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| **Semester: Summer 2015** | **Instructor: Kimberly Brown, BSHS, CHES, CMA(AAMA), CCS-P** |
| **Course Title: Administrative Practice Management** | **Office Hours: 4:00 pm – 6:00 pm M-R** |
| **Course Number: MAST 1110** | **Office Location: 8168, Building 8** |
| **Credit Hours/ Minutes: 3 / 4500** | **Email Address:** **kbrown@southeasterntech.edu** |
| **Class Location: 8166** | **Phone: 478-289-2243** |
| **Class Meets: 1:40-3:45 pm Monday - Thursday** | **Fax Number:**  |
| **CRN: 60182** | **Tutoring Hours: (include if applicable)**  |

REQUIRED TEXT:

**Comprehensive Medical Assisting: Administrative & Clinical Competencies, book, study guide, & competency manual package Lindh, Pooler, Tamparo, Dahl, & Morris**

**Practice Management & EHR with CONNECT Plus Sanderson**

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REQUIRED SUPPLIES & SOFTWARE:

* 2GB Flash Drive for use with Spring Charts in Electronic Medical Records Book
* 3 ring notebook, paper, black ink pens, calculator, highlighters, and other supplies deemed as necessary throughout the semester

COURSE DESCRIPTION:

Emphasizes essential skills required for the medical practice in the areas of computers and medical transcription. Topics include: medical transcription/electronic health records; application of computer skills; integration of medical terminology; accounting procedures; and application of software.

MAJOR COURSE COMPETENCIES

1. Electronic Health Records
2. Application of Computer Skills
3. Accounting Procedures

4. Application Software

PREREQUISITE(S): ENGL 1010, MATH 1012, PSYC 1010, ALHS 1011, ALHS 1040, ALHS 1090, COMP 1000, MAST 1080, MAST 1100, MAST 1120

COURSE OUTLINE:

**Electronic Health Records**

1. Demonstrate the production of mailable copy by correcting all errors neatly and efficiently.
2. Demonstrate the correct spelling and meaning of words.
3. Identify the meaning of abbreviations.
4. Demonstrate the proper punctuation and paragraphing of medical material according to standard English rules of grammar.
5. Demonstrate the use of resources (medical dictionary, Physician’s Desk Reference, Handbook for Medical Secretaries).
6. Demonstrate correct pronunciation of words.

**Application of Computer Skills**

1. Identify the basic functions a computer performs.
2. Identify ways a computer can be utilized in a medical office to maintain systems (electronic medical records, accounting, inventory control, etc.)

**Accounting Procedures**

1. Explain basic bookkeeping computations.
2. Differentiate between bookkeeping and accounting.
3. Describe banking procedures.
4. Discuss precautions for accepting checks.
5. Compare types of endorsement.
6. Differentiate between accounts payable and accounts receivable.
7. Compare manual and computerized bookkeeping systems used in ambulatory healthcare.
8. Describe common periodic financial reports.
9. Explain both billing and payment options.
10. Identify procedures for preparing patient accounts.
11. Discuss procedures for collecting outstanding accounts.
12. Describe the impact of both the Fair Debt Collection Act and the Federal Truth in Lending Act of 1968 as they apply to collections.
13. Discuss types of adjustments that may be made to a patient account.
14. Demonstrate preparing a bank deposit.
15. Perform accounts receivable procedures including: post entries on a daysheet, perform billing procedures, perform collection procedures, post adjustments, process a credit balance, process refunds, post non-sufficient fund (NSF) checks, and post collection agency payments.
16. Use computerized office billing systems.
17. Display sensitivity and professionalism in handling accounts receivable activities with clients.
18. Describe how professionalism in handling accounts receivable activities with clients.
19. Describe and explain the use of a physician’s fee schedule.
20. Explain the purpose of advance discussion of fees with the patient.
21. Explain the meaning of the accounting equation.
22. Establish and maintain a petty cash fund.
23. Discuss the advantages of outside billing.
24. Cite guidelines that govern telephone collection techniques.
25. Demonstrate initiation of proceedings to collect delinquent accounts.
26. Identify the different type of banking accounts including electronic banking.
27. Identify the different types of checks and their use.
28. Demonstrate maintenance personnel and payroll records.
29. Perform an office inventory.

**Application Software**

1. Demonstrate the use of computerized medical practice management software to establish patients’ accounts and perform accounting procedures.

GENERAL EDUCATION CORE COMPETENCIES: STC has identified the following general education core competencies that graduates will attain:

1. The ability to utilize standard written English.
2. The ability to solve practical mathematical problems.
3. The ability to read, analyze, and interpret information.

All students pursuing a degree, a diploma, or a Technical Certificate of Credit with a General Education component will be required to pass the General Education Competency Exams prior to graduation.

STUDENT REQUIREMENTS: Tests and assignments must be completed on the specified date (see lesson plan). No late assignments are accepted. Students are also responsible for policies and procedures in the *STC-E* *Catalog and Student Handbook.*

Students must satisfactorily complete each skill competency area successfully. Failure to complete a competency area successfully will result in dismissal from the course (regardless of overall grade average) and a final grade of “WF” or “F”. Students will be given three (3) opportunities to demonstrate each skill competency.

Critical thinking is also a necessary part of the learning process in this course. The student is expected to complete all critical thinking assignments prior to class. Situations will be included on tests in order to test critical thinking ability.

Proper heading must be included on all materials handed in. This includes first and last name, date, course, assignment name. Failure to include this information will result in a five (5) point deduction.

Learning activities will include quizzes, worksheets, and any special projects that the instructor assigns throughout the course. A final unit test average of 75 or above is required to sit for the final exam. Grades of 74.9 will not be rounded up. If you have below a 75 average, you will receive a “0” for your final test grade.

Use of proper grammar, correct spelling, and writing principles is expected in all work. Full credit will not be granted for work that contains grammar or spelling errors.

**ATTENDANCE GUIDELINES:** Class attendance is a very important aspect of a student's success. Being absent from class prevents students from receiving the full benefit of a course and also interrupts the learning process. Southeastern Technical College considers both tardiness and leaving early as types of absenteeism. Responsibility for class attendance rests with the student. Regular and punctual attendance at all scheduled classes is required for student success. Students will be expected to complete all work required by the instructor as described in the individual course syllabus.

Instructors have the right to give unannounced quizzes/assignments. Students who miss an unannounced quiz or assignment will receive a grade of 0. Students who stop attending class, but do not formally withdraw, may receive a grade of F and face financial aid repercussions in upcoming semesters.

**Additional ATTENDANCE Provisions
*Health Sciences***
Requirements for instructional hours within Health Science and Cosmetology programs reflect the rules of respective licensure boards and/or accrediting agencies. Therefore, these programs have stringent attendance policies. Each program’s attendance policy is published in the program’s handbook and/or syllabus which specify the number of allowable absences. All provisions for required make-up work in the classroom or clinical experiences are at the discretion of the instructor.

Attendance is counted from the first scheduled class meeting of each semester. To receive credit for a course a student must attend at least 90% of the scheduled instructional time. Time and/or work missed due to tardiness or absences must be made up at the convenience of the instructor. Any student attending less than the required scheduled instructional time (90%) may be dropped from the course as stated below in the Withdrawal Procedure.

Tardy means arriving after the scheduled time for instruction to begin. Early departure means leaving before the end of the scheduled time. Three (3) tardies or early departures equal one (1) absence for the course.

**For this class, which meets 4 days a week for 9 weeks, the maximum number of days a student may miss is 4 days during the semester.**

**SPECIAL NEEDS:** Students with disabilities who believe that they may need accommodations in this class based on the impact of a disability are encouraged to contact Jan Brantley, Room 1208 Swainsboro Campus, 478-289-2274, or Helen Thomas, Room 108 Vidalia Campus, 912-538-3126, to coordinate reasonable accommodations.

**Specific Absences**: Provisions for Instructional Time missed because of documented absences due to jury duty, military duty, court duty, or required job training will be made at the discretion of the instructor.

**PREGNANCY:** Southeastern Technical College does not discriminate on the basis of pregnancy.  However, we can offer accommodations to students who are pregnant that need special consideration to successfully complete the course.  If you think you will need accommodations due to pregnancy, please advise me and make appropriate arrangements with the Special Needs Office.  Swainsboro Campus: Jan Brantley, Room 1208, (478) 289-2274  -- Vidalia Campus: Helen Thomas, Room 108, (912) 538-3126.

**Withdrawal Procedure:** Students wishing to officially withdraw from a course(s) or all courses after the drop/add period and prior to the 65% portion of the semester (date will be posted on the school calendar) must speak with a Career Counselor in Student Affairs and complete a Student Withdrawal Form. A grade of “W” is assigned when the student completes the withdrawal form from the course.

Students who are dropped from courses due to attendance (see your course syllabus for attendance policy) after drop/add until the 65% point of the semester will receive a “W” for the course. Abandoning a course(s) instead of following official withdrawal procedures may result in a grade of 'F' being assigned.

After the 65% portion of the semester, the student will receive a grade for the course.  (Please note:  A zero will be given for all missed assignments.)

There is no refund for partial reduction of hours. Withdrawals may affect students’ eligibility for financial aid for the current semester and in the future, so a student must also speak with a representative of the Financial Aid Office to determine any financial penalties that may be accessed due to the withdrawal. All grades, including grades of ‘W’, will count in attempted hour calculations for the purpose of Financial Aid.

**Remember** - Informing your instructor that you will not return to his/her course does not satisfy the approved withdrawal procedure outlined above.

**MAKEUP GUIDELINES (Tests, quizzes, homework, projects, etc…):**  If an exam is missed, the student will be allowed to take make-up exams during one day at the end of the semester (date to be scheduled by the instructor). There will be NO exceptions to this policy. It you are absent on the day a pop quiz is given, you will receive a “0” for that grade.

If a skills check—off is missed, the student is completely responsible for arranging make-up lab time at the instructor’s convenience. Lowest exam grades are not dropped. Students are responsible for keeping up with their grades. Do not ask instructor for grades during the semester.

**ACADEMIC DISHONESTY POLICY:** The STC Academic Dishonesty Policy states *All forms of academic dishonesty, including but not limited to cheating on tests, plagiarism, collusion, and falsification of information, will call for discipline.* The policy can also be found in the *STC Catalog and Student Handbook.*

**Procedure for Academic Misconduct**
The procedure for dealing with academic misconduct and dishonesty is as follows:

**--First Offense--**
Student will be assigned a grade of "0" for the test or assignment. Instructor keeps a record in course/program files and notes as first offense. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus. The Registrar will input the incident into Banner for tracking purposes.

**--Second Offense--**
Student is given a grade of "WF" for the course in which offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of second offense. The Registrar will input the incident into Banner for tracking purposes.

**--Third Offense--**
Student is given a grade of "WF" for the course in which the offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of second offense. The Vice President for Student Affairs, or designee, will notify the student of suspension from college for a specified period of time. The Registrar will input the incident into Banner for tracking purposes.

**STATEMENT OF NON-DISCRIMINATION:** Southeastern Technical College does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, disabled veteran, veteran of Vietnam Era or citizenship status, (except in those special circumstances permitted or mandated by law). This school is in compliance with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin; with the provisions of Title IX of the Educational Amendments of 1972, which prohibits discrimination on the basis of gender; with the provisions of Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of handicap; and with the American with Disabilities Act (ADA).

**GRIEVANCE PROCEDURES:** Grievance procedures can be found in the Catalog and Handbook located on STC’s website.

**ACCESS TO TECHNOLOGY:** Students can now access Angel, Remote Lab Access, Student Email, Library Databases (Galileo), and BannerWeb via the mySTC portal or by clicking the Current Students link on the STC website at [www.southeasterntech.edu](http://www.southeasterntech.edu).

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| **GRADING POLICY***Tests 55%**Quizzes 10%**Spelling Tests 10%**Workbook 5%**Final Exam 20%**Total 100%**Skills Comp. Pass/Fail* | **GRADING SCALE**A: 90-100B: 80-89C: 70-79D: 60-69F: 0-59 | **TCSG GUARANTEE/WARRANTY STATEMENT**: *The Technical College System of Georgia guarantees employers that graduates of State Technical Colleges shall possess skills and knowledge as prescribed by State Curriculum Standards. Should any graduate employee within two years of graduation be deemed lacking in said skills, that student shall be retrained in any State Technical College at no charge for instructional costs to either the student or the employer.* |

**Critical Thinking Core Curriculum for Medical Assistants (MAERB) 2008 Curriculum Plan**

**Applied communications**

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|  **IV.C Cognitive (Knowledge Base)** |  **IV. P Psychomotor (Skills)** | **IV. A Affective (Behavior)** |
| 1. **Concepts of Effective Communication**
2. **Differentiate between subjective and objective information.**
3. **Recognize elements of fundamental writing skills.**
4. **Discuss applications of electronic technology in effective communication.**
5. **Diagram medical terms, labeling the word parts.**
6. **Define both medical terms and abbreviations related to all body systems.**
7. **Organize technical information and summaries.**
8. **Discuss the role of assertiveness in effective professional communication.**
 | 1. **Concepts of Effective Communication**
2. **Report relevant information to others succinctly and accurately.**
3. **Use medical terminology, pronouncing medical terms correctly, to communicate information, patient history, data and observations.**
4. **Document patient care.**
5. **Document patient education.**
6. **Document professional/business letters.**
 | 1. **Concepts of Effective Communication**
2. **Demonstrate empathy in communicating with patients, family, and staff.**
3. **Apply active listening skills.**
4. **Use appropriate body language and other nonverbal skills in communicating with patients, family, and staff.**
5. **Demonstrate sensitivity appropriate to the message being delivered.**
6. **Demonstrate recognition of the patient’s level of understanding in communications.**
7. **Analyze communications in providing appropriate responses/feedback.**
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**Medical Business Practices**

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| **V.C Cognitive (Knowledge Base)** |  **V. P Psychomotor (Skills)** | **V. A Affective (Behavior)** |
| 1. **Administrative Functions**
2. **Discuss pros and cons of various types of appointment management systems.**
3. **Describe scheduling guidelines.**
4. **Recognize office policies and protocols for handling appointments.**
5. **Identify critical information required for scheduling patient admissions and/or procedures.**
6. **Identify systems for organizing medical records.**
7. **Describe various types of content maintained in a patient’s medical record.**
8. **Discuss pros and cons of various filing methods.**
9. **Identify both equipment and supplies needed for filing medical records.**
10. **Discuss principles of using Electronic Medical Records (EMR).**
11. **Identify types of records common to the healthcare setting.**
 | 1. **Administrative Functions**
2. **Manage appointment schedule, using established priorities.**
3. **Schedule patient admissions and/or procedures.**
4. **Organize a patient’s medical record.**
5. **Execute data management using electronic healthcare records such as the EMR.**
6. **Use office hardware and software to maintain office systems.**
7. **Use internet to access information related to the medical office.**
8. **Maintain organization by filing.**
 | 1. **Administrative Functions**
2. **Consider staff needs and limitations in establishment of a filing system.**
3. **Implement time management principles to maintain effective office function.**
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| **VI.C Cognitive (Knowledge Base)** | **VI.P Psychomotor (Skills)** | **VI.A Affective (Behavior)** |
| 1. **Basic Practice Finances**
2. **Explain basic bookkeeping computations.**
3. **Differentiate between bookkeeping and accounting.**
4. **Discuss precautions for accepting checks.**
5. **Compare types of endorsement.**
6. **Differentiate between accounts payable and accounts receivable.**
 | 1. **Basic Practice Finances**
2. **Prepare a bank deposit.**
3. **Perform accounts receivable procedures, including:**
4. **Post entries on a daysheet.**
5. **Perform billing procedures.**
6. **Perform collection procedures.**
7. **Post adjustments.**
8. **Process a credit balance.**
9. **Process refunds.**
10. **Post non-sufficient fund (NSF) checks.**
11. **Post collection agency payments.**
12. **Utilize computerized office billing systems.**
 | 1. **Basic Practice Finances**
2. **Demonstrate sensitivity and professionalism in handling accounts receivable activities with clients.**
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| **VII.C Cognitive (Knowledge Base)** | **VII.P Psychomotor (Skills)** | **VII.A Affective (Behavior)** |
| 1. **Managed Care/Insurance**
2. **Identify types of insurance plans.**
3. **Discuss workers’ compensation as it applies to patients.**
4. **Describe procedures for implementing both managed care and insurance plans.**
5. **Compare processes for filing insurance claims both manually and electronically.**
6. **Discuss types of physician fee schedules.**
 | 1. **Managed Care/Insurance**
2. **Apply both managed care policies and procedures.**
3. **Apply third party guidelines.**
4. **Complete insurance claim forms.**
5. **Obtain precertification, including documentation.**
 | 1. **Managed Care/Insurance**
2. **Demonstrate assertive communication with managed care and/or insurance providers.**
3. **Demonstrate sensitivity in communicating with both providers and patients.**
4. **Communicate in language the patient can understand regarding managed care and insurance plans.**
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| **MAST 1110- Administrative Practice Management****Summer Semester 2015****Lesson Plan** |
| Date | Ch/Less | Content | Assignments/Tests | \*Competency Area |
| May 20 |  | First day of class Introduction to Course—Syllabi, Outline, Rules, Regulations Coverage; Completion of Forms | Read Chapter 19Study for Quiz 1 |  |
| May 21 | 19 | Daily Financial PracticesQuiz 1 – Chapter 19 | Workbook assignments | 1, 2, 3, 4A, B, C |
| May 25 |  | **HOLIDAY** |  |  |
| May 26 |  | Posting Payments Exercises | Workbook assignmentsPosting Payments Exercises | 1, 2, 3, 4A, B, C |
| May 27 |  | Posting Payments Exercises | Workbook assignmentsPosting Payments ExercisesStudy for test | 1, 2, 3, 4A, B, C |
| May 28 | 19 | **Test 1 – Chapter 19** | Workbook DueCheck Offs DueRead Chapter 20Study for Quiz 2 | 1, 2, 3, 4A, B, C |
| June 1 | 20 | Billing and Collections**Quiz 2 – Chapter 20** | Workbook assignments | 1, 2, 3, 4A,C |
| June 2 |  | Workbook assignmentsCheck Offs |  | 1, 2, 3, 4A,C |
| June 3 | 20 | **Test 2 – Chapter 20** | **Workbook Due**Read Chapter 20Study for Quiz 3 | 1, 2, 3, 4A,C |
| June 4 | 21 | Accounting Practices**Quiz 3 - Chapter 15** |  | 1, 2, 3, 4A,C |
| June 8 |  | Workbook assignmentsCheck Offs |  | 1, 2, 3, 4A,C |
| June 9 |  | Workbook assignmentsCheck Offs |  | 1, 2, 3, 4A,C |
| June 10 | 21 | **Test 3 – Chapter 21** | **Workbook Due**Read Chapter 45Study for Quiz 4 | 1, 2A,C |
| June 11 | 45 | The Medical Assistant As a Clinic Manager**Quiz 4 - Chapter 45** |  | 1, 2A,C |
| June 15 |  | Workbook assignments | Study for Quiz 5 | 1, 2A,C |
| June 16 | 46 | The Medical Assistant as Human Resources Manager**Quiz 5 – Chapter 46** |  | 1, 2A,C |
| June 17 |  | Workbook assignments | Study for Test 4 | A,C |
| June 18 | 45, 46 | **Test 4 – Chapters 45 & 46** | Workbook DueRead Chapters 1-3 | 1, 2, 3, 4A,C |
| June 22 | PMEHR123 | A Total Patient EncounterHIPAA, HITECH, and Medical RecordsIntroduction to Medisoft Clinical | Homework Assignments for each ChapterMedisoft Assignments beginning with Chapter 3Read Chapters 4-6 | 1, 2, 3, 4A,C |
| June 23 | 456 | SchedulingCheck-In ProceduresOffice Visit: Patient Intake | Homework Assignments for each ChapterMedisoft AssignmentsRead Chapters 7-9 | 1, 2, 3, 4A,C |
| June 24 | 789 | Office Visit: Examination and CodingThird-Party PayersCheckout Procedures | Homework Assignments for each ChapterMedisoft AssignmentsRead Chapters 10-13 | 1, 2, 3, 4A,C |
| June 25 | 10111213 | Claim ManagementPosting Payments and Creating StatementsFinancial and Clinical ReportsAccounts Receivable Follow-up and Collections | Homework Assignments for each ChapterMedisoft Assignments | 1, 2, 3, 4A,C |
| June 29-July 2 |  | **Summer Break** |  |  |
| July 6 |  | Medisoft Assignments | Homework Assignments for each ChapterMedisoft Assignments | 1, 2, 3, 4A,C |
| July 7 |  | Medisoft Assignments | Homework Assignments for each ChapterMedisoft Assignments | 1, 2, 3, 4A,C |
| July 8 |  | Medisoft Assignments**Spelling Test 1** | Homework Assignments for each ChapterMedisoft Assignments | 1, 2, 3, 4A,C |
| July 9 |  | Medisoft Assignments | Homework Assignments for each ChapterMedisoft Assignments | 1, 2, 3, 4A,C |
| July 13 |  | Medisoft Assignments | Homework Assignments for each ChapterMedisoft Assignments | 1, 2, 3, 4A,C |
| July 14 |  | Medisoft Assignments | Homework Assignments for each ChapterMedisoft Assignments | 1, 2, 3, 4A,C |
| July 15 |  | **Spelling Test 2**Medisoft Assignments | Homework Assignments for each ChapterMedisoft Assignments | 1, 2, 3, 4A,C |
| July 16 |  | Medisoft Assignments |  | 1, 2, 3, 4A,C |
| July 20 |  | Medisoft Assignments |  | 1, 2, 3, 4A,C |
| July 21 |  | Medisoft Assignments |  | 1, 2, 3, 4A,C |
| July 22 |  | **Spelling Test 3**Medisoft Assignments |  | 1, 2, 3, 4A,C |
| July 23 |  | Medisoft Assignments |  | 1, 2, 3, 4A,C |
| July 27 |  | Medisoft Assignments |  | 1, 2, 3, 4A,C |
| July 28 |  | **Medisoft Assignments Due** |  | 1, 2, 3, 4A,C |
| July 29 |  | **Spelling Test 4** |  | 1, 2, 3, 4A,C |
| Aug 3 |  | FINALS |  |  |
| Aug 4 |  | FINALS |  |  |

**\* Competency Areas: (will vary for each course/taken from state standards)**

1. Electronic Health Records

2. Application of Computer Skills

3. Accounting Procedures

4. Application Software

**\*\*General Core Educational Competencies**

1. The ability to utilize standard written English.
2. The ability to solve practical mathematical problems.
3. The ability to read, analyze, and interpret information.