

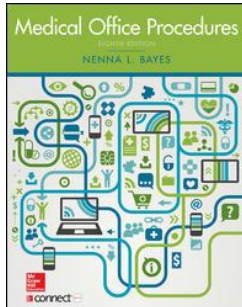


BUSN 2340 COURSE SYLLABUS Spring Semester 2016

Semester: 201614 Spring Semester 2016
Course Title: Medical Admin. Procedures
Course Number: BUSN 2340
Credit Hours/ Minutes: 3/3000
Class Location: Lab 809 Gillis Building
Class Meets: 10:00-11:15 a.m. M-R
CRN: 40028

Instructor: Tina Jernigan
Office Hours: 2:00-4:30 p.m. Monday-Thursday
Office Location: Office 807 Gillis Building
Email Address: tjernigan@southeasterntech.edu
Phone: (912) 538-3123
Fax Number: (912) 538-3106

REQUIRED TEXT: *Medical Office Procedures, 8th Edition, Bayes, Nenna, McGraw-Hill, ISBN: 978-0-07-786203-9.*



REQUIRED SUPPLIES & SOFTWARE: Notebook, pen, pencils, manila file folders, file folder labels, scissors, whiteout, and headphones. Microsoft Word and Medisoft software will be used for this class. Students will only have access to Medisoft in the classroom and in the libraries.

COURSE DESCRIPTION: Emphasizes essential skills required for the medical office. Introduces the knowledge and skills of procedures for billing purposes. Introduces the basic concept of medical administrative assisting and its relationship to the other health fields. Emphasizes medical ethics, legal aspects of medicine, and the medical administrative assistant's role as an agent of the physician. Provides the student with knowledge and the essentials of professional behavior. Topics include: introduction to medical administrative assisting, medical law, ethics, patient relations/human relations, physician-patient-assistant relationship, medical office in litigation, medical records management, scheduling appointments, pegboard or computerized accounting, health insurance, transcription of medical documents, and billing/collection.

MAJOR COURSE COMPETENCIES: Introduction to Medical Administrative Assisting, Medical Law and Ethics, Medical Records Management, Scheduling Appointments, Health Insurance, Billing/Collection, Work Area Management, Resource Utilization, and Office Equipment.

PREREQUISITE(S): ALHS 1090, ALHS 1011, BUSN 1440, COMP 1000

COURSE OUTLINE: 1) Introduction to Medical Administrative Assisting, 2) Medical Law and Ethics, 3) Medical Records Management, 4) Scheduling Appointments, 5) Health Insurance, 6) Billing/Collection, 7) Work Area Management, 8) Resource Utilization, 9) Office Equipment.

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.

STUDENT REQUIREMENTS: Class attendance is a very important aspect of a student's success in this course. Responsibility for class attendance rests with the student. Regular and punctual attendance at all scheduled classes is expected. Students are expected to complete all work required by the instructor. 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. Unannounced quizzes/assignments may be given. **Students that miss an unannounced quiz or assignment will receive a grade of 0.** Students will save all class assignments in their student folder (P Drive) for this class.

EXIT EXAM INFORMATION: All Business Technology-Medical Administrative Assistant students are required to take the BUSN 2340 Exit Exam when enrolled in this course. The exam will be taken in class under the supervision of the instructor. Specific competencies and skills tested on the assessment include: scheduling patient appointments, medical records management, medical transcription skills, billing/collection, and work area management. **Students are required to score a minimum of 70% on the exam to pass the BUSN 2340 course. Students who do not pass this exam will not be able to graduate and the capstone course will need to be repeated and passed along with the exit exam.** **Note: Students will not be allowed to take BUSN 2340 as a transient student since the exit exam is tied specifically to this course.**

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.

Instructors are responsible for determining whether missed work may be made up and the content and dates for makeup work is at the discretion of the instructor.

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. 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 in a course.

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 assessed 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...): Failure to take tests on the scheduled day will result in a grade of zero for the test not taken. Students are allowed to make up **one** test. The makeup test must be taken the next day upon returning to class. The zero assigned for the missed test will be replaced with the grade the student makes on the makeup exam. **Makeups are not allowed for any unannounced quizzes/assignments.**

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 Blackboard, 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.

GRADING POLICY

Chapter Assignments	30%
Chapter Tests	15%
Simulation 1	10%
Unannounced Quizzes	10%
Exit Exam	35%

GRADING SCALE

A: 90-100
B: 80-89
C: 70-79
D: 60-69
F: 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.*

**BUSN 2340-MEDICAL ADMINISTRATIVE PROCEDURES
SPRING SEMESTER 2016 LESSON PLAN**

Date	Chap / Less	Content	Assignments & Tests Due	Comp Area
Week 1 (January 11-14)				
Mon. Jan. 11		First Day of Class: -Introduction to Course -Review Course Syllabus/Lesson Plan -Review Policies/Procedures for Lab -Review Required Software for class -Create BUSN 2340 folders on student drive (P drives)	*All chapter assignments that require the use of Microsoft Word and any back up files for Medisoft software are required to be saved to the student's BUSN 2340 folder on their P drive. Instructor will grade any needed work from these folders. Students will also be using the working papers in the back of the textbook to hand in for grading. Students will be required to use Medisoft and Microsoft Word for this class.	
Tues. Jan. 12	Chapter 1	Part 1: The Administrative Medical Assistant's Career Chapter 1: The Administrative Medical Assistant	-Chapter 1 Lecture/Review	*1 **a,c,d
Weds. Jan. 13	Chapter 1		*Project 1.3 Page 29 (Uses WP1) *Soft Skills Success LO1.2 Page 30	*1 **a,c,d
Thurs. Jan. 14	Chapter 1		Chapter 1 Assignments Due Chapter 1 Test	*1 **a,c,d
Week 2 (January 18-21)				
Mon. Jan. 18		HOLIDAY-NO CLASS		
Tues. Jan. 19	Chapter 2	Chapter 2: Medical Ethics, Law, and Compliance	-Chapter 2 Lecture/Review	*2 **a,c,d
Weds. Jan. 20	Chapter 2		*Project 2.2 Page 66 (Uses WP2) *Project 2.3 Page 66 (Uses WP3) *Project 2.4 Page 66 *Project 2.5 Page 66 (Uses WP4)	*2 **a,c,d
Thurs. Jan. 21	Chapter 2		Chapter 2 Assignments Due Chapter 2 Test	*2 **a,c,d
Week 3 (January 25-28)				
Mon. Jan. 25	Chapter 3	Part 2: Administrative Responsibilities Chapter 3: Office Communication: An Overview of Verbal and Written Communication	-Chapter 3 Lecture/Review	*2,9 **a,c,d
Tues. Jan. 26	Chapter 3		*Project 3.1 Page 93 (Uses WP 5 and 6) *Project 3.2 Page 93 (Uses WP5) *Project 3.5 Page 93 (Uses WP9)	*2,9 **a,c,d
Weds. Jan. 27	Chapter 3		Continue Chapter 3 assignments in class Review for Test	*2,9 **a,c,d
Thurs. Jan. 28	Chapter 3		Chapter 3 Assignments Due Chapter 3 Test	*2,9 **a,c,d

Week 4 (February 1-4)				
Mon. Feb. 1	Chapter 4	Chapter 4: Office Communications: Phone, Scheduling, and Mail	-Chapter 4 Lecture/Review	*4,8,9
Tues. Feb. 2	Chapter 4		*Project 4.1 Page 132 (Uses WP10-17) *Project 4.2 Page 132 (Uses WP18) *Project 4.3 Pages 132-133 (Uses WP 19-35) *Project 4.4 Pages 133-134 (Uses WP19-35) *Project 4.5 Page 134 (Uses WP19-35) *Project 4.6 Page 134 (Uses WP37)	*4,8,9 **a,c,d
Weds. Feb. 3	Chapter 4		Continue Chapter 4 assignments in class Review for Test	*4,8,9 **a,c,d
Thurs. Feb. 4	Chapter 4		Chapter 4 Assignments Due Chapter 4 Test	*4,8,9 **a,c,d
Week 5 (February 8-11)				
Mon. Feb. 8	Chapter 5	Chapter 5: Managing Health Information	-Chapter 5 Lecture/Review	*3,7,9 **a,c,d
Tues. Feb. 9	Chapter 5		*Project 5.1 Page 189 (Uses WP38) *Project 5.2 Page 189 (Uses WP39) *Project 5.3 Page 189 *Project 5.4 Page 189 *Project 5.5 Page 190 *Project 5.6 Page 190 *Project 5.7 Page 190 (Uses WP40) *Project 5.11 Page 191	*3,7,9 **a,c,d
Weds. Feb. 10	Chapter 5		Continue Chapter 5 assignments in class Review for Test	*3,7,9 **a,c,d
Thurs. Feb. 11	Chapter 5		Chapter 5 Assignments Due Chapter 5 Test	*3,7,9 **a,c,d
Week 6 (February 15-18)				
Mon. Feb. 15	Sim. 1	Simulation 1: October 11, 12, 17, 18	-Simulation 1 Instructions/Review/Handouts	*3,4,5,7,8, 9
Tues. Feb. 16	Sim. 1		Continue Simulation 1	*3,4,5,7,8, 9
Weds. Feb. 17	Sim. 1		Continue Simulation 1	*3,4,5,7,8, 9
Thurs. Feb. 18	Sim. 1		Continue Simulation 1	*3,4,5,7,8, 9
Week 7 (February 22-25)				
Mon. Feb. 22	Sim. 1	Simulation 1: October 11, 12, 17, 18	Continue Simulation 1	*3,4,5,7,8, 9
Tues. Feb. 23	Sim. 1		Continue Simulation 1	*3,4,5,7,8, 9
Weds. Feb. 24	Sim. 1		Continue Simulation 1	*3,4,5,7,8, 9
Thurs. Feb. 25	Sim. 1		Simulation 1 Assignments Due	*3,4,5,7,8, 9

Week 8 (February 29-March 3)				
Mon. Feb. 29	Chapter 6	Chapter 6: Office Management	-Chapter 6 Lecture/Review	*1,2 **a,c,d
Tues. Mar. 1	Chapter 6		*Project 6.3 Page 233	*1,2 **a,c,d
Weds. Mar. 2	Chapter 6		Continue Chapter 6 assignment in class Review for Test	*1,2 **a,c,d
Thurs. Mar. 3	Chapter 6	MID-TERM	Chapter 6 Assignment Due Chapter 6 Test	*1,2 **a,c,d
Week 9 (March 7-10)				
Mon. Mar. 7	Chapter 7	Part 3: Practice Financials Chapter 7: Insurance and Coding	-Chapter 7 Lecture/Review Pages 242-254	*5 **a,c,d
Tues. Mar. 8	Chapter 7		*Project 7.1 Page 272 (Uses WP46) *Project 7.3 Page 272 (Uses WP47)	*5 **a,c,d
Weds. Mar. 9	Chapter 7		Continue Chapter 7 assignments in class Review for Test	*5 **a,c,d
Thurs. Mar. 10	Chapter 7		Chapter 7 Assignments Due Chapter 7 Test	*5 **a,c,d
Week 10 (March 14-17)				
Mon. Mar. 14	Chapter 8	Chapter 8: Billing, Reimbursement, and Collections	-Chapter 8 Lecture/Review	*3,5,6,7,9 **a,c,d
Tues. Mar. 15	Chapter 8		*Project 8.1 Page 310 *Project 8.4 Page 313 *Project 8.5 Page 313	*3,5,6,7,9 **a,c,d
Weds. Mar. 16	Chapter 8		Continue Chapter 8 assignments in class Review for Test	*3,5,6,7,9 **a,c,d
Thurs. Mar. 17	Chapter 8		Chapter 8 Assignments Due Chapter 8 Test	*3,5,6,7,9 **a,c,d
Week 11 (March 21-24)				
Mon. Mar. 21	Chapter 9	Chapter 9: Practice Finances	-Chapter 9 Lecture/Review	*3,5,6,7,9 **a,c,d
Tues. Mar. 22	Chapter 9		*Project 9.1 Page 339 (Uses WP51, 52, and 53) *Project 9.2 Page 339 *Project 9.3 Page 339 *Project 9.5 Page 340 (Uses WP54, 55) *Project 9.6 Pages 340-341	*3,5,6,7,9 **a,c,d
Weds. Mar. 23	Chapter 9		Continue Chapter 9 assignments in class	*3,5,6,7,9 **a,c,d
Thurs. Mar. 24	Chapter 9		Continue Chapter 9 assignments in class	*3,5,6,7,9 **a,c,d
SPRING BREAK (March 28-31)				
Week 12 (April 4-7)				
Mon. Apr. 4	Chapter 9		Continue Chapter 9 assignments in class Review for Test	*3,5,6,7,9 **a,c,d
Tues. Apr. 5	Chapter 9		Chapter 9 Assignments Due Chapter 9 Test	*3,5,6,7,9 **a,c,d

Weds. Apr. 6	Chapter 10	Part 4: Preparing for Employment Chapter 10: Preparing for Employment in the Medical Office	-Chapter 10 Lecture/Review	*8,9 **a,c,d
Thurs. Apr. 7	Chapter 10		*Project 10.3 Page 379 *Project 10.4 Page 379 Review for Test	*8,9 **a,c,d
Week 13 (April 11-14)				
Mon. Apr. 11	Chapter 10		Chapter 10 Assignments Due Chapter 10 Test	*8,9 **a,c,d
Tues. Apr. 12	Exit Exam	Simulation 2: October 19, 24, 25, 26	-Simulation 2 Instructions/Review/Handouts	*3,4,5,6,7, 8,9 **a,c,d
Weds. Apr. 13	Exit Exam		Continue Simulation 2	*3,4,5,6,7, 8,9 **a,c,d
Thurs. Apr. 14	Exit Exam		Continue Simulation 2	*3,4,5,6,7, 8,9 **a,c,d
Week 14 (April 18-21)				
Mon. Apr. 18	Exit Exam	Simulation 2: October 19, 24, 25, 26	Continue Simulation 2	*3,4,5,6,7, 8,9 **a,c,d
Tues. Apr. 19	Exit Exam		Continue Simulation 2	*3,4,5,6,7, 8,9 **a,c,d
Weds. Apr. 20	Exit Exam		Continue Simulation 2	*3,4,5,6,7, 8,9 **a,c,d
Thurs. Apr. 21	Exit Exam		Continue Simulation 2	*3,4,5,6,7, 8,9 **a,c,d
Week 15 (April 25-28)				
Mon. Apr. 25	Exit Exam	Simulation 2: October 19, 24, 25, 26	Continue Simulation 2	*3,4,5,6,7, 8,9 **a,c,d
Tues. Apr. 26	Exit Exam		Continue Simulation 2	*3,4,5,6,7, 8,9 **a,c,d
Weds. Apr. 27			Continue Simulation 2	*3,4,5,6,7, 8,9 **a,c,d
Thurs. Apr. 28			Simulation 2 Assignments Due	*3,4,5,6,7, 8,9 **a,c,d
Mon. May 2		SPRING SEMESTER ENDS-LAST DAY OF CLASS		

*** BUSN 2340 Competency Areas**

1. Introduction to Medical Administrative Assisting
2. Medical Law and Ethics
3. Medical Records Management
4. Scheduling Appointments
5. Health Insurance
6. Billing/Collection
7. Work Area Management
8. Resource Utilization
9. Office Equipment

****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.

BUSN 2340

Medical Administrative Procedures



GRADING SCALE:

- Three points per error will be assessed on assignments. May vary based on the assignment given.
- Chapter assignments will be averaged together to arrive at one chapter grade.
- Point deductions for chapter tests will be based on the number of questions on the test.
- Failure to key name (or write name) on all assignments will result in an automatic ten-point deduction.
- Late work will not be accepted for this class. Work is due at the end of class on the dates indicated above on the lesson plan.

***GRADING SCALE SUBJECT TO CHANGE AT INSTRUCTOR'S DISCRETION.**

****REVISED SPRING SEMESTER 2016**