



**TENTATIVE—SUBJECT TO CHANGE**

**BUSN 2340 Healthcare Administrative Procedures  
COURSE SYLLABUS  
Online  
Spring Semester 2021 (202114)**

**COURSE INFORMATION**

Credit Hours/Minutes: 4/4500

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

Class Meets: Via Internet for 15 weeks

Course Reference Number (CRN): 40044

Preferred Method of Contact: [Liz Noles \(anoles@southeasterntech.edu\)](mailto:anoles@southeasterntech.edu)

**INSTRUCTOR CONTACT INFORMATION**

Instructor Name: Liz Noles

Email Address: [Liz Noles \(anoles@southeasterntech.edu\)](mailto:anoles@southeasterntech.edu)

Vidalia Campus/Office Location: Vidalia Gillis Medical Building Office 831

Office Hours: Due to the uncertainties of COVID-19, contact your instructor by email to make an appointment.

Phone Number: 912-538-3175

Fax Number: 912-538-3106

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

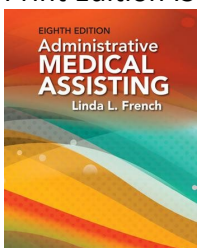
Students are responsible for all policies and procedures and all other information included in Southeastern Technical College's [Catalog and Handbook \(http://www.southeasterntech.edu/student-affairs/catalog-handbook.php\)](http://www.southeasterntech.edu/student-affairs/catalog-handbook.php).

**REQUIRED TEXT**

Cengage Unlimited Printed Access Card

Semester Access (4 month) with ISBN: 978-0-357-70003-7. You can also purchase the one year or two year access card if you wish to do so. The Cengage Unlimited Printed Access Card is available at the Southeastern Technical College Bookstore [stcbookstore@southeasterntech.edu](mailto:stcbookstore@southeasterntech.edu) or 912-538-3129 or online.

If you also want to purchase or rent a physical copy, the book information is Administrative Medical Assisting, 8<sup>th</sup> Edition, Linda L. French, Cengage Learning  
Print Edition ISBN: 9781305859173



## **REQUIRED SUPPLIES & SOFTWARE**

Students will use Mindtap software and Blackboard to complete their assignments. Students are required to check their STC student email daily.

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**

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 and ALHS 1011 or BUSN 1010; 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 are expected to complete all work required by the instructor and to attend the required proctored on-campus exam. Students will have at least one week to complete tests and assignments. All tests and assignments are due at **11:59 p.m.** on **Monday** of each week. Assignments must be completed in Mindtap and/or Blackboard. **No make-up or late work is allowed for this class!** If you are experiencing extraordinary circumstances email the instructor and let her know as soon as possible so she can work with you.

Students are expected to prove weekly academic engagement by meeting assignment deadlines each week and spending a minimum of 75 hours 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.

### **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.

<b>COVID-19 Key Symptoms</b>
Fever or felt feverish
Cough: new or worsening, not attributed to another health condition
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, 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 https://bit.ly/2Xq4g0f](https://bit.ly/2Xq4g0f). Report all positive cases of COVID-19 to your instructor and [Stephannie Waters](mailto:swaters@southeasterntech.edu), 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 **11:59 p.m. on Monday** of each week. I do not accept late work! 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.

### **ONLINE PROCTORED EVENT WITHDRAWALS**

Students who do not complete the proctored exam for an online class on the scheduled date and do not present a valid excuse within three business days of the scheduled event will be withdrawn from the course with a “WF” (Withdrawn Failing) and will be disabled in their online class. If the proctored event is scheduled during final exams, any student who misses the proctored exam will receive an “F” for the course.

### **EXIT EXAM**

All Business Healthcare Technology students are required to take the BUSN 2340 Exit Exam when enrolled in this course. Specific competencies and skills tested on the assessment include starting a patient record, scheduling patient appointments, obtaining an initial registration and required documents, performing insurance verification, and posting a co-payment. 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.

### **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 separate days—once on the Vidalia campus and once on the Swainsboro campus. Students must attend one of the proctored sessions as scheduled on the Lesson Plan/Course Calendar. The event will be monitored by the instructor or by an approved proctor. 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 farther 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 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. Proctored events will be given after the 65% point of the semester. **Students who do not complete the proctored 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 proctored event is scheduled during final exams, any student who misses the proctored event will be issued an "F" (Failing) for the course.

### **PROCTORING FEES**

Students are not charged a proctoring fee when taking a proctored event at Southeastern Technical College or any other TCSG college. Students who choose to use an off-campus proctor may be assessed a proctoring fee by the proctoring site. In this instance, the student is responsible for payment.

**The required proctored event (EXIT EXAM) for this class is scheduled on the following dates and times: Vidalia Campus, April 13, 2021, 1:00 p.m., Gillis Building Lab 809 and Swainsboro Campus, April 15, 2021, 1:00 p.m., Building 2 Room 2122.**

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

Statement will vary per program, course, or instructor. Information should be included pertaining to such items as tests, quizzes, homework, etc.

### **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:

<p><b>American With Disabilities Act (ADA)/Section 504 - Equity- Title IX (Students) – Office of Civil Rights (OCR) Compliance Officer</b></p>	<p><b>Title VI - Title IX (Employees) – Equal Employment Opportunity Commission (EEOC) Officer</b></p>
<p>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></p>	<p>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></p>

**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**

<b>Assessment/Assignment</b>	<b>Percentage</b>
Simulation Trainings	10%
Simulation Assessments	25%
Chapter Exams	20%
Discussion Boards	10%
Exit/Proctored Exam	35%

**GRADING SCALE**

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



# BUSN 2340 Healthcare Administrative Procedures

## Spring Semester 2021 (202114) Lesson Plan

Date/Week	Chapter	Content	Assignments & Tests Due Dates	Competency Area
Monday January 11		<p><b>First Day of the Semester</b></p> <p><i>*Note: You CANNOT complete all activities in one day for this course. Do NOT wait until the last minute to start your activities. I do not accept late work.</i></p> <p><b>Jan 13<sup>th</sup>: Last Day of Drop/Add</b></p>	<p><b>Orientation Assignments:</b> Select Getting Started on the course menu in the Blackboard course to complete</p> <ol style="list-style-type: none"> <li>1. Orientation Assignments,</li> <li>2. Pledge Acknowledgement Quiz, and</li> <li>3. Student Introduction.</li> <li>4. Complete the Blackboard Online Orientation along with the</li> <li>5. Online Orientation Quiz.</li> <li>6. Complete the COVID Quiz</li> </ol> <p><b>Set up Cengage Unlimited:</b> In the Lessons folder, click START HERE and watch the Cengage Registration Process video and complete the steps outlined in the video.</p> <p><b>Due January 13 at 11:59 p.m.</b></p>	

Date/Week	Chapter	Content	Assignments & Tests Due Dates	Competency Area
Week 1 January 11-18	Unit 1  Chapter 1	<b>Unit 1: Professional and Career Responsibilities</b>  Chapter 1: A Career as an Administrative Medical Assistant  January 18 <sup>th</sup> Holiday- Campus Closed	<p style="text-align: center;"><b><u>Mindtap</u></b></p> <input type="checkbox"/> Chapter 1 Reading Simulation Trainings: <input type="checkbox"/> 1.0 Navigating Menu Systems <input type="checkbox"/> 1.1T Logging In, Changing Your Password, and Logging Out  Simulation Assessments: <input type="checkbox"/> 1.1A Logging In, Changing Your Password, and Logging Out  Exams: <input type="checkbox"/> 01 Review Exam-Style Questions <input type="checkbox"/> 01 Test Yourself  Study Tools: <input type="checkbox"/> PowerPoint <input type="checkbox"/> Flashcards  <p style="text-align: center;"><b><u>Blackboard</u></b></p> Discussion Board #1 (read the discussion board rubric at the end of the syllabus BEFORE completing)  <b>Due January 18 at 11:59 p.m.</b>	1 a, c

Date/Week	Chapter	Content	Assignments & Tests Due Dates	Competency Area
Week 2 January 19-25	Chapters 2 & 3	Chapter 2: The Health Care Environment: Past, Present, and Future  Chapter 3: Medicolegal and Ethical Responsibilities	<p style="text-align: center;"><b><u>Mindtap</u></b></p> <p><b>Chapter 2</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Chapter 2 Reading</li> </ul> <p>Simulation Trainings:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 2.1T</li> <li><input type="checkbox"/> 2.2T</li> </ul> <p>Simulation Assessments:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 2.1A</li> <li><input type="checkbox"/> 2.2A</li> </ul> <p>Exams:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 02 Review Exam-Style Questions</li> <li><input type="checkbox"/> 02 Test Yourself</li> </ul> <p>Study Tools:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> PowerPoint</li> <li><input type="checkbox"/> Flashcards</li> </ul> <p><b>Chapter 3</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Chapter 3 Reading</li> </ul> <p>Exams:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 03 Review Exam-Style Questions</li> <li><input type="checkbox"/> 03 Test Yourself</li> </ul> <p>Study Tools:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> PowerPoint</li> <li><input type="checkbox"/> Flashcards</li> </ul> <p style="text-align: center;"><b><u>Blackboard</u></b></p> <p>Discussion Board #2 (read the discussion board rubric at the end of the syllabus BEFORE completing)</p> <p><b>Due January 25 at 11:59 p.m.</b></p>	1, 2 a, c

Date/Week	Chapter	Content	Assignments & Tests Due Dates	Competency Area
Week 3 January 26- February 1	<b>Unit 2</b>  Chapters 4 & 5	<b>Unit 2: Interpersonal Communications</b>  Chapter 4: The Art of Communication  Chapter 5: Receptionist and the Medical Office Environment	<p style="text-align: center;"><b><u>Mindtap</u></b></p> <b>Chapter 4</b> <input type="checkbox"/> Chapter 4 Reading Exams: <input type="checkbox"/> 04 Review Exam-Style Questions <input type="checkbox"/> 04 Test Yourself Study Tools: <input type="checkbox"/> PowerPoint <input type="checkbox"/> Flashcards <b>Chapter 5</b> <input type="checkbox"/> Chapter 5 Reading Simulation Trainings: <input type="checkbox"/> 5.1T <input type="checkbox"/> 5.2T <input type="checkbox"/> 5.3T <input type="checkbox"/> 5.5T <input type="checkbox"/> 5.7T <input type="checkbox"/> 5.8T <input type="checkbox"/> 5.12T <input type="checkbox"/> 5.13T <input type="checkbox"/> 5.14T Simulation Assessments: <input type="checkbox"/> 5.1A <input type="checkbox"/> 5.2A <input type="checkbox"/> 5.3A <input type="checkbox"/> 5.5A <input type="checkbox"/> 5.7A <input type="checkbox"/> 5.8A <input type="checkbox"/> 5.12A <input type="checkbox"/> 5.13A <input type="checkbox"/> 5.14A Exams: <input type="checkbox"/> 05 Review Exam-Style Questions <input type="checkbox"/> 05 Test Yourself Study Tools: <input type="checkbox"/> PowerPoint <input type="checkbox"/> Flashcards  <p style="text-align: center;"><b><u>Blackboard</u></b></p> Discussion Board #3 (read the discussion board rubric at the end of the syllabus BEFORE completing)  <b>Due February 1 at 11:59 p.m.</b>	1, 2, 3, 7, 8, 9 a, c

<p>Week 4 February 2-8</p>	<p>Chapters 6 &amp; 7</p>	<p>Chapter 6: Telephone Procedures</p> <p>Chapter 7: Appointments</p>	<p style="text-align: center;"><b><u>Mindtap</u></b></p> <p><b>Chapter 6</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Chapter 6 Reading</li> </ul> <p>Exams:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 06 Review Exam-Style Questions</li> <li><input type="checkbox"/> 06 Test Yourself</li> </ul> <p>Study Tools:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> PowerPoint &amp; Flashcards</li> </ul> <p><b>Chapter 7</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Chapter 7 Reading</li> </ul> <p>Simulation Trainings:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 7.1T</li> <li><input type="checkbox"/> 7.2T</li> <li><input type="checkbox"/> 7.3T</li> <li><input type="checkbox"/> 7.5T</li> <li><input type="checkbox"/> 7.6T</li> <li><input type="checkbox"/> 7.7T</li> <li><input type="checkbox"/> 7.11T</li> <li><input type="checkbox"/> 7.12T</li> <li><input type="checkbox"/> 7.13T</li> <li><input type="checkbox"/> 7.14T</li> <li><input type="checkbox"/> 7.17T</li> <li><input type="checkbox"/> 7.18T</li> </ul> <p>Simulation Assessments:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 7.1A</li> <li><input type="checkbox"/> 7.2A</li> <li><input type="checkbox"/> 7.3A</li> <li><input type="checkbox"/> 7.5A</li> <li><input type="checkbox"/> 7.6A</li> <li><input type="checkbox"/> 7.7A</li> <li><input type="checkbox"/> 7.11A</li> <li><input type="checkbox"/> 7.12A</li> <li><input type="checkbox"/> 7.13A</li> <li><input type="checkbox"/> 7.14A</li> <li><input type="checkbox"/> 7.17A</li> <li><input type="checkbox"/> 7.18A</li> </ul> <p>Exams:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 07 Review Exam-Style Questions</li> <li><input type="checkbox"/> 07 Test Yourself</li> </ul> <p>Study Tools:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> PowerPoint &amp; Flashcards</li> </ul> <p style="text-align: center;"><b><u>Blackboard</u></b></p> <p>Discussion Board #4 (read the discussion board rubric at the end of the syllabus BEFORE completing)</p> <p><b>Due February 8 at 11:59 p.m.</b></p>	<p>4, 8, 9 a, c</p>
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Date/Week	Chapter	Content	Assignments & Tests Due Dates	Competency Area
Week 5 February 9-15	<b>Unit 3</b>  Chapters 8 & 9	<b>Unit 3: Records Management</b>  Chapter 8: Filing Procedures  Chapter 9: Medical Records	<p style="text-align: center;"><b><u>Mindtap</u></b></p> <p><b>Chapter 8</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Chapter 8 Reading</li> </ul> <p>Simulation Trainings:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 8.1T</li> <li><input type="checkbox"/> 8.2T</li> </ul> <p>Simulation Assessments:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 8.1A</li> <li><input type="checkbox"/> 8.2A</li> </ul> <p>Exams:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 08 Review Exam-Style Questions</li> <li><input type="checkbox"/> 08 Test Yourself</li> </ul> <p>Study Tools:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> PowerPoint</li> <li><input type="checkbox"/> Flashcards</li> </ul> <p><b>Chapter 9</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Chapter 9 Reading</li> </ul> <p>Simulation Trainings:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 9.1T</li> <li><input type="checkbox"/> 9.2T</li> <li><input type="checkbox"/> 9.3T</li> </ul> <p>Simulation Assessments:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 9.1A</li> <li><input type="checkbox"/> 9.2A</li> <li><input type="checkbox"/> 9.3A</li> </ul> <p>Exams:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 09 Review Exam-Style Questions</li> <li><input type="checkbox"/> 09 Test Yourself</li> </ul> <p>Study Tools:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> PowerPoint</li> <li><input type="checkbox"/> Flashcards</li> </ul> <p style="text-align: center;"><b><u>Blackboard</u></b></p> <p>Discussion Board #5 (read the discussion board rubric at the end of the syllabus BEFORE completing)</p> <p><b>Due February 15 at 11:59 p.m.</b></p>	3, 7, 9 a, c

Date/Week	Chapter	Content	Assignments & Tests Due Dates	Competency Area
Week 6 February 16-22	Chapter 10	Chapter 10: Drug and Prescription Records	<p style="text-align: center;"><b><u>Mindtap</u></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Chapter 10 Reading</li> </ul> <p>Simulation Trainings:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 10.1T</li> <li><input type="checkbox"/> 10.2T</li> <li><input type="checkbox"/> 10.4T</li> <li><input type="checkbox"/> 10.5T</li> <li><input type="checkbox"/> 10.6T</li> </ul> <p>Simulation Assessments:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 10.1T</li> <li><input type="checkbox"/> 10.2T</li> <li><input type="checkbox"/> 10.4T</li> <li><input type="checkbox"/> 10.5T</li> <li><input type="checkbox"/> 10.6T</li> </ul> <p>Exams:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 10 Review Exam-Style Questions</li> <li><input type="checkbox"/> 10 Test Yourself</li> </ul> <p>Study Tools:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> PowerPoint</li> <li><input type="checkbox"/> Flashcards</li> </ul> <p><b>Due February 22 at 11:59 p.m.</b></p>	3, 7, 9 a, c

Date/Week	Chapter	Content	Assignments & Tests Due Dates	Competency Area
Week 7 February 23- March 1	<b>Unit 4</b>  Chapters 11 & 12	<b>Unit 4: Written Communication</b>  Chapter 11: Written Correspondence  Chapter 12: Processing Mail and Electronic Correspondence	<p style="text-align: center;"><b><u>Mindtap</u></b></p> <b>Chapter 11</b> <input type="checkbox"/> Chapter 11 Reading  Exams: <input type="checkbox"/> 11 Review Exam-Style Questions <input type="checkbox"/> 11 Test Yourself  Study Tools: <input type="checkbox"/> PowerPoint <input type="checkbox"/> Flashcards  <b>Chapter 12</b> <input type="checkbox"/> Chapter 12 Reading  Exams: <input type="checkbox"/> 12 Review Exam-Style Questions <input type="checkbox"/> 12 Test Yourself  Study Tools: <input type="checkbox"/> PowerPoint <input type="checkbox"/> Flashcards  <b>Due March 1 at 11:59 p.m.</b>	1, 2, 3, 7, 8, 9 a, c



Date/Week	Chapter	Content	Assignments & Tests Due Dates	Competency Area
Week 8 March 2-8	<b>Unit 5</b>  Chapter 13	<b>Unit 5: Financial Administration</b>  Chapter 13: The Revenue Cycle: Fees, Credit, and Collection	<p style="text-align: center;"><b><u>Mindtap</u></b></p> <input type="checkbox"/> Chapter 13 Reading  Simulation Trainings: <input type="checkbox"/> 13.1T <input type="checkbox"/> 13.2T <input type="checkbox"/> 13.3T <input type="checkbox"/> 13.4T  Simulation Assessments: <input type="checkbox"/> 13.1A <input type="checkbox"/> 13.2A <input type="checkbox"/> 13.3A <input type="checkbox"/> 13.4A  Exams: <input type="checkbox"/> 13 Review Exam-Style Questions <input type="checkbox"/> 13 Test Yourself  Study Tools: <input type="checkbox"/> PowerPoint <input type="checkbox"/> Flashcards  <b>Due March 8 at 11:59 p.m.</b>	1, 2, 5, 6, 7, 9 a, b, c
Week 9 March 9-15	Chapter 14	Chapter 14: Banking	<p style="text-align: center;"><b><u>Mindtap</u></b></p> <input type="checkbox"/> Chapter 14 Reading  Exams: <input type="checkbox"/> 14 Review Exam-Style Questions <input type="checkbox"/> 14 Test Yourself  Study Tools: <input type="checkbox"/> PowerPoint <input type="checkbox"/> Flashcards  <b>Due March 15 at 11:59 p.m.</b>	3, 8, 9 a, b, c

<p>Week 10 March 16-22</p>	<p>Chapter 15</p>	<p>Chapter 15: Bookkeeping</p> <p>March 22-Last Day to Withdraw without Academic Penalty</p>	<p style="text-align: center;"><b><u>Mindtap</u></b></p> <p><input type="checkbox"/> Chapter 15 Reading</p> <p>Simulation Trainings:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 15.1T</li> <li><input type="checkbox"/> 15.2T</li> <li><input type="checkbox"/> 15.3T</li> <li><input type="checkbox"/> 15.4T</li> <li><input type="checkbox"/> 15.9T</li> <li><input type="checkbox"/> 15.10T</li> <li><input type="checkbox"/> 15.11T</li> <li><input type="checkbox"/> 15.12T</li> <li><input type="checkbox"/> 15.15T</li> <li><input type="checkbox"/> 15.16T</li> <li><input type="checkbox"/> 15.20T</li> <li><input type="checkbox"/> 15.21T</li> <li><input type="checkbox"/> 15.22T</li> <li><input type="checkbox"/> 15.25T</li> <li><input type="checkbox"/> 15.26T</li> <li><input type="checkbox"/> 15.27T</li> </ul> <p>Simulation Assessments:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 15.1A</li> <li><input type="checkbox"/> 15.2A</li> <li><input type="checkbox"/> 15.3A</li> <li><input type="checkbox"/> 15.4A</li> <li><input type="checkbox"/> 15.9A</li> <li><input type="checkbox"/> 15.10A</li> <li><input type="checkbox"/> 15.11A</li> <li><input type="checkbox"/> 15.12A</li> <li><input type="checkbox"/> 15.15A</li> <li><input type="checkbox"/> 15.16A</li> <li><input type="checkbox"/> 15.20A</li> <li><input type="checkbox"/> 15.21A</li> <li><input type="checkbox"/> 15.22A</li> <li><input type="checkbox"/> 15.25A</li> <li><input type="checkbox"/> 15.26A</li> <li><input type="checkbox"/> 15.27A</li> </ul> <p>Exams:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 15 Review Exam-Style Questions</li> <li><input type="checkbox"/> 15 Test Yourself</li> </ul> <p>Study Tools:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> PowerPoint</li> <li><input type="checkbox"/> Flashcards</li> </ul> <p><b>Due March 22 at 11:59 p.m.</b></p>	<p>6, 9 a, b, c</p>
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Date/Week	Chapter	Content	Assignments & Tests Due Dates	Competency Area
Week 11 March 23-29	Chapters 16 & 17	Chapter 16: Procedure Coding  Chapter 17: Diagnostic Coding	<p style="text-align: center;"><b><u>Mindtap</u></b></p> <p><b>Chapter 16</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Chapter 16 Reading</li> </ul> <p>Exams:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 16 Review Exam-Style Questions</li> <li><input type="checkbox"/> 16 Test Yourself</li> </ul> <p>Study Tools:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> PowerPoint</li> <li><input type="checkbox"/> Flashcards</li> </ul> <p><b>Chapter 17</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Chapter 17 Reading</li> </ul> <p>Exams:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 17 Review Exam-Style Questions</li> <li><input type="checkbox"/> 17 Test Yourself</li> </ul> <p>Study Tools:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> PowerPoint</li> <li><input type="checkbox"/> Flashcards</li> </ul> <p><b>Due March 29 at 11:59 p.m.</b></p>	1, 2, 5 a, c
Week 12 March 30- April 5	Chapter 18	Chapter 18: Health Insurance Systems and Claim Submissions  Spring Break-April 5 & 6	<p style="text-align: center;"><b><u>Mindtap</u></b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Chapter 18 Reading</li> </ul> <p>Simulation Trainings:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 18.1T</li> <li><input type="checkbox"/> 18.2T</li> <li><input type="checkbox"/> 18.3T</li> </ul> <p>Simulation Assessments:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 18.1A</li> <li><input type="checkbox"/> 18.2A</li> <li><input type="checkbox"/> 18.3A</li> </ul> <p>Exams:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 18 Review Exam-Style Questions</li> <li><input type="checkbox"/> 18 Test Yourself</li> </ul> <p>Study Tools:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> PowerPoint</li> <li><input type="checkbox"/> Flashcards</li> </ul> <p><b>Due April 5 at 11:59 p.m.</b></p>	1, 2, 5, 6 a, b, c

Date/Week	Chapter	Content	Assignments & Tests Due Dates	Competency Area
Week 13 April 6-12	<b>Unit 6</b>  Chapters 19 & 20	<b>Unit 6: Managing the Office</b>  Chapter 19: Office Managerial Responsibilities  Chapter 20: Financial Management of the Medical Practice  Spring Break-April 5 & 6	<p style="text-align: center;"><u><b>Mindtap</b></u></p> <p><b>Chapter 19</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Chapter 19 Reading</li> </ul> <p>Exams:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 19 Review Exam-Style Questions</li> <li><input type="checkbox"/> 19 Test Yourself</li> </ul> <p>Study Tools:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> PowerPoint</li> <li><input type="checkbox"/> Flashcards</li> </ul> <p><b>Chapter 20</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Chapter 20 Reading</li> </ul> <p>Simulation Trainings:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 20.1T</li> <li><input type="checkbox"/> 20.2T</li> </ul> <p>Simulation Assessments:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 20.1A</li> <li><input type="checkbox"/> 20.2A</li> </ul> <p>Exams:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> 20 Review Exam-Style Questions</li> <li><input type="checkbox"/> 20 Test Yourself</li> </ul> <p>Study Tools:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> PowerPoint</li> <li><input type="checkbox"/> Flashcards</li> </ul> <p><b>Due April 12 at 11:59 p.m.</b></p>	1, 2, 7, 9 a, c

Date/Week	Chapter	Content	Assignments & Tests Due Dates	Competency Area
Week 14 April 13-19	Exit/ Proctored Exam	<b>Exit/Proctored Exam!</b> A Simulation that includes starting a patient record, scheduling patient appointments, obtaining an initial registration and required documents, performing insurance verification, and posting a co-payment.	<p><b>Students are required to score a minimum of 70% on the exit exam to pass this course. If a student does not earn at least a 70%, then the student will be required to retake this course.</b></p> <p style="text-align: center;"><u>Exit/Proctored Exam Dates</u>  <b>Vidalia Campus, April 13, 1:00 p.m.,  Gillis Building Lab 809</b>  OR  <b>Swainsboro Campus, April 15, 1:00 p.m., Building 2 Room 2122</b></p>	1-9 a, b, c
Week 15 April 20-26	Chapter 21	Chapter 21: Seeking a Position as an Administrative Assistant	<p style="text-align: center;"><b><u>Mindtap</u></b></p> <p><input type="checkbox"/> Chapter 21 Reading</p> <p>Exams:</p> <p><input type="checkbox"/> 21 Review Exam-Style Questions  <input type="checkbox"/> 21 Test Yourself</p> <p>Study Tools:</p> <p><input type="checkbox"/> PowerPoint  <input type="checkbox"/> Flashcards</p> <p style="text-align: center;"><b>Due April 26 at 11:59 p.m.</b></p>	8, 9 a, c

**CHANGES MAY BE MADE TO SYLLABUS AND LESSON PLAN AT THE INSTRUCTOR'S DISCRETION.**

**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.

## DISCUSSION BOARD GRADING SCALE RUBRIC

Number of discussion posts	Number 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, contains 4-5 sentences and free of grammatical and spelling errors. The student will receive a <b>one-point deduction for each grammatical and spelling error</b> in both their response and reply. <b>A 10-point deduction will be given for any response or reply that is not 4-5 sentences in length.</b> No credit will be given for any response or reply that is an answer of "yes/no" or "I agree/disagree.
1	0	70	<b>Any student that does not respond to at least one other students' post will not receive a grade above 70.</b> 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.
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.