



**MAST 1060 Medical Office Procedures
TENTATIVE COURSE SYLLABUS
Spring Semester 2020 (202014)**

COURSE INFORMATION

Credit Hours/Minutes: 4/3750
Campus/Class Location: Building 8, Rm 8166
Class Meets: Monday through Wednesday 1:00 – 2:30
Course Reference Number (CRN): 40188

INSTRUCTOR CONTACT INFORMATION

Instructor Name: Kimberly Brown, BSHS, CMA(AAMA)
Email Address: [Kimberly Brown \(kbrown@southeasterntech.edu\)](mailto:kbrown@southeasterntech.edu)
Campus/Office Location: Swainsboro Campus Room 8168
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Phone: (478) 289-2243
Fax Number: (478) 289-2336
Tutoring Hours (if applicable): By appointment only

SOUTHEASTERN TECHNICAL COLLEGE'S (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

Administrative Medical Assisting 8th edition – French
Cengage Publishing
MindTap Access
Cengage Unlimited
International Standard Book Number (ISBN): 978-1-305-11086-1

REQUIRED SUPPLIES & SOFTWARE

3 ring notebook
Paper
Ink pens
Number 2 pencils
Highlighters
Any other supplies deemed necessary throughout the semester

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

COURSE DESCRIPTION

Emphasizes essential skills required for the medical practice. Topics include: office protocol, time management, appointment scheduling, medical office equipment, medical references, mail services, medical records, and professional communication.

MAJOR COURSE COMPETENCIES

1. Office Protocol
2. Time Management
3. Appointment Scheduling
4. Medical Records
5. Electronic Medical Records
6. Medical Office Equipment
7. Medical References
8. Mail Services
9. Professional Communication

PREREQUISITE(S)

ENGL 1010, MATH 1012, PSCY 1010, ALHS 1011, ALHS 1090, COMP 1000, COLL 1040, ALMA 1000

COURSE OUTLINE

Office Protocol

1. Demonstrate proficiency in medical office etiquette.
2. Apply appropriate procedures for the beginning and ending of the work day.
3. Recognize personal qualities required in an office.

Time Management

1. Identify time management principles and ways to eliminate time wasters.
2. Discuss time management principles to maintain effective office function.

Appointment Scheduling

1. Identify the different types of appointment scheduling methods. (VI.C.1)
2. Describe scheduling guidelines.
3. Recognize office policies and protocols for handling appointments.
4. Manage appointment schedule using established priorities. (VI.P.1)
5. Schedule a patient procedure. (VI.P.2)
6. Identify critical information required for scheduling patient procedures. (VI.C.3)
7. Display sensitivity when managing appointments. (VI.A.1)
8. Identify advantages and disadvantages of the following appointment systems:
 - a. Manual
 - b. Electronic (VI.C.2)

Medical Records

1. Create a patient's medical record. (VI.P.3)
2. Organize a patient's medical record. (VI.P.4)
3. Identify methods of organizing the patient's medical record based on:
 - a. Problem-Oriented Medical Record (POMR)
 - b. Source-Oriented Medical Record (SOMR) (VI.C.5)
4. Define types of information contained in the patient's medical record. (VI.C.4)
5. Identify equipment and supplies needed for filing medical records in order to:
 - a. Create

- b. Maintain
 - c. Store (VI.C.6)
6. Describe filing indexing rules. (VI.C.7)
 7. Discuss filing procedures.
 8. File patient medical records. (VI.P.5)
 9. Identify types of healthcare records.
 10. Discuss the process in compliance reporting of an incident report. (X.C.11d)
 11. Complete an incident report related to an error in patient care. (X.P.7)

Electronic Medical Records

1. Explain meaningful use as it applies to an EMR. (VI.C.12)
2. Input patient data utilizing a practice management system. (VI.P.7)
3. Differentiate between electronic medical records and a practice management system. (VI.C.8)
4. Utilize an electronic medical record. (VI.P.6)
5. Discuss principles of using electronic medical records.

Medical Office Equipment

1. Explain the purpose of routine maintenance of administrative and clinical equipment. (VI.C.9)
2. Describe safe operation of the administrative equipment which may include but not be limited to fax machines, copiers, printers, postage meters, and credit card processors, etc.
3. Perform routine maintenance of administrative or clinical equipment. (VI.P.8)
4. Explain the importance of data back-up. (VI.C.11)
5. Perform an office inventory with documentation. (VI.P.9)
6. List steps involved in completing an inventory. (VI.C.10)

Medical References

1. Develop a current list of community resources related to patient's healthcare needs. (V.P.9)
2. Use internet to access information related to the medical office.

Mail Services

1. Demonstrate the processing of incoming and outgoing mail.
2. Describe special services offered by the U.S. Postal Service.
3. Describe the classes of mail.
4. Discuss the use of a postage meter.

Professional Communication

1. Identify styles and types of verbal communication. (V.C.1)
2. Identify nonverbal communication. (V.C.2)
3. Respond to nonverbal communication. (V.C.2)
4. Recognize barriers to communication. (V.C.3)
5. Identify techniques for overcoming communication barriers. (V.C.4)
6. Demonstrate: a. empathy, b. active listening, c. nonverbal communication. (V.A.1)
7. Report relevant information concisely and accurately. (V.P.11)
8. Recognize the elements of oral communication using a sender-receiver process. (V.C.5)
9. Differentiate between subjective and objective information. (V.C.16)
10. Coach patients appropriately considering: a. cultural diversity, b. developmental life stages, c. communication barriers. (V.P.5)
11. Recognize elements of fundamental writing skills. (V.C.7)
12. Describe the basic types of written communication used in a medical office.
13. Compose professional correspondence utilizing electronic technology. (V.P.8)

14. Identify different letter styles (full block, modified block, semi-block, and simplified).
15. Demonstrate professional telephone techniques. (V.P.6)
16. Discuss types of telephone calls and how each type should be handled (Example: prioritizing and forwarding to other office personnel).
17. Discuss applications of electronic technology in professional communication. (V.C.8)
18. Document telephone messages accurately. (V.P.7)
19. Demonstrate proper etiquette when using electronic mail.
20. Define the principles of self-boundaries. (V.C.11)
21. Demonstrate the principles of self-boundaries. (V.A.2)
22. Define patient navigator. (V.C.12)
23. Facilitate referrals to community resources in the role of a patient navigator. (V.P.10)
24. Describe the role of the medical assistant as a patient navigator. (V.C.13)
25. Relate the following behaviors to professional communication: a. assertive, b. aggressive, c. passive. (V.C.14)
26. Differentiate between adaptive and non-adaptive coping mechanisms. (V.C.15)
27. Discuss the theories of: a. Maslow, b. Erikson, c. Kubler-Ross. (V.C.17)
28. Demonstrate respect for individual diversity including: a. gender, b. race, c. religion, d. age, e. economic status, f. appearance. (V.A.3)
29. Discuss examples of diversity: a. cultural, b. social, c. ethnic. (V.C.18)

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

Students are required to abide by all of the policies, rules, and regulations of Southeastern Technical College, as published in the *STC Catalog and Handbook*. STC Catalog and Student Handbook Related Policies and Procedures are found online at [STC Website http://www.southeasterntech.edu](http://www.southeasterntech.edu)

Students are expected to complete all reading, tests, and daily assignments by the specified date. This includes tests, quizzes, workbooks, and any special projects assigned by the instructor throughout the course. *A final unit test average of 75 is required to sit for the final exam. Grades of 74.9 will not be rounded up. If you have below a 75 average, you will receive a "0" for your final test grade.*

Students must satisfactorily complete each skill competency area successfully. Failure to complete a competency area successfully will result in dismissal from the course (regardless of overall grade average) and a final grade of "WF" (Withdrawn Failing) or "F" (Failing 0-59). Students will be given three (3) opportunities to demonstrate each skill competency.

Critical thinking is also a necessary part of the learning process in this course. The student is expected to complete all critical thinking assignments prior to class. Situations will be included on tests in order to test critical thinking ability.

The use of proper grammar, correct spelling, and writing principles is expected in all work. Full credit will not be granted for work that contains grammar or spelling errors.

ASSIGNMENTS

The lesson plan is subject to change at instructor's discretion. Late assignments are assessed ten-points each day. Three (3) days past the due date, the assignments are not accepted; a grade of zero (0) is assigned. It is the student's responsibility to make sure all assignments are completed and submitted by the due dates. Points will be deducted for failure to follow directions. Proper heading must be included on all materials handed in. This includes first and last name, date, course, and assignment name. Failure to include this information will result in a five (5) point reduction.

CLASSROOM RULES

All cell phones will be turned off at the beginning of class time. Any cell phone that rings during class will become property of the instructor until further notice. This is not only a distraction to the instructor, but to other students as well. If you have an emergency, please discuss options with me prior to class. There will be no eating or drinking in the classroom

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 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 zero. Students who stop attending class, but do not formally withdraw, may receive a grade of "F" (Failing 0-59) and face financial aid repercussions in upcoming semesters.

Instructors will determine whether missed work may be allowed to be made up and the content and dates for makeup work are at the discretion of the instructor.

In Allied Health Programs, an instructor may withdraw students for lack of attendance. 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.

Tardy means arriving after the scheduled time for instruction to begin. Early departure means leaving before the end of the scheduled time. Three (3) tardies or early departures equal one (1) absence for the course.

For this class, which meets 3 days a week for 15 weeks, the maximum number of days a student may miss is 4 days during the semester.

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% 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% 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 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' (withdraw), will count in attempted hour calculations for the purpose of Financial Aid.

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

In the event of an **excused absence** on an exam day, the student will be allowed to make-up **one** exam (excluding the final exam) which will be given at the discretion of the instructor. A grade of "0" will be given to all subsequent exams missed. The make-up exam may or may not be the same as the original exam. It may also be a different test format. Failure to show up for a make-up exam results in a grade of zero.

An excused absence is jury duty, military duty, court duty, or required job training. Other excused absences may also include illness, hospitalization or a death in the student's immediate family. Official, written documentation such as a subpoena or a doctor's excuse must be provided by the student prior to taking the make-up exam. The instructor reserves the right to refuse for the student to take the make-up exam based on the merit of the documentation.

Any exceptions to the makeup guidelines for this class will require instructor approval and would only be allowed for exceptional circumstances.

If you are absent or late on the day a **chapter quiz** is given, you will receive a "0" for that grade. **LOWEST EXAM GRADES ARE NOT DROPPED.**

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:

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 1 st Street, Vidalia Office 165 Phone: 912-538-3126 Email: Helen.Thomas@southeasterntech.edu	Lanie Jonas, Director of Human Resources Vidalia Campus 3001 East 1 st Street, Vidalia Office 138B Phone: 912-538-3230 Email: ljonas@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 \(STC\) Website \(www.southeasterntech.edu\)](http://www.southeasterntech.edu).

TECHNICAL COLLEGE SYSTEM OF GEORGIA (TCSG) GUARANTEE/WARRANTY STATEMENT

The Technical College System of Georgia guarantees employers that graduates of State Technical Colleges shall possess skills and knowledge as prescribed by State Curriculum Standards. Should any graduate employee within two years of graduation be deemed lacking in said skills, that student shall be retrained in any State Technical College at no charge for instructional costs to either the student or the employer.

GRADING POLICY

Assessment/Assignment	Percentage
Tests	65%
Quizzes	10%
MindTap	10%
Final Exam	25%

GRADING SCALE

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

CORE CURRICULUM FOR MEDICAL ASSISTANTS MEDICAL ASSISTING EDUCATION REVIEW BOARD (MAERB)

2015 Curriculum Requirements

Cognitive (Knowledge Base)	Psychomotor (Skills)	Affective (Behavior)
<p>V.C. Concepts of Effective Communication</p> <ol style="list-style-type: none"> 1. Identify styles and types of verbal communication. 2. Identify types of nonverbal communication. 3. Recognize barriers to communication. 4. Identify techniques for overcoming communication barriers. 5. Recognize the elements of oral communication using a sender-receiver process. 7. Recognize elements of fundamental writing skills. 8. Discuss applications of electronic technology in professional communication. 10. Define medical terminology and abbreviations related to all body systems. 11. Define the principles of self-boundaries. 12. Define patient navigator. 13. Describe the role of the medical assistant as a patient navigator. 14. Relate the following behaviors to professional communication. <ol style="list-style-type: none"> a. Assertive b. Aggressive c. Passive 15. Differentiate between adaptive and non-adaptive coping mechanisms. 16. Differentiate between subjective and objective information. 17. Discuss the theories of: <ol style="list-style-type: none"> a. Maslow b. Erikson c. Kubler-Ross 18. Discuss examples of diversity: <ol style="list-style-type: none"> a. Cultural b. Social c. Ethnic 	<p>V.P. Concepts of Effective Communication</p> <ol style="list-style-type: none"> 1. Use feedback techniques to obtain patient information including: <ol style="list-style-type: none"> a. Reflection b. Restatement c. Clarification 2. Respond to nonverbal communication. 5. Coach patients appropriately considering: <ol style="list-style-type: none"> a. Cultural diversity b. Developmental life stage c. Communication barriers 6. Demonstrate professional telephone techniques. 7. Document telephone messages accurately. 8. Compose professional correspondence utilizing electronic technology. 9. Develop a current list of community resources related to patients' healthcare needs. 10. Facilitate referrals to community resources in the role of a patient navigator. 11. Report relevant information concisely and accurately. 	<p>V.A Concepts of Effective Communication</p> <ol style="list-style-type: none"> 1. Demonstrate: <ol style="list-style-type: none"> a. Empathy b. Active listening c. Nonverbal communication 2. Demonstrate the principles of self-boundaries. 3. Demonstrate respect for individual diversity including <ol style="list-style-type: none"> a. Gender b. Race c. Religion d. Age e. Economic Status f. Appearance 5. Demonstrate awareness of the territorial boundaries of a person with whom communicating. 6. Demonstrate sensitivity appropriate to the message being delivered. 7. Demonstrate awareness of how an individual's personal appearance affects anticipated responses. 8. Demonstrate recognition of the patient's level of understanding in communications. 9. Analyze communications in providing responses/feedback. 10. Recognize and protect personal boundaries in communicating with others. 11. Demonstrate respect for individual diversity, incorporating awareness of one's own biases in areas including gender, race, religion, age, and economic status.

Cognitive (Knowledge Base)	Psychomotor (Skills)	Affective (Behavior)
<p>VI.C Administrative Functions</p> <ol style="list-style-type: none"> 1. Identify different types of appointment scheduling methods. 2. Identify advantages and disadvantages of the following appointment systems: <ol style="list-style-type: none"> a. Manual b. Electronic 3. Identify critical information required for scheduling patient procedures. 4. Define types of information contained in the patient's medical record. 5. Identify methods of organizing the patient's medical record based on: <ol style="list-style-type: none"> a. Problem-Oriented Medical Record (POMR) b. Source-Oriented Medical Record (SOMR) 6. Identify equipment and supplies needed for medical records in order to: <ol style="list-style-type: none"> a. Create b. Maintain c. Store 7. Describe filing indexing rules. 8. Differentiate between electronic medical records (EMR) and a practice management system. 9. Explain the purpose of routine maintenance of administrative and clinical equipment. 10. List steps involved in completing an inventory. 11. Explain the importance of data back-up. 12. Explain meaningful use as it applies to Electronic Medical Records (EMR). 	<p>VI.P Administrative Functions</p> <ol style="list-style-type: none"> 1. Manage appointment schedule, using established priorities. 2. Schedule a patient procedure. 3. Create a patient's medical record. 4. Organize a patient's medical record. 5. File patient medical records. 6. Utilize an Electronic Medical Record (EMR). 7. Input patient data utilizing a practice management system. 8. Perform routine maintenance of administrative or clinical equipment. 9. Perform an inventory with documentation. 	<p>VI.A Administrative Functions</p> <ol style="list-style-type: none"> 1. Display sensitivity when managing appointments.
<p>Cognitive (Knowledge Base)</p>	<p>Psychomotor (Skills)</p>	<p>Affective (Behavior)</p>
<p>X.C Legal Implications</p> <ol style="list-style-type: none"> 11. Describe the process in compliance reporting of: <ol style="list-style-type: none"> d. Incident reports. 	<p>X.P Legal Implications</p> <ol style="list-style-type: none"> 20. Complete an incident report related to an error in patient care. 	<p>X.A Legal Implications</p> <p>None are listed.</p>

MAST 1060 Medical Office Procedures Spring Semester 2020 Lesson Plan

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
January 7		First day of class: Introduction to course, syllabi, etc.	Read Chapter 1 Study for Chapter 1 Quiz	
January 8	Chapter 1	Chapter 1: A Career as an Administrative Medical Assistant Quiz 1 Chapter 1	Quiz 1 Chapter 1 MindTap Chapter 1 Procedure 1-1	1,2,3 a, c
January 13	Chapter 1	Chapter 1 Continued LAB - Job Skills <ul style="list-style-type: none"> • Interpret and accurately spell medical terms and abbreviations (1-1) • Use the Internet to look up key terms and hear pronunciations (1-2) • Prioritize a task list to practice time management skills (1-3) • Use the internet to obtain information on certification or registration (1-4) • Use the internet to test your knowledge of anatomy and physiology or medical terminology (1-5) • Develop a medical practice survey (1-6) 	Read Chapter 2 Study for Chapter 2 Quiz MindTap Chapter 1 Job Skills Chapter 1	1,2,3 a, c
January 14	Chapter 2	Chapter 2: The Health Care Environment: Past, Present, and Future LAB – Job Skills <ul style="list-style-type: none"> • Use the internet to research and write an essay about a medical pioneer (2-1) • Direct patients to specific hospital departments (2-2) • Refer patients to the correct physician specialist (2-3) • Define abbreviations for health care professionals (2-4) • Determine basic skills needed by the administrative medical assistant (2-5) 	Quiz 2 Chapter 2 MindTap Chapter 2 Procedure 2-1, 2-2	1,9 a, c
January 15	Chapter 2	History of Medicine Videos	MindTap Chapter 2 Job Skills Chapter 2	1,9 a, c
January 20		HOLIDAY		

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
January 21	Chapter 2	History of Medicine Videos	MindTap Chapter 2 Job Skills Chapter 2	1,9 a, c
January 22	Chapter 2	History of Medicine Videos	Read Chapter 3 Study for Chapter 3 Quiz MindTap Due January 22 at 11:59 pm	1,9 a, c
January 27	Chapter 3	Chapter 3: Medicolegal and Ethical Responsibilities Quiz 3 Chapter 3	Quiz 3 Chapter 3 MindTap Chapter 3 Procedure 3-1 Study for Abbreviation Quiz 1 MindTap Due January 22 at 11:59 pm	1 a, c
January 28	Chapter 3	Chapter 3 Continued Abbreviation Quiz 1 LAB – Job skills <ul style="list-style-type: none"> • List personal ethics and set professional ethical goals (3-1) • Complete an authorization form to release medical records (3-2) • Download state-specific scope of practice laws and determine parameters for a medical assistant (3-3) • Compose a letter of withdrawal (3-4) • View a MedWatch online form and learn submitting requirements (3-5) • Print the Patient Care Partnership online brochure and apply it to the medical office setting (3-6) • Download and compare state-specific advance directives (3-7) 	Abbreviation Quiz 1 MindTap Chapter 3 Job Skills Chapter 3 Study for Test 1 Chapters 1-3 MindTap Due January 22 at 11:59 pm	1 a, c
January 29	Chapters 1-3	Test 1 Chapters 1-3	Test 1 Chapters 1-3 Read Chapter 4 Study for Chapter 4 Quiz	1,2,3,9 a, c
February 3	Chapter 4	Chapter 4: The Art of Communication Quiz 4 Chapter 4	Quiz 4 Chapter 4 MindTap Chapter 4 Procedures 4-1, 4-2, 4-3, 4-4, 4-5, 4-6, 4-7, 4-8, 4-9, 4-10, 4- 11	9 a, c
February 4	Chapter 4	Chapter 4 Continued Videos 1, 2, 3, 4	MindTap Chapter 4 Job Skills Chapter 4 Study for Abbreviation Quiz 2	9 a, c

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
February 5	Chapter 4	Chapter 4 Continued Abbreviation Quiz 2 LAB – Job Skills <ul style="list-style-type: none"> • Demonstrate body language (4-1) • Use the Internet to research active listening skills and write a report (4-2) • Communicate with a child via role-playing (4-3) • Communicate with an older adults via role-playing (4-4) • Name unique qualities of other cultures (4-5) • Communicate with a hearing-impaired patient via role-playing (4-6) • Communicate with a visually impaired patient via role-playing (4-7) • Communicate with a speech-impaired patient via role-playing (4-8) • Communicate with a patient who has an impaired level of understanding via role-playing (4-9) • Communicate with an anxious patient via role-playing (4-10) • Communicate with an angry patient via role-playing (4-11) • Communicate with a patient and his or her family members and friends via role-playing (4-12) • Communicate with a coworker on the health care team via role-playing (4-13) 	Abbreviation Quiz 2 MindTap Chapter 4 Job Skills Chapter 4 Read Chapter 5 Study for Chapter 5 Quiz	9 a, c
February 10	Chapter 5	Chapter 5: Receptionist and the Medical Office Environment Chapter 5 Quiz Video – Fire Extinguisher	Chapter 5 Quiz MindTap Chapter 5 Procedures 5-1, 5-2, 5-3, 5-4, 5-5, 5-6, 5-7, 5-8, 5-9, 5-10	1,2,6 a, c

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
February 11	Chapter 5	Chapter 5 Continued LAB – Job Skills <ul style="list-style-type: none"> • Prepare a patient registration form (5-1) • Prepare an application form for a disabled person placard (5-2) • Research community resources for patient referrals and patient education (5-3) • Assess and use proper body mechanics (5-4) • Evaluate the work or school environment and develop a safety plan (5-5) • Take steps to prevent and prepare for fires in a health care setting (5-6) • Demonstrate proper use of a fire extinguisher (5-7) • Determine potential disaster hazards in your local community (5-8) • Develop an emergency response template with an evacuation plan (5-9) 	MindTap Chapter 5 Job Skills Chapter 5 Study for Abbreviation Quiz 3 MindTap Chapters 4 & 5 Due February 17 at 11:59 pm	1,2,6 a, c
February 12	Chapter 5	Chapter 5 Continued Abbreviation Quiz 3	Abbreviation Quiz 3 MindTap Chapters 4 & 5 Due February 17 at 11:59 pm	1,2,6 a, c
February 17	Chapter 5	Emergency Preparedness Projects	Work on Projects! <ul style="list-style-type: none"> • Study for Test 7 • Complete Chapter objectives and terms/definitions MindTap exercises Due by February 17 at 11:59 pm	7 a, c
February 18	Chapter 5	Emergency Preparedness Projects	Work on Projects! <ul style="list-style-type: none"> • Study for Test 7 • Complete Chapter objectives and terms/definitions MindTap exercises Due by February 17 at 11:59 pm	7 a, c
February 19	Chapter 5	Emergency Preparedness Project Presentations begin at 1:15 pm NO LATE ASSIGNMENTS ACCEPTED – COMPUTERS WILL BE DISABLED DURING PRESENTATIONS – BE READY!	Study for Test 2 Chapters 4 & 5 MindTap exercises Due by February 17 at 11:59 pm	7 a, c

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
February 24	Chapters 4 & 5	Test 2 Chapters 4 and 5	Test 2 Chapters 4 and 5 Read Chapter 6 Study for Chapter 6 Quiz	1,2,6, 9 a, c
February 25	Chapter 6	Chapter 6: Telephone Procedures Chapter 6 Quiz	Chapter 6 Quiz MindTap Chapter 6 Procedures 6-1, 6-2, 6-3, 6-4, 6-5, 6-6, 6-7 Study for Abbreviation Quiz 4	1,2,6 a, c
February 26	Chapter 6	Chapter 6 Continued Abbreviation Quiz 4 LAB – Job Skills <ul style="list-style-type: none"> • Screen incoming telephone calls (6-1) • Prepare telephone message forms (6-2) • Document telephone messages and physician responses (6-3) • Role-play emergency telephone scenarios (6-4) 	Abbreviation Quiz 4 MindTap Chapter 6 Job Skills Chapter 6 Read Chapter 7 Study for Chapter 7 Quiz MindTap Chapters 6 & 7 Due March 2 at 11:59 pm	1,6,9 a, c
March 2	Chapter 7	Chapter 7: Appointments Chapter 7 Quiz	Chapter 7 Quiz MindTap Chapter 7 Procedure 7-1, 7-2, 7-3, 7-4, 7-5, 7-6, 7-7 MindTap Chapters 6 & 7 Due March 2 at 11:59 pm	2,3 a, c
March 3	Chapter 7	Chapter 7 Continued LAB – Job Skills <ul style="list-style-type: none"> • Set up appointment matrix (7-1) • Schedule appointments (7-2) • Prepare an appointment reference sheet (7-3) • Complete appointment cards (7-4) • Abstract information and complete a hospital/surgery scheduling form (7-5) • Transfer surgery scheduling information to a form letter (7-6) • Complete requisition forms to schedule outpatient diagnostic tests (7-7) 	MindTap Chapter 7 Job Skills Chapter 7 Study for Abbreviation Quiz 5 MindTap Chapters 6 & 7 Due March 2 at 11:59 pm	2,3 a, c
March 4	Chapter 7	Chapter 7 Continued Abbreviation Quiz 5	Abbreviation Quiz 5 Study for Test 3 Chapters 6 & 7 MindTap Chapters 6 & 7 Due March 2 at 11:59 pm	2,3 a, c
March 9	Chapters 6 & 7	Test 3 Chapters 6 & 7	Test 3 Chapters 6 & 7 Read Chapter 8 Study for Chapter 8 Quiz	1,2,3,6,9 a, c

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
March 10	Chapter 8	Chapter 8: Filing Procedures Chapter 8 Quiz Alphabetization Rules Review	Chapter 8 Quiz MindTap Chapter 8 Procedures 8-1, 8-2, 8-3, 8-4, 8-5, 8-6, 8-7	1,4,5 a, c
March 11	Chapter 8	Chapter 8 Continued LAB – Job Skills <ul style="list-style-type: none"> • Determine filing units (8-1) • Index and file names alphabetically (8-2) • File patient and business names alphabetically (8-3) • Index names on file folder labels and arrange file cards in alphabetical order (8-4) 	MindTap Chapter 8 Job Skills Chapter 8 Study Alphabetization Rules	1,4,5 a, c
March 16	Chapter 8	Chapter 8 Continued	Alphabetization Practice Test MindTap Chapter 8 Job Skills Chapter 8 Study Alphabetization Rules MindTap Chapters 8 & 9 Due March 23 at 11:59 pm	1,4,5 a, c
March 17	Chapter 8	Chapter 8 Continued	Alphabetization Test 1 Alphabetization Test 2 Alphabetization Test 3 MindTap Chapter 8 Job Skills Chapter 8 Read Chapter 9 Study for Chapter 9 Quiz MindTap Chapters 8 & 9 Due March 23 at 11:59 pm	9 a, c
March 18	Chapter 9	Chapter 9: Medical Records Chapter 9 Quiz	Chapter 9 Quiz MindTap Chapter 9 Procedures 9-1, 9-2, 9-3,9-4 Study for Abbreviation Quiz 6 MindTap Chapters 8 & 9 Due March 23 at 11:59 pm	1,4,5 a, c
March 23	Chapter 9	Chapter 9 Continued Abbreviation Quiz 6	Abbreviation Quiz 6 MindTap Chapter 9 Job Skills Chapter 9 MindTap Chapters 8 & 9 Due March 23 at 11:59 pm	1,4,5 a, c

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
March 24	Chapter 9	Chapter 9 Continued LAB – Job Skills <ul style="list-style-type: none"> • Prepare a patient record and insert progress notes (9-1) • Prepare a patient record and format chart notes (9-2) • Correct a medical record (9-3) • Abstract from a medical record (9-4) • Prepare a history and physical (H&P) report (9-5) • Record test results on a flow sheet (9-6) 	MindTap Chapter 9 Job Skills Chapter 9 MindTap Chapters 8 & 9 Due March 23 at 11:59 pm	1,4,5 a, c
March 25	Chapter 9	Chapter 9 Continued Abbreviation Quiz 7	Abbreviation Quiz 7 Study for Test 4 Chapters 8 & 9 MindTap Chapters 8 & 9 Due March 23 at 11:59 pm	1,4,5 a, c
March 30	Chapters 8 & 9	Test 4 Chapters 8 & 9	Test 4 Chapters 8 & 9 Read Chapter 10 Study for Chapter 10 Quiz MindTap Chapter 10 Due March 31 at 11:59 pm	1,4,5 a, c
March 31	Chapter 10	Chapter 10: Drug and Prescription Records Chapter 10 Quiz	Chapter 10 Quiz Mind Tap Chapter 10 Procedures 10-1, 10-2, 10-3 MindTap Chapter 10 Due March 31 at 11:59 pm	1,4,5 a, c
April 1	Chapter 10	Chapter 10 Continued LAB – Job Skills <ul style="list-style-type: none"> • Spell drug names (10-1) • Determine the correct spelling of drug names (10-2) • Use a drug reference book to locate information (10-3) • Translate prescriptions (10-4) • Record prescription refills in medical records (10-5) • Write a prescription (10-6) • Interpret a medication log (10-7) • Record on a medication schedule (10-8) 	MindTap Chapter 10 Job Skills Chapter 10 MindTap Chapter 10 Due March 31 at 11:59 pm	1,4,5 a, c
April 6-8		SPRING BREAK		

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
April 13	Chapter 10	Chapter 10 Continued	Study for Test 5 Chapter 10 MindTap Chapter 10 Due March 31 at 11:59 pm	1,4,5 a, c
April 14	Chapter 10	Test 5 Chapter 10	Test 5 Chapter 10 Read Chapter 11 Study for Chapter 11 Quiz	1,4,5 a, c
April 15	Chapter 11	Chapter 11: Written Correspondence Chapter 11 Quiz	Chapter 11 Quiz MindTap Chapter 11 Procedures 11-1, 11-2, 11-3, 11-4	1,7,9 a, c
April 20	Chapter 11	Chapter 11 Continued LAB – Job Skills <ul style="list-style-type: none"> • Spell medical words (11-1) • Key a letter of withdrawal (11-2) • Edit Written Communication (11-3) • Compose and key a letter for a failed appointment (11-4) • Compose and key a letter for an initial visit (11-5) • Compose and key a letter to another physician (11-6) • Compose and key a letter requesting payment (11-7) • Key two interoffice memorandums (11-8) • Abstract information from a medical record; compose and key a letter (11-9) • Key a two-page letter (11-10) 	MindTap Chapter 11 Job Skills Chapter 11 Read Chapter 12 Study for Chapter 12 Quiz	1,7,9 a, c
April 21	Chapter 12	Chapter 12: Processing Mail and Electronic Correspondence Chapter 12 Quiz	Chapter 12 Quiz MindTap Chapter 12 Procedures 12-1, 12-2, 12-3, 12-4, 12-5, 12-6, 12-7, 12-8, 12-9	1,6,8 a, c

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
April 22	Chapter 12	Chapter 12 Continued LAB – Job Skills <ul style="list-style-type: none"> • Process incoming mail (12-1) • Annotate mail (12-2) • Classify outgoing mail (12-3) • Address small envelopes for Optical Character Recognition (OCR) scanning (12-4) • Complete a mail-order form for postal supplies (12-5) • Compose a letter and prepare an envelope for Certified Mail (12-6) • Key and fold an original letter; address a small envelope for Certified Mail, Return Receipt requested (12-7) • Key and fold an original letter; address a large envelope for Certified Mail, Return Receipt requested (12-8) • Prepare a cover sheet for fax transmission (12-9) 	Copier, Fax, Mail Machine MindTap Chapter 12 Job Skills Chapter 12 MindTap Chapter 11 & 12 Due April 28 at 11:59 pm	1,6,8 a, c
April 27	Chapter 12	Chapter 12 Continued	MindTap Chapter 12 Job Skills Chapter 12 Study for Test 6 Chapter 11 & 12 MindTap Chapter 11 & 12 Due April 28 at 11:59 pm	1,6,8 a, c
April 28	Chapter 12	Chapter 12 Continued	MindTap Chapter 12 Job Skills Chapter 12 Study for Test 6 Chapter 11 & 12 MindTap Chapter 11 & 12 Due April 28 at 11:59 pm	1,6,8 a, c
April 29	Chapters 11&12	Test 6 Chapters 11 & 12	Test 6 Chapters 11 & 12	1,6,8 a, c
April 30 & May 4		Final Exam		1, 2, 3, 4, 5, 6, 7, 8, 9, a, c

COMPETENCY AREAS: (WILL VARY FOR EACH COURSE/TAKEN FROM STATE STANDARDS)

1. Office Protocol
2. Time Management
3. Appointment Scheduling
4. Medical Records
5. Electronic Medical Records
6. Medical Office Equipment
7. Medical References

8. Mail Services
9. Professional Communication

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.