a patient's medical record

VI.P.4	Organize a patient medical record
VI.P.5	File a patient medical record
VI.P.6	Utilize a EMR
VI.P.7	Input patient data utilizing a practice management system
VI.P.8	Perform routine maintenance of administrative or clinical equipment
VI.P.9	Perform an inventory with documentation
VI.A.1	Display sensitivity when managing appointments
VII.P.1	Perform accounts receivable procedures to patient accounts including posting a. charges, b. payments, c. adjustments
VII.P.2	Prepare a bank deposit
VII.P.3	Obtain accurate patient billing information
VII.P.4	Inform a patient of financial obligation for services rendered.
VII.A.1	Demonstrate professionalism when discussing patients billing record.
VII.A.2	Display sensitivity when requesting payment for services rendered.
VIII.P.1	Interpret information on an insurance card
VIII.P.2	Verify eligibility for services including documentation
VIII.P.3	Obtain precertification or preauthorization including documentation
VIII.P.4	Complete an insurance claim form
VIII.A.1	Interact professional with third party representatives
VIII.A.2	Display tactful behavior when communicating with medical provides regarding third party requirements
VII.A.3	Show sensitivity when communication with patients regarding third party requirements
IX.P 1	Perform procedural coding
IX.P 2	Perform diagnostic coding
IX.P 3	Utilize medical necessity guidelines
IX.A 1	Utilize tactful communication skills with medical providers to ensure accurate code selection
X.A.2	Protect the integrity of the medical record

MIDSTATE GRADING SCALE:

- 90 - 100 A
- 80 - 89 B
- 70 - 79 C
- 60 - 69 D
- 0 - 59 F

Academic Integrity:

Academic integrity is a basic principle of the College's function. Midstate College students are expected to maintain a high level of academic honesty. Contrary actions may result in penalties such as failure of the assignment(s), a lesser grade on assignment(s), failure of the course and/or suspension from the College. The course instructor will review all submitted documents and supporting evidence in connection to the infraction. The course instructor will also review the student's personal file for other notifications of academic dishonesty before determining the level of action to be applied. The course instructor will complete the Academic Dishonesty Report form to document and describe the incident

and actions taken, then kept on file. The student may appeal the decision to administration, whose decision will be final.

The following (plagiarism, cheating, deception, sabotage, computer misuse and copyright infringement) are included in the actions Midstate College considers behavior contrary to the academic integrity policy; however, the policy is not limited to these examples. Further discussion of consequences regarding academic dishonesty are addressed in the Student Handbook.

Plagiarism:

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 Turnitin 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 and Tutoring:

Contact Student Success: Room 110; (309) 692-4092, ext. 1100; studentsuccess@midstate.edu;

The Office of Student Success offers help in the following areas:

- Tutoring: Tutoring is encouraged for students who are doing their best to complete assignments yet still are experiencing difficulty in this course. Tutoring may be provided by the instructor outside of scheduled class times or through the office of Student Success.
- Writing assignment assistance: This may include learning how to conduct research; using proofreading tools such as Turnitin; outlining a topic; and applying MLA/APA standards.
- Math, accounting, and computer skills (including file management).
- Test-taking techniques.
- Note-taking skills development.
- Study skills development.
- Time management.

This is a standardized syllabus for AH 249. All modifications will be made by the program director to maintain consistency. AH249syl REV 2/19 aes

AH 249 Course Schedule

Week	TOPIC	ACTIVITY
1	Introduction to class Medical Assisting, Medical Terminology	Review syllabus and online materials Read chapter 1 & 2
2	Psychology, Law & Ethics	Review syllabus and online materials Read chapter 6 & 8 Complete online homework and quiz
3	Reception Correspondence, Mail, Telephone, Supplies, Appointments, Scheduling, Medical Records, Filing, Policies & Procedures	Online materials Read chapter 9 & 10 Complete online homework and quiz
4	ON CAMPUS	Meet with instructor on Campus
5	Midterm	Midterm Exam online
6	Communication in Medical Office	Online materials Read chapter 11 Complete online homework and quiz
7	Keyboarding and Computer Applications	Online materials Read chapter 12 Complete online homework and quiz
8	Financial Management	Online materials Read chapter 13 Complete online homework and quiz
9	Medical Insurance	Online materials Read chapter 14 Complete online homework and quiz
10	Medical Coding	Online materials Read chapter 15 Complete online homework and quiz
11	ON CAMPUS	Meet with instructor on Campus
12	Final Exam	Final Exam online