



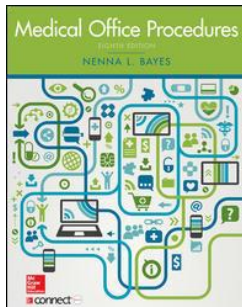
## BUSN 2340 HYBRID COURSE SYLLABUS Spring Semester 2017

**Semester:** 201714 Spring Semester 2017  
**Course Title:** Medical Admin. Procedures  
**Course Number:** BUSN 2340  
**Credit Hours/ Minutes:** 4/4500  
**Class Location:** Lab 809 Gillis Building  
**Class Meets:** 10:00-11:30 T&R  
(60% in class, 40% online)  
**CRN:** 40033  
Preferred Method of Contact:  
[tjernigan@southeasterntech.edu](mailto:tjernigan@southeasterntech.edu)

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

This course is taught in a hybrid format. Hybrid classes require students to complete a portion of the required contact hours traditionally by attending classes on campus while completing the remaining portion online at the student's convenience with respect to the instructor's requirements.

**REQUIRED TEXT: Medical Office Procedures, 8<sup>th</sup> 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.

**Note:** Although students can use their smart phones and tablets to access the online portion of their course(s), exams, discussions, assignments, and other graded activities should be performed on a personal computer. Neither Blackboard nor 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 complete the online portion of the course.

**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 (Hybrid):** Students are expected to complete all work required by the instructor. Students are expected to complete all tests and assignments by the due dates. The cut-off is midnight of each assigned week. **Students are required to submit (save) all assigned work via their student folders (P drive). Students will create a BUSN 2340 folder to save work in. ASSIGNMENTS WILL NOT BE ACCEPTED LATE 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 Helen Thomas, 912-538-3126, [hthomas@southeasterntech.edu](mailto:hthomas@southeasterntech.edu), 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, 912-538-3126, [hthomas@southeasterntech.edu](mailto:hthomas@southeasterntech.edu).

**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/quizzes will result in a grade of zero. 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 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

**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:

<b>ADA/Section 504 - Equity- Title IX (Students) - OCR Compliance Officer</b>	<b>Title VI - Title IX (Employees) - EEOC Officer</b>
Helen Thomas, Special Needs Specialist Vidalia Campus 3001 East 1 <sup>st</sup> Street, Vidalia Office 108 Phone: 912-538-3126 <a href="mailto:hthomas@southeasterntech.edu">hthomas@southeasterntech.edu</a>	Blythe Wilcox, Director of Human Resources Vidalia Campus 3001 East 1 <sup>st</sup> Street, Vidalia Office 138B Phone: 912-538-3147 <a href="mailto:bwilcox@southeasterntech.edu">bwilcox@southeasterntech.edu</a>

**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](http://www.southeasterntech.edu).

**GRADING POLICY**

Chapter Assignments	30%
Chapter Tests	15%
Simulation 1	20%
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 2017 LESSON PLAN**

Date	Chap / Less	Content	Assignments & Tests Due <i>*Shaded assignments indicate online (hybrid) component</i>	Comp Area
<b>Week 1 (January 10 and 12)</b>				
Tues. Jan. 10		<b>First Day of Class:</b> -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)	<b>*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.</b>	
Thurs. Jan. 12	Chapter 1	<b>Part 1: The Administrative Medical Assistant's Career</b> Chapter 1: The Administrative Medical Assistant	-Chapter 1 Lecture/Review -*Project 1.3 Page 29 (Uses WP1)	*1 **a,c
<b>Week 2 (January 17 and 19)</b>				
Tues. Jan. 17	Chapter 1	Chapter 1: The Administrative Medical Assistant	<b>-Chapter 1 continued-lab work</b> <b>-*Chapter 1 Test-Due Tuesday, January 17, midnight.</b>	*1 **a,c
Thurs. Jan. 19	Chapter 2	Chapter 2: Medical Ethics, Law, and Compliance	<b>-*Chapter 1 assignment due</b> -Chapter 2 Lecture/Review -*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
<b>Week 3 (January 24 and 26)</b>				
Tues. Jan. 24	Chapter 2	Chapter 2: Medical Ethics, Law, and Compliance	<b>-Chapter 2 continued-lab work</b> <b>-*Chapter 2 Test-Due Tuesday, January 24, midnight.</b>	*2 **a,c
Thurs. Jan. 26	Chapter 3	Part 2: Administrative Responsibilities Chapter 3: Office Communication: An Overview of Verbal and Written Communication	<b>-*Chapter 2 assignments due</b> -Chapter 3 Lecture/Review -*Project 3.1 Page 93 (Uses WP5 and 6) -*Project 3.2 Page 93 (Uses WP5) -*Project 3.5 Page 93 (Uses WP9)	*2,9 **a,c

**Week 4 (January 31 and February 2)**

Tues. Jan. 31	Chapter 3	Chapter 3: Office Communication: An Overview of Verbal and Written Communication	-Chapter 3 continued-lab work -*Chapter 3 Test-Due Tuesday, January 31, midnight.	*2,9 **a,c
Thurs. Feb. 1	Chapter 4	Chapter 4: Office Communications: Phone, Scheduling, and Mail	-*Chapter 3 assignments due -Chapter 4 Lecture/Review -*Project 4.1 Page 132 (Uses WPs 10-17) -*Project 4.4 Pages 132-133 (complete only in Medisoft) -*Project 4.4 Pages 133-134 (complete only in Medisoft) -*Project 4.5 Page 134 (complete only in Medisoft)	*4,8,9 **a,c

**Week 5 (February 7 and 9)**

Tues. Feb. 7	Chapter 4	Chapter 4: Office Communications: Phone, Scheduling, and Mail	-Chapter 4 continued-lab work -*Chapter 4 Test-Due Tuesday, February 7, midnight.	*4,8,9 **a,c
Thurs. Feb. 9	Chapter 5	Chapter 5: Managing Health Information	-*Chapter 4 assignments due -Chapter 5 Lecture/Review -*Project 5.3 Page 189 -*Project 5.4 Page 189 -*Project 5.5 Page 190 -*Project 5.11 Page 191	*3,7,9 **a,c

**Week 6 (February 14 and 16)**

Tues. Feb. 14	Chapter 5	Chapter 5: Managing Health Information	-Chapter 5 continued-lab work -*Chapter 5 Test-Due Tuesday, February 14, midnight.	*3,7,9 **a,c
Thurs. Feb. 16	Sim. 1	Simulation 1	-*Chapter 5 assignments due -*Project 5.6 Page 190 (chart note dictation Day 1 and 2 only) -*Simulation 1 Days 1-4	*3-9 **a,c

**Week 7 (February 21 and 23)**

Tues. Feb. 21	Sim. 1	Simulation 1	-Simulation 1 continued-lab work	*3-9 **a,c
Thurs. Feb. 23	Sim. 1	Simulation 1	-Simulation 1 continued	*3-9 **a,c

**Week 8 (February 28 and March 2)**

Tues. Feb. 28	Sim. 1	Simulation 1	-Simulation 1 continued-lab work	*3-9 **a,c
Thurs. Mar. 2	Sim. 1	Simulation 1	-Simulation 1 continued	*3-9 **a,c

**Week 9 (March 7 and 9)**

Tues. Mar. 7	Sim. 1	Simulation 1	-Simulation 1 continued-lab work	*3-9 **a,c
Thurs. Mar. 9	Chapter 6 & 7	Chapter 6: Office Management <b>Part 3: Practice Financials</b> Chapter 7: Insurance and Coding	-*Simulation 1 Due -Chapter 6 and 7 Lecture/Review -*Project 6.3 Page 233 -*Project 7.1 Page 272 (Uses WP46) -*Project 7.3 Page 272 (Uses WP47)	*1,2,5 **a,c

Week 10 (March 14 and 16)				
Tues. Mar. 14	Chapter 6 & 7	Chapter 6: Office Management <b>Part 3: Practice Financials</b> Chapter 7: Insurance and Coding	-Chapter 6/7 continued-lab work -*Chapter 6/7 Test-Due Tuesday, March 14, midnight.	*1,2,5 **a,c
Thurs. Mar. 16	Chapter 8	Chapter 8: Billing, Reimbursement, and Collections	-*Chapter 6/7 assignments due -Chapter 8 Lecture/Review -*Project 8.1 Page 310 (complete only in Medisoft-Use WP50 to find codes) -*Project 8.4 Page 313 (complete only in Medisoft) -*Project 8.5 Page 313	*3,5,6,7,9 **a,c
Week 11 (March 21 and 23)				
Tues. Mar. 21	Chapter 8	Chapter 8: Billing, Reimbursement, and Collections	-Chapter 8 continued-lab work -*Chapter 8 Test-Due Tuesday, March 21, midnight.	*3,5,6,7,9 **a,c
Thurs. Mar. 23	Chapter 9	Chapter 9: Practice Finances	-*Chapter 8 assignments due -Chapter 9 Lecture/Review -*Project 9.1 Page 339 (Uses WP51 and 52) -*Project 9.6 Pages 340-341	*3,5,6,7,9 **a,c
Week 12 (March 28 and 30)				
Tues. Mar. 28	Chapter 9	Chapter 9: Practice Finances	-Chapter 9 continued-lab work -*Chapter 9 Test-Due Tuesday, March 28, midnight.	*3,5,6,7,9 **a,c
Thurs. Mar. 30	Exit Exam	Simulation 2	-*Chapter 9 assignments due -*Simulation 2 Days 1-2	*3-9 **a,c
Week 13 (April 4 and 6)				
Tues. Apr. 4	Exit Exam	Simulation 2	-Simulation 2 continued-lab work	*3-9 **a,c
Thurs. Apr. 6	Exit Exam	Simulation 2	-Simulation 2 continued	*3-9 **a,c
Week 14 (April 11 and 13)				
Tues. Apr. 11	Exit Exam	Simulation 2	-Simulation 2 continued-lab work	*3-9 **a,c
Thurs. Apr. 13	Exit Exam	Simulation 2	-Simulation 2 continued	*3-9 **a,c
Week 15 (April 18 and 20)				
Tues. Apr. 18	Exit Exam	Simulation 2	-Simulation 2 continued-lab work	*3-9 **a,c
Thurs. Apr. 20	Exit Exam	Simulation 2	-*Simulation 2 Due	*3-9 **a,c
Mon. Apr. 24		<b>SPRING SEMESTER ENDS-LAST DAY OF CLASS</b>		

**\* 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. Objective tests will be completed in Blackboard.
- Late work will not be accepted for this class. Work is due at the beginning of class session on the dates indicated above on the lesson plan.
- Exit Exam will be completed the last few weeks of the semester. This counts 35 percent of the course grade and must earn a 70 or above on the exam to pass the course. This cannot be made-up.

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

**\*\*REVISED SPRING SEMESTER 2017**