



**TENTATIVE—SUBJECT TO CHANGE**

**MAST 2108  
PHYSICIAN'S PRACTICE MANAGEMENT  
COURSE SYLLABUS  
Online  
Fall Semester 2020 (202112)**

**COURSE INFORMATION**

Credit Hours/Minutes: 6/10500

Campus/Class Location: Georgia Virtual Technical Connection (GVTC)/Blackboard

Class Meets: Via Internet for 15 Weeks

Course Reference Number (CRN): 20400

Preferred Method of Contact: [Stephannie Waters \(swaters@southeasterntech.edu\)](mailto:swaters@southeasterntech.edu)

**INSTRUCTOR CONTACT INFORMATION**

Instructor Name: Stephannie Waters, BAS, CMA (AAMA)

Email Address: [Stephannie Waters \(swaters@southeasterntech.edu\)](mailto:swaters@southeasterntech.edu)

Campus/Office Location: Vidalia Campus/Gillis Building Room 731

Office Hours: Monday 8:00-5:00, Tuesday/Wednesday 2:00-5:00; Thursday 8:00-5:00

Phone: 912-538-3195

Fax Number: 912-538-3106

Tutoring Hours (if applicable): By appointment

**SOUTHEASTERN TECHNICAL COLLEGE (STC) CATALOG AND HANDBOOK**

Students are responsible for all policies and procedures and all other information included in Southeastern Technical College's [Catalog and Handbook \(http://www.southeasterntech.edu/student-affairs/catalog-handbook.php\)](http://www.southeasterntech.edu/student-affairs/catalog-handbook.php).

**REQUIRED TEXT**

2020 Practice Management Training Manual: CPPM Certified Physician Practice Manager Study Guide  
(Available through the AAPC Website)

[AAPC Website](#)

**REQUIRED SUPPLIES & SOFTWARE**

**Pencils, Paper, reliable computer and reliable internet access.**

Note: Although students can use their smart phones and tablets to access their online course(s), exams, discussions, assignments, and other graded activities should be performed on a personal computer. Neither Blackboard nor Georgia Virtual Technical Connection (GVTC) provide technical support for issues relating to the use of a smart phone or tablet so students are advised to not rely on these devices to take an online course.

**Students should not share login credentials with others and should change passwords periodically to maintain security.**

## **COURSE DESCRIPTION**

This course provides an overview of management of the physician practice healthcare business procedures and processes. Topics include: Physician Practice Processes, Financial and Revenue Cycle Management, Healthcare Regulation and Reform, Electronic Medical Records, Human Resources, Healthcare Planning and Workflow.

## **MAJOR COURSE COMPETENCIES**

1. Physician Practice Processes
2. Revenue Cycle Management
3. Financial Management
4. Healthcare Regulations
5. Electronic Medical Records
6. Human Resources
7. Healthcare Planning and Workflow

## **PREREQUISITE(S)**

All previous program courses required

## **COURSE OUTLINE**

### Physician Practice Processes

1. Select physician practice staff and roles in the patient process effecting revenue reimbursement and process work flow.
2. Distinguish medical specialties influencing the physician's patient care and their relation to insurance billing and the use of appropriate diagnosis and procedure codes.
3. Compare and contrast communication and workflow of the physician.
4. Compare and contrast the various methods of communication and leadership.

### Revenue Cycle Management

1. Design practice processes effecting coding and billing of medical claims.
2. Develop the steps of the revenue cycle process.
3. Assess medical necessity, clean claims, and the effect of coding and billing errors.
4. Summarize Code Sets and transition to ICD-10.
5. Compare health care contracts and third party payers.
6. Consider Revenue Payer Mix.
7. Explain RBVU's and Fee Schedules.
8. Develop policies and/or procedures for patient accounts, write offs, ABN, and collections.

### Financial Management

1. Differentiate strategic and operational planning.
2. Calculate effective practice management through the use of formulas, reports, pricing, bad debt, collections, and productivity.
3. Compare physician practice accounting methods.
4. Evaluate expenses, projections, and budgets.
5. Summarize financial reports and key indicators.
6. Calculate effective practice financial management through the use of formulas, reports, pricing, bad debt, collections, and productivity.

7. Compose various accounting statements.
8. Choose effective cash management.
9. Develop a medical office budget.
10. Justify rental versus purchase of equipment.
11. Distinguish various corporate entities.

#### Healthcare Regulations

1. Compare health care reform to historical care governance.
2. Evaluate Quality Assurance, Improvement, and Reporting.
3. Compare fraud versus abuse.
4. Design an HIPAA policy and understand its role in the physician's office.
5. Illustrate health care reform on physician reimbursement.
6. Develop a Security and Privacy Policy and Procedure in the physician's office.
7. Distinguish administrative, physical, and technical safe-guards relating to HIPAA.
8. Assess security in the physician office.

#### Electronic Medical Records

1. Compare and contrast various electronic medical records.
2. Anticipate needed office equipment, hardware, and interface.
3. Develop and EMR implementation plan.
4. Assess phases, measurement, and demonstration guidelines of meaningful use.
5. Evaluate medical technology required for the HITECH Act of the American Recovery and Reinvestment Act.
6. Investigate interoperability and standards of Health Information Technology and the future.
7. Examine Enterprise Architecture Strategic Planning.
8. Compare Computerized Provider Order Entry, PDA usage, voice recognition software, transcription services, and electronic devices in health care.
9. Utilize electronic medical records to process patient visits and the revenue cycle.

#### Human Resources

1. Investigate human resource management in the physician office.
2. Assess training and tracking of corporate compliance, fraud, and of corporate compliance, fraud, and abuse.
3. Develop a marketing strategy.
4. Justify physician recruitment and credentialing.
5. Plan staff recruitment and credentialing.
6. Construct an employee training module.
7. Investigate the importance of negotiating managed care contracts.
8. Produce effective workflow management plan of staff resources
9. Illustrate physician performance and compensation models.
10. Compare labor relations, standards, and laws.

#### Healthcare Planning and Workflow

1. Construct a work space plan by evaluating and determining effective use of space.
2. Predict Sketch an organizational workflow diagram.
3. Build an effective supplies and inventory plan.
4. Produce a Disaster and Emergency Management Plan.
5. Illustrate detection and correction measures.

## GENERAL EDUCATION CORE COMPETENCIES

Southeastern Technical College 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.

## STUDENT REQUIREMENTS (ONLINE)

Students are expected to complete all work required by the instructor and to attend the required proctored campus exam. Students will have at least one week to complete tests and assignments. All tests and assignments are due at midnight on **Wednesday** of each week. Assignments must be keyed in Microsoft Word, saved, uploaded, and attached for grading in Blackboard.

Students are expected to prove weekly academic engagement by meeting assignment deadlines each week and spending a minimum of 60 hours (at least 1 hour per day for 4 days) during the semester doing the required homework, quizzes, and tests. Students are expected to communicate frequently through college email and discussion boards. College email is accessed at <https://portal.office.com>, under Quick links on our webpage, or in the menu of your Blackboard course.

Students are expected to complete all reading, tests, and daily assignments by the specified date. This includes tests, quizzes, workbooks, and any special projects assigned by the instructor throughout the course. *A final unit test average of 75 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.*

## COVID-19 MASK REQUIREMENT

Masks or face coverings must be worn at all times while on the campus of Southeastern Technical College. This measure is being implemented to reduce COVID-19 related health risks for everyone engaged in the educational process. Masks or face coverings must be worn over the nose and mouth, in accordance with the Centers for Disease Control and Prevention (CDC). A student's refusal to wear a mask or face covering will be considered a classroom disruption and the student may be asked to leave campus and/or receive further discipline.

## COVID-19 SIGNS AND SYMPTOMS

We encourage individuals to monitor for the signs and symptoms of COVID-19 prior to coming on campus.

If you have experienced the symptoms listed below or have a body temperature 100.4°F or higher, we encourage you to self-quarantine at home and contact a primary care physician's office, local urgent care facility, or health department for further direction. Please notify your instructor(s) by email and do not come on campus for any reason.

COVID-19 Key Symptoms
Fever or felt feverish
Cough: new or worsening, not attributed to another health condition

<b>COVID-19 Key Symptoms</b>
Shortness of breath, not attributed to another health condition
New loss of taste or smell
Chills; Repeated shaking with chills
Sore throat, not attributed to another health condition
Muscle pain, not attributed to another health condition or exercise
Headache, not attributed to another health condition
Diarrhea (unless due to known cause)
<b>In the past 14 days, if you:</b>
Have had close contact with or are caring for an individual diagnosed with COVID-19 at home (not in healthcare setting), please do not come on campus and contact your instructor (s).

### **COVID-19 SELF-REPORTING REQUIREMENT**

Students taking classes on campus, who test positive for COVID-19 or who have been exposed to a COVID-19 positive person, are required to self-report using the [COVID 19 Health Reporting Form](#). Report all positive cases of COVID-19 to your instructor and [Stephannie Waters](#), Exposure Control Coordinator, [swaters@southeasterntech.edu](mailto:swaters@southeasterntech.edu), 912-538-3195.

### **ONLINE ATTENDANCE**

It is the student's responsibility to be academically engaged each week doing course related activities. The completion dates of these activities will be used to determine a student's last date of attendance in the event a student withdraws, stops attending, or receives an "F" (Failing 0-59) in a course.

Students will not be withdrawn by an instructor for attendance; however, all instructors will keep records of graded assignments and student participation in course activities. Students will be expected to complete all work required by the instructor as described in the individual course syllabus.

Students will have at least one week to complete tests and assignments. All tests and assignments are due at Midnight on Wednesday of each week. Exceptions to the due dates of assignments due to jury duty, military duty, court duty, or required job training will be made at the discretion of the instructor.

### **STUDENTS WITH DISABILITIES**

Students with disabilities who believe that they may need accommodations in this class based on the impact of a disability are encouraged to contact the appropriate campus coordinator to request services.

**Swainsboro Campus:** [Macy Gay](#), ([mgay@southeasterntech.edu](mailto:mgay@southeasterntech.edu)), 478-289-2274, Building 1, Room 1210.

**Vidalia Campus:** [Helen Thomas](#), ([hthomas@southeasterntech.edu](mailto:hthomas@southeasterntech.edu)), 912-538-3126, Building A, Room 165.

### **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 make arrangements with the appropriate campus coordinator.

**Swainsboro Campus:** [Macy Gay, \(mgay@southeasterntech.edu\)](mailto:mgay@southeasterntech.edu), 478-289-2274, Building 1, Room 1210.

**Vidalia Campus:** [Helen Thomas, \(hthomas@southeasterntech.edu\)](mailto:hthomas@southeasterntech.edu), 912-538-3126, Building A, Room 165.

It is strongly encouraged that requests for consideration be made **PRIOR** to delivery and early enough in the pregnancy to ensure that all the required documentation is secured before the absence occurs. Requests made after delivery **MAY NOT** be accommodated. The coordinator will contact your instructor to discuss accommodations when all required documentation has been received. The instructor will then discuss a plan with you to make up missed assignments.

## WITHDRAWAL PROCEDURE

Students wishing to officially withdraw from a course(s) or all courses after the drop/add period and prior to the 65% point of the term in which student is enrolled (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" (Withdrawn) is assigned for the course(s) when the student completes the withdrawal form.

Important – Student-initiated withdrawals are not allowed after the 65% point. After the 65% point of the term in which student is enrolled, the student has earned the right to a letter grade and will receive a grade for the course. Please note: Abandoning a course(s) instead of following official withdrawal procedures may result in a grade of "F" (Failing 0-59) being assigned.

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

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 assessed due to the withdrawal. A grade of "W" will count in attempted hour calculations for the purpose of Financial Aid.

## PROCTORED EVENT REQUIREMENT

**Due to the uncertainties of COVID-19, this event will not be proctored for Fall Semester 202112. Students will complete the event, but will not be required to come on campus to do it.**

The event may be a major exam, assignment, or presentation, etc. that will count a minimum of 20% of the course grade. Students who do not complete the event as scheduled must submit a valid documented excuse within three business days after the scheduled event. If the excuse is approved by the instructor of the course, students must make arrangements with the instructor to makeup/reschedule the missed event. The penalty and makeup instructions will be at the instructor's discretion. Events will be given after the 65% point of the semester. **Students who do not complete the event on the scheduled date and do not present a valid documented excuse within three business days of the scheduled event will be withdrawn from the course with a "WF" (Withdrawn Failing). If the event is scheduled during final exams, any student who misses the event will be issued an "F" (Failing) for the course.**

## WORK ETHICS

The Technical College System of Georgia instructs and evaluates students on work ethics in all programs of study. Ten work ethics traits have been identified and defined as essential for student success: appearance, attendance, attitude, character, communication, cooperation, organizational skills, productivity, respect, and teamwork. Students will be required to take a work ethics exam as marked in the lesson plan. A grade of 70 or better is required to complete the work ethics requirements for this class.

## MAKEUP GUIDELINES (TESTS, QUIZZES, HOMEWORK, PROJECTS, ETC.)

This is an online class so you have every opportunity to complete your work so there is no makeup work unless you have computer issues. You should email your instructor immediately with a screen shot of what your computer is doing (i.e. kicked you out of a test, internet went down).

## ACADEMIC DISHONESTY POLICY

The Southeastern Technical College Academic Dishonesty Policy states that 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 Southeastern Technical College Catalog and Handbook.

## PROCEDURE FOR ACADEMIC MISCONDUCT

The procedure for dealing with academic misconduct and dishonesty is as follows:

### 1. 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.

### 2. Second Offense

Student is given a grade of "WF" (Withdrawn Failing) 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.

### 3. 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 third 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

The Technical College System of Georgia (TCSG) and its constituent Technical Colleges do not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, political affiliation or belief, genetic information, disabled veteran, veteran of the Vietnam Era, spouse of military member, or citizenship status (except in those special circumstances permitted or mandated by law). This nondiscrimination policy encompasses the operation of all technical college-administered programs, federally financed programs, educational programs and activities involving admissions, scholarships and loans, student life, and athletics. It also applies to the recruitment and employment of personnel and contracting for goods and services.

All work and campus environments shall be free from unlawful forms of discrimination, harassment and retaliation as outlined under Title IX of the Educational Amendments of 1972, Title VI and Title VII of the Civil Rights Act of 1964, as amended, the Age Discrimination in Employment Act of 1967, as amended, Executive

Order 11246, as amended, the Vietnam Era Veterans Readjustment Act of 1974, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Americans With Disabilities Act of 1990, as amended, the Equal Pay Act, Lilly Ledbetter Fair Pay Act of 2009, the Georgia Fair Employment Act of 1978, as amended, the Immigration Reform and Control Act of 1986, the Genetic Information Nondiscrimination Act of 2008, the Workforce Investment Act of 1998 and other related mandates under TCSG Policy, federal or state statutes.

The Technical College System and Technical Colleges shall promote the realization of equal opportunity through a positive continuing program of specific practices designed to ensure the full realization of equal opportunity.

The following individuals have been designated to handle inquiries regarding the nondiscrimination policies:

<b>American With Disabilities Act (ADA)/Section 504 - Equity- Title IX (Students) – Office of Civil Rights (OCR) Compliance Officer</b>	<b>Title VI - Title IX (Employees) – Equal Employment Opportunity Commission (EEOC) Officer</b>
Helen Thomas, Special Needs Specialist Vidalia Campus 3001 East 1 <sup>st</sup> Street, Vidalia Office 165 Phone: 912-538-3126 Email: <a href="mailto:hthomas@southeasterntech.edu">Helen Thomas (hthomas@southeasterntech.edu)</a>	Lanie Jonas, Director of Human Resources Vidalia Campus 3001 East 1 <sup>st</sup> Street, Vidalia Office 138B Phone: 912-538-3230 Email: <a href="mailto:ljonas@southeasterntech.edu">Lanie Jonas (ljonas@southeasterntech.edu)</a>

### ACCESSIBILITY STATEMENT

Southeastern Technical College is committed to making course content accessible to individuals to comply with the requirements of Section 508 of the Rehabilitation Act of Americans with Disabilities Act (ADA). If you find a problem that prevents access, please contact the course instructor.

### GRIEVANCE PROCEDURES

Grievance procedures can be found in the Catalog and Handbook located on Southeastern Technical College’s website.

### ACCESS TO TECHNOLOGY

Students can now access Blackboard, Remote Lab Access, Student Email, Library Databases (Galileo), and BannerWeb via the mySTC portal or by clicking the Current Students link on the [Southeastern Technical College Website \(www.southeasterntech.edu\)](http://www.southeasterntech.edu).

### TECHNICAL COLLEGE SYSTEM OF GEORGIA (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.*

### GRADING POLICY

Assessment/Assignment	Percentage
Quizzes/Tests	40%
Evaluations	25%
Journals	10%
Discussion Boards/Work Ethics Assessment	5%
Proctored Event/Exam	20%

## GRADING SCALE

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

# MAST 2108 Physician's Practice Management

## Fall Semester 2020 (202112) Lesson Plan

Date/Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
Week 1 Aug 17-20		Review Syllabus/Lesson Plan	<b>ALL ASSIGNMENTS DUE 08/19/20 AT 11:59 pm</b> <ul style="list-style-type: none"> <li>• Read Chapters 1 and 2</li> <li>• Discussion Board 1</li> <li>• Journal</li> </ul>	
Week 2 Aug 24-27	Ch. 1 Ch. 2	Chapter 1: Introduction to Healthcare Business Processes and Workflow	<b>ALL ASSIGNMENTS DUE 08/26/20 AT 11:59 pm</b> <ul style="list-style-type: none"> <li>• Tests 1</li> <li>• Journal</li> <li>• Biweekly Evaluation</li> <li>• Timesheet</li> <li>• Read Chapter 2</li> </ul>	1,3,7 a,b,c
Week 3 Aug 31- Sept 3	Ch. 2	Chapter 2: Principles of Reimbursement	<b>ALL ASSIGNMENTS DUE 09/02/20 AT 11:59 pm</b> <ul style="list-style-type: none"> <li>• Test 2</li> <li>• Journal</li> <li>• Read Chapter 3</li> </ul>	1,3,7 a,b,c
Week 4 Sept 7-10	Ch. 3	Chapter 3: Healthcare Revenue Cycle Management	<b>ALL ASSIGNMENTS DUE 09/09/20 AT 11:59 pm</b> <ul style="list-style-type: none"> <li>• Tests 3</li> <li>• Journal</li> <li>• Discussion Board 2 due</li> <li>• Biweekly Evaluation</li> <li>• Timesheet</li> <li>• Read Chapters 4</li> </ul>	2,3 a,b,c
Week 5 Sept 14-17	Ch. 4	Chapter 4: Basic Principles in Medical Office Accounting	<b>ALL ASSIGNMENTS DUE 09/16/20 AT 11:59 pm</b> <ul style="list-style-type: none"> <li>• Test 4</li> <li>• Journal</li> <li>• Read Chapter 5</li> </ul>	2,3 a,b,c
Week 6 Sept 21-24	Ch. 5	Chapter 5: Healthcare Reform	<b>ALL ASSIGNMENTS DUE 09/23/20 AT 11:59 pm</b> <ul style="list-style-type: none"> <li>• Test 5</li> <li>• Journal</li> <li>• Biweekly Evaluation</li> <li>• Timesheet</li> <li>• Read Chapters 7</li> </ul>	4 a,c

Date/Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
Week 7 Sept 28- Oct 1	Ch. 6	Chapter 6: Quality in Healthcare	<b>ALL ASSIGNMENTS DUE 09/30/20 AT 11:59 pm</b> <ul style="list-style-type: none"> <li>• Test 6</li> <li>• Journal</li> <li>• Read Chapter 7</li> </ul>	4 a,c
Week 8 Oct 5-8	Ch. 7	Chapter 7: Electronic Medical Records  <b>MIDTERM IS OCTOBER 8</b>	<b>ALL ASSIGNMENTS DUE 10/7/20 AT 11:59 pm</b> <ul style="list-style-type: none"> <li>• Tests 7</li> <li>• Journal</li> <li>• Biweekly Evaluation</li> <li>• Timesheet</li> <li>• MidTerm Preceptor Evaluation</li> <li>• Discussion Board 3</li> <li>• Read Chapters 9</li> </ul>	5,7 a,c
Week 9 Oct 12-15	Ch. 8	Chapter 8: Modern Health and IT Interoperability	<b>ALL ASSIGNMENTS DUE 10/14/20 AT 11:59 pm</b> <ul style="list-style-type: none"> <li>• Test 8</li> <li>• Journal</li> <li>• Read Chapter 9</li> </ul>	5,7 a,c
Week 10 Oct 19-22	Ch. 9	Chapter 9: Health Insurance Portability and Accountability Act (HIPAA) and Patient Data Security	<b>ALL ASSIGNMENTS DUE 10/21/20 AT 11:59 pm</b> <ul style="list-style-type: none"> <li>• Test 9</li> <li>• Journal</li> <li>• Biweekly Evaluation</li> <li>• Timesheet</li> <li>• Read Chapter 10</li> </ul>	4,6 a,c
Week 11 Oct 26-29	Ch. 10	Chapter 10: Human Resource Management  <b>65% POINT</b>	<b>ALL ASSIGNMENTS DUE 10/28/20 AT 11:59 pm</b> <ul style="list-style-type: none"> <li>• Test 10</li> <li>• Journal</li> <li>• Read Chapter 11</li> </ul>	4,6 a,c
Week 12 Nov 2-5	Ch. 11	Chapter 11: Fraud and Abuse and Corporate Compliance	<b>ALL ASSIGNMENTS DUE 11/04/20 AT 11:59 pm</b> <ul style="list-style-type: none"> <li>• <b>Proctored Exam: Test 11</b></li> <li>• Journal</li> <li>• Biweekly Evaluation</li> <li>• Timesheet</li> <li>• Discussion Board 4</li> <li>• Read Chapter 13</li> </ul>	4,7 a,c

<b>Date/Week</b>	<b>Chapter/ Lesson</b>	<b>Content</b>	<b>Assignments &amp; Tests Due Dates</b>	<b>Competency Area</b>
Week 13 Nov 9-12	Ch. 12	Chapter 12: Marketing and Business Relationships	<b>ALL ASSIGNMENTS DUE 11/11/20 AT 11:59 pm</b> <ul style="list-style-type: none"> <li>• Test 12</li> <li>• Journal</li> <li>• Read Chapter 13</li> </ul>	4,7 a,c
Week 14 Nov 16-19	Ch. 13	Chapter 13: Space Planning and Operational Flows	<b>ALL ASSIGNMENTS DUE 11/18/20 AT 11:59 pm</b> <ul style="list-style-type: none"> <li>• Tests 13</li> <li>• Journal</li> <li>• Biweekly Evaluation</li> <li>• Timesheet</li> <li>• Read Chapter 14</li> </ul>	7 a,c
Week 15 Nov 23-26	Ch. 14	Chapter 14: Business Continuity	<b>ALL ASSIGNMENTS DUE 11/25/20 AT 11:59 pm</b> <ul style="list-style-type: none"> <li>• Test 14</li> <li>• Journal</li> <li>• Work Ethics Assessment</li> <li>• Final Preceptor Evaluation</li> <li>• Discussion Board 5</li> </ul>	7 a,c
End of Semester Dec 3		FINAL EXAM	<ul style="list-style-type: none"> <li>• Final Exam</li> <li>• All paperwork due</li> </ul>	

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

1. Physician Practice Processes
2. Revenue Cycle Management
3. Financial Management
4. Healthcare Regulations
5. Electronic Medical Records
6. Human Resources
7. Healthcare Planning and Workflow

General Core Educational Competencies

- a) The ability to utilize standard written English.
- b) The ability to solve practical mathematical problems.
- c) The ability to read, analyze, and interpret information.

Discussion Board  
Grading Rubric

**All discussion boards MUST contain 1 post and a minimum of 2 replies**  
**Original Post must contain a minimum of 50 words**  
**Replies must contain a minimum of 25 words**

<b>Performance</b>	<b>Exceptional 2</b>	<b>Satisfactory 1</b>	<b>Poor 0</b>
Posts	At least one post.	One post.	No post from student.
Replies	Reply to at least 2 student posts	Replies to other students post without original post  Reply to at least 1 student post	Does not reply to any student posts
Length	Original Post at least 50 words.  Replies at least 25 words.	Original Post at least 25 words.  Replies at least 10 words.	Original post less than 20 words.  Replies less than 10 words.
Grammar/Spelling	Grammatical and Spelling errors do not exist.	Few Grammatical and spelling errors.	Several Grammatical errors and misspellings. Difficult to read/comprehend.