![Southeastern Technical College logo]

BUSN 2340-Healthcare Administrative Procedures
COURSE SYLLABUS
Online
Spring Semester 2018

COURSE INFORMATION

Credit Hours/Minutes: 4/4500
Class Location: Georgia Virtual Technical Connection (GVTC)/Blackboard
Class Meets: Via Internet for 15 weeks
Course Reference Number (CRN): 40028
Preferred Method of Contact: Email

INSTRUCTOR CONTACT INFORMATION

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

SOUTHEASTERN TECHNICAL COLLEGE (STC) CATALOG AND STUDENT HANDBOOK

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

REQUIRED TEXT
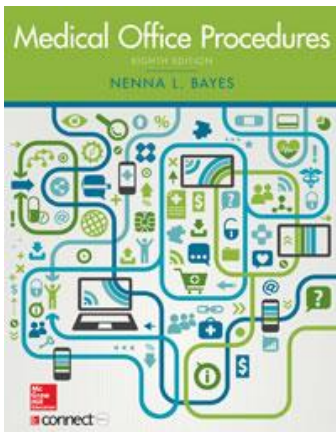
Medical Office Procedures, 8th edition, Bayes, Nenna. McGraw-Hill. Looseleaf book bundled with Connect Access Card, ISBN: 978-1-259-35346-8.

REQUIRED SUPPLIES & SOFTWARE

For the online class, there are no specific supplies required. Students will use Connect Plus to complete most assignments. 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.

COURSE DESCRIPTION

Emphasizes essential skills required for the business healthcare office. Introduces the knowledge, skills, and procedures needed to understand billing purposes. Introduces the basic concept of business healthcare administrative assisting and its relationship to the other health fields. Emphasizes healthcare regulations and ethics and the healthcare 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 business healthcare procedures, healthcare regulation and ethics, healthcare records management, scheduling appointments, health insurance, billing/collection, work area management, resource utilization, and office equipment.

MAJOR COURSE COMPETENCIES

Introduction to business healthcare procedures, healthcare regulation and ethics, healthcare records management, scheduling appointments, health insurance, billing/collection, work area management, resource utilization, and office equipment.

PREREQUISITE(S)

ALHS 1090, ALHS 1011, COMP 1000 or Guided Elective

COURSE OUTLINE

1. Introduction to business healthcare procedures
2. Healthcare regulation and ethics
3. Healthcare 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

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 will be required to complete assignments in Connect. Any assignments not submitted or completed by the due dates will be assigned grades of zero. Late work is not accepted.

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 Tuesday 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.

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 Helen Thomas (hthomas@southeasterntech.edu), 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 Helen Thomas (hthomas@southeasterntech.edu), 912-538-3126, to coordinate reasonable accommodations.

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" (Withdrawn) 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 percent 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" (Failing 0-59) being assigned.

After the 65 percent 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 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.

PROCTORED EVENT REQUIREMENT

In order to validate student identity for all online courses, students enrolled in online courses are **required** to complete one proctored event per online course. The proctored event will be administered on two separate days during the semester—once on the Vidalia campus and once on the Swainsboro campus and will be monitored by the instructor or another Southeastern Technical College employee. The proctored event may

be a major exam, assignment, or presentation, etc. that will count a minimum of 20% of the course grade. Students must attend one of the scheduled proctored sessions and will need to make arrangements with work, childcare, etc. The specific dates of the proctored event are scheduled on the Lesson Plan/Calendar for the online course. Students living further than 75 miles from either campus who cannot come to Southeastern Tech for the event must secure an approved proctoring site. The site and the proctor must meet Southeastern Technical College's requirements (instructor will provide more information and necessary forms if this is the case). Note: Students taking proctored events off campus will utilize the Proctor Scheduling and Approval Form found in Blackboard within the Getting Started/Start Here and Proctoring Event area. The completed form should be submitted to the course instructor a minimum of two weeks prior to the proctored event. If approved, the instructor will notify the proctor.

Students arranging off-campus proctoring must take the event on one of the originally scheduled days. Students who do not complete the proctored event as scheduled must submit a valid documented excuse within three business days after the scheduled event. If the excuse is approved, 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. Proctored events will be given after the 65% point of the semester. **Students who do not complete the proctored event will receive an "F" (Failing 0-59) in the course.**

As published on Southeastern Technical College's website, any expenses incurred to obtain a proctor will be the responsibility of the student; however, students are not charged a proctoring fee when taking the proctored exam on the campus of Southeastern Tech. Most of Georgia's technical colleges do not charge to proctor exams for students enrolled in other Technical College System of Georgia (TCSG) colleges. Students who are enrolled at Southeastern Technical College and live out of the state of Georgia or out of the country could incur a proctoring charge. However, in that instance, the instructor would assist the student in locating the least expensive proctor.

The required proctored event for this class is scheduled on the following dates and times and will be the exit exam for this class:
Swainsboro Campus: Monday, April 9, 1-2 p.m. Building 2, Room 2122
Vidalia Campus: Tuesday, April 10, Wednesday, April 11, Monday, April 16, or Monday, April 23. Scheduled from 1-4 p.m. on any of these dates. Note that it will take several days to complete this exam. Make time over the course of these dates to come and complete your exam.

EXIT EXAM

All Business Healthcare Technology 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.

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

Failure to complete assignments and/or tests will result in a grade of zero. **No makeup exams are allowed.** If Internet or browser failure occurs while taking an exam, contact instructor immediately. A decision will be made at that time if the exam will be reset. The instructor reserves the right to deduct points from exam scores for exceeding the scheduled time limit on the exams and/or requiring student to come to campus to take the exam.

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 Student 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 and its constituent Technical Colleges do not discriminate on the basis of race, color, creed, national or ethnic origin, sex, 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 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).

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

American With Disabilities Act (ADA)/Section 504 - Equity- Title IX (Students) – Office of Civil Rights (OCR) Compliance Officer	Title VI - Title IX (Employees) – Equal Employment Opportunity Commission (EEOC) Officer
Helen Thomas, Special Needs Specialist Vidalia Campus 3001 East 1st Street, Vidalia Office 108 Phone: 912-538-3126 Email: Helen Thomas hthomas@southeasterntech.edu	Blythe Wilcox, Director of Human Resources Vidalia Campus 3001 East 1st Street, Vidalia Office 138B Phone: 912-538-3147 Email: Blythe Wilcox bwilcox@southeasterntech.edu

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).

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
Connect Assignments	35%
Chapter Tests	20%
Discussion Boards	10%
Proctored Exam (Exit Exam)	35%

GRADING SCALE

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

BUSN 2340-Healthcare Administrative Procedures
Spring Semester 2018 Lesson Plan

Date/Week	Chapter/Lesson	Content	Assignments & Tests Due Dates	Competency Area
Monday January 8		First Day of the Semester	**Required Orientation Assignments:** **-Click the Getting Started link on the course menu in the Blackboard course and complete the Getting Started items including the Pledge Quiz and Student Introduction.** **-Make contact with instructor via email to reserve spot and intent on completing the class.**	
Week 1 January 9-16	Chapter 1	The Administrative Medical Assistant **HOLIDAY-MONDAY, JANUARY 15**	Read Chapter 1 Graded: Chapter 1 Projects in Connect Graded: Chapter 1 Test Graded: Discussion Board 1 **Chapter 1 assignments, DB1, and test due Tuesday, January 16, midnight.**	1 a,c
Week 2 January 17-23	Chapter 2	Medical Ethics, Law, and Compliance	Read Chapter 2 Graded: Chapter 2 Projects in Connect Graded: Chapter 2 Test Graded: Discussion Board 2 **Chapter 2 assignments, DB2, and test due Tuesday, January 23, midnight.**	2 a,c

Date/Week	Chapter/Lesson	Content	Assignments & Tests Due Dates	Competency Area
Week 3 January 24-30	Chapter 3	Office Communications: An Overview of Verbal and Written Communication	Read Chapter 3 Graded: Chapter 3 Projects in Connect Graded: Chapter 3 Test Graded: Discussion Board 3 **Chapter 3 assignments, DB3, and test due Tuesday, January 30, midnight.**	2,9 a,c
Week 4 January 31- February 6	Chapter 4	Office Communications: Phone, Scheduling, and Mail	Read Chapter 4 Graded: Chapter 4 Projects in Connect Graded: Chapter 4 Test Graded: Discussion Board 4 **Chapter 4 assignments, DB4, and test due Tuesday, February 6, midnight.**	4,8,9 a,c
Week 5 February 7-13	Chapter 5	Managing Health Information	Read Chapter 5 Graded: Chapter 5 Projects in Connect Graded: Chapter 5 Test Graded: Discussion Board 5 **Chapter 5 assignments, DB5, and test due Tuesday, February 13, midnight.**	3,7,9 a,c
Week 6 February 14-20	Simulation 1	Simulation 1	Review the simulation 1 introduction/instructions Pages 198-201. Graded: Simulation 1 assignments in Connect	3-9 a,c
Week 7 February 21-27	Simulation 1	Simulation 1	Continue working on Simulation 1 Projects in Connect	3-9 a,c
Week 8 February 28-March 6	Simulation 1	Simulation 1	**Simulation 1 assignments due Tuesday, March 6, midnight.**	3-9 a,c

Date/Week	Chapter/Lesson	Content	Assignments & Tests Due Dates	Competency Area
Week 9 March 7-13	Chapter 6 and 7	Office Management Insurance and Coding	Read Chapter 6 and 7 Graded: Chapter 6 Projects in Connect Graded: Chapter 7 Projects in Connect Graded: Chapter 6-7 Test **Chapter 6-7 assignments and test due Tuesday, March 13, midnight.**	1,2,5 a,c
Week 10 March 14-20	Chapter 8	Billing, Reimbursement, and Collections	Read Chapter 8 Graded: Chapter 8 Projects in Connect Graded: Chapter 8 Test **Chapter 8 assignments and test due Tuesday, March 20, midnight.**	3,5,6,7,9 a,c
Week 11 March 21-29	Chapter 9 and 10	Practice Finances Preparing for Employment in the Medical Office ****Note shift in due date beginning this week!**	Read Chapter 9 and 10 Graded: Chapter 9 Projects in Connect Graded: Chapter 10 Projects in Connect Graded: Chapter 9 Test (No test on chapter 10) **Chapter 9-10 assignments and test due Thursday, March 29, midnight.**	3,5,6,7,9 a,c
April 2-5		**SPRING BREAK-NO CLASSES**		
Week 12 April 9-12	Simulation 2 (Days 1-4) Exit Exam	**Available Dates for Proctored Exam: Swainsboro Campus: Monday, April 9, 1-2 p.m. Building 2, Room 2122. Vidalia Campus: Tuesday, April 10, 1-4 p.m. Wednesday, April 11, 1-4 p.m.**	**Proctored Exam** Your proctored exam will be the Exit Exam for this class. This means you have to attend campus to complete this.	3-9 a,c
Week 13 April 16-19	Simulation 2 (Days 1-4) Exit Exam	**Available Dates for Proctored Exam: Vidalia Campus: Monday, April 16, 1-4 p.m.**	**Proctored Exam**	3-9 a,c
Week 14 April 23-26	Simulation 2 (Days 1-4) Exit Exam	**Available Dates for Proctored Exam: Vidalia Campus: Monday, April 23, 1-4 p.m.**	**Simulation 2 (Exit Exam) must be completed and submitted in Connect no later than Monday, April 23, by 4 p.m. No late work accepted.**	3-9 a,c

Date/Week	Chapter/Lesson	Content	Assignments & Tests Due Dates	Competency Area
Week 15 April 30- May 1			No assignments due!	
Tuesday May 1		**SPRING SEMESTER ENDS**		

BUSN 2340 COMPETENCY AREAS

1. Introduction to business healthcare procedures
2. Healthcare regulation and ethics
3. Healthcare 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.

ADDITIONAL CLASS INFORMATION: (Students are responsible for all information contained in this lesson plan. This lesson plan is subject to change at instructor's discretion.)

- **ASSIGNMENTS:** The chapter projects will be completed in Connect. Each chapter will have a number of questions (projects) to complete and submit. Dues dates are set and you will see these listed on the lesson plan above and in Connect. Late work will not be accepted for this class. You will only have access to what is assigned; however, practice quizzes will be available to students in Connect and other chapter resources that will not be graded but there as additional resources for students to review and/or practice for tests. Use as you wish.

- **DISCUSSION BOARDS**: Students will complete five (5) discussion board assignments (see lesson plan above for assigned weeks) that will count as part of the final course grade. These discussions will be graded from discussion board area by instructor. The Discussion Board assignments are located under the Discussion Board link on the course menu. **See discussion board grading rubric attached to end of course syllabus on how you will be evaluated.**

- **TESTS AND PROCTORED EXAM:** Students will take weekly chapter tests covering the material in the textbook. Proctored Exam will be given during week 12, 13, and 14. The proctored exam will be the Exit Exam (Simulation 2) for this class. Failure to complete tests or attend campus to take the proctored exam will result in a grade of zero. <u>No exceptions.</u> See proctored exam information in the course.

- **EMAILS:** Make sure that you always key your name and class in the subject line of every email you send me. For example: BUSN2340/Tina Jernigan

- **CHECKING GRADES:** A grade book is made available in the Blackboard course on the Home page on the menu labeled "My Grade". This grade book is for students to review and is continuously updated throughout the semester. Students are to keep in mind that if assigned a grade of zero that these grades are not automatically counted in the current averages shown until instructor post those grades manually so averages could seem higher at the time before posting these grades. Students are responsible for knowing how to average their grades, not the instructor. The overall percentage averages should display in the grade book to help track course progress.

BUSN 2340 DISCUSSION BOARD GRADING RUBRIC

# of Discussion Posts	# of Discussion Replies	Grade	Due Date, Length, Grammar and Spelling Requirements
1	1	100	Students who post their initial discussion board response to the discussion board topic and reply to at least one other students' post will be given a 100 on the assignment if the post is turned in by the due date, contain 4-5 sentences and free of grammatical and spelling errors. The student will receive a one point deduction for each grammatical and spelling error in both their response and reply. A 10 point deduction will be given for any response or reply that is not 4-5 sentences in length. No credit will be given for any response or reply that is an answer of "yes/no" or "I agree/disagree."

# of Discussion Posts	# of Discussion Replies	Grade	Due Date, Length, Grammar and Spelling Requirements
1	0	70	Any student that does not respond to at least one other students' post will not receive a grade above 70. The grade of 70 will be the highest grade that the student will be able to receive on the discussion post if the post is turned in by the due date, contain 4-5 sentences and free of grammatical errors and spelling errors. The student will receive a one point deduction for each grammatical and spelling error in their response. A 10 point deduction will be given for any response that is not 4-5 sentences in length.

# of Discussion Posts	# of Discussion Replies	Grade	Due Date, Length, Grammar and Spelling Requirements
0	1	50	Students who only respond to a classmate's discussion post will not receive a grade above 50. The grade of 50 will be the highest grade that the student will be able to receive on the discussion response if the response is turned in by the due date, contain 4-5 sentences and free of grammatical errors and spelling errors. The student will receive a one point deduction for each grammatical and spelling error in their reply. A 10 point deduction will be given for any reply that is not 4-5 sentences in length.
0	0	0	Students will receive a 0 on the discussion topic if the student does not post an answer or response to one other students' post by the due date.