



**MAST 1110 ADMINISTRATIVE PRACTICE MANAGEMENT  
TENTATIVE COURSE SYLLABUS  
Spring Semester 2020 (202014)**

**COURSE INFORMATION**

Credit Hours/Minutes: 4/3750  
Campus/Class Location: Vidalia Campus, Gillis Building Room 735  
Class Meets: Monday through Thursday 11:00 am – 12:15 pm  
Course Reference Number (CRN): 40191

**INSTRUCTOR CONTACT INFORMATION**

Instructor Name: Stephannie Waters, BAS, CMA (AAMA)  
Email Address: [Stephannie Waters \(swaters@southeasterntech.edu\)](mailto:swaters@southeasterntech.edu)  
Campus/Office Location: Vidalia Campus, Gillis Building Room Office 731  
Office Hours: M-R 2:30-5:30  
Phone: (912) 538-3195  
Fax Number: (912) 538-3106

**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 8<sup>th</sup> edition Linda L. French, Cengage  
Cengage Unlimited  
MindTap Access  
International Standard Book Number (ISBN): 978-1-305-11086-1

**REQUIRED SUPPLIES & SOFTWARE**

EhrGo access – to be purchased in bookstore or through EhrGo website at <https://ehrgo.com>  
MindTap  
3 ring notebook or binder  
Paper  
Black ink pens  
Calculator  
Highlighters

**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 in the areas of computers and applications of computer skills, electronic health records, accounting procedures, and practice management software. Topics include accounting procedures and application software.

## **MAJOR COURSE COMPETENCIES**

1. Accounting Procedures.
2. Application Software.

## **PREREQUISITE(S)**

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

## **COURSE OUTLINE**

### **ACCOUNTING PROCEDURES**

1. Define the following bookkeeping terms:
  - a. Charges
  - b. Payments
  - c. Accounts Receivable
  - d. Accounts Payable
  - e. Adjustments (VII.C.1)
2. Perform accounts receivable procedures to patients accounts including posting:
  - a. Charges
  - b. Payments
  - c. Adjustments (VII.P.1)
3. Describe banking procedures as related to the ambulatory care setting. (VII.C.2)
4. Identify precautions for accepting the following types of payments:
  - a. Cash
  - b. Check
  - c. Credit Card
  - d. Debit Card (VII.C.3)
5. Describe common periodic appointments.
6. Obtain accurate patient billing information. (VII.P.3)
7. Explain patient financial obligations for services rendered. (VII.C.6)
8. Identify types of information contained in the patient's billing record. (VII.C.5)
9. Discuss procedures for collecting outstanding accounts.
10. Describe the impact of both the Fair Debt Collection Practices Act and the Federal Truth in Lending Act of 1968 as they apply to collections.
11. Describes types of adjustments made to patient accounts including:
  - a. Non-Sufficient funds (NSF)
  - b. Collection agency transaction
  - c. Credit card balance
  - d. Third party (VII.P.2)
12. Prepare a bank deposit. (VII.P.2)
13. Perform accounts receivable procedures including:
  - a. Post entries on a day sheet
  - b. Perform billing procedures
  - c. Perform collection procedures
  - d. Post adjustments

- e. Process a credit balance
  - f. Process refunds
  - g. Post non-sufficient (NSF) checks
  - h. Post collection agency payments
14. Discuss computerized office billing systems
  15. Display sensitivity when requesting payment for services rendered. (VII.A.2)
  16. Inform a patient of financial obligations for services rendered. (VII.A.4)
  17. Demonstrate professionalism when discussing a patient's billing record. (VII.A.1)
  18. Establish and maintain a petty cash fund.
  19. Discuss the advantages of outside billing.
  20. Cite guidelines that govern telephone collection techniques.
  21. Demonstrate initiation of proceedings to collect delinquent accounts.
  22. Identify the different types of banking accounts including electronic banking.
  23. Identify different types of checks and their use.
  24. Demonstrate maintenance personnel and payroll records.
  25. Perform an office inventory.

### **Application Software**

1. Demonstrate the use of computerized medical practice management software to establish patients' accounts and perform accounting procedures.

### **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 Handbook Related Policies and Procedures are found online at [STC's 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, s, 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.

## **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 4 days a week for 15 weeks, the maximum number of days a student may miss is 6 days during the semester.**

## **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

## **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.

**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.)**

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:

<b>American With Disabilities Act (ADA)/Section 504 - Equity- Title IX (Students) – Office of Civil Rights (OCR) Compliance Officer</b>	<b>Title VI - Title IX (Employees) – Equal Employment Opportunity Commission (EEOC) Officer</b>
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:Helen.Thomas@southeasterntech.edu">Helen Thomas</a> <a href="mailto:hthomas@southeasterntech.edu">hthomas@southeasterntech.edu</a>	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:Lanie.Jonas@southeasterntech.edu">Lanie Jonas</a> <a href="mailto:ljonas@southeasterntech.edu">ljonas@southeasterntech.edu</a>

### 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	60%
Quizzes	10%
EhrGo/MindTap	10%
Final Exam	20%

### 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**

<b>Cognitive (Knowledge Base)</b>	<b>Psychomotor (Skills)</b>	<b>Affective (Behavior)</b>
<p><b>VII.C. Basic Practice Finances</b></p> <ol style="list-style-type: none"> <li>1. Define the following bookkeeping terms:               <ol style="list-style-type: none"> <li>a. Charges</li> <li>b. Payments</li> <li>c. Accounts receivable</li> <li>d. Accounts payable</li> <li>e. Adjustments</li> </ol> </li> <li>2. Describe banking procedures as related to the ambulatory care setting.</li> <li>3. Identify precautions for accepting the following types of payments.               <ol style="list-style-type: none"> <li>a. Cash</li> <li>b. Check</li> <li>c. Credit card</li> <li>d. Debit card</li> </ol> </li> <li>4. Describe types of adjustments made to patient accounts including:               <ol style="list-style-type: none"> <li>a. Non-sufficient funds (NSF) check</li> <li>b. Collection agency transaction</li> <li>c. Credit card balance</li> <li>d. Third party</li> </ol> </li> <li>5. Identify types of information contained in the patient's billing record.</li> <li>6. Explain patient financial obligations for services rendered.</li> </ol>	<p><b>VII.P. Basic Practice Finances</b></p> <ol style="list-style-type: none"> <li>1. Perform accounts receivable procedures to patient accounts including posting:               <ol style="list-style-type: none"> <li>a. Charges</li> <li>b. Payments</li> <li>c. Adjustments</li> </ol> </li> <li>2. Prepare a bank deposit.</li> <li>3. Obtain accurate patient billing information.</li> <li>4. Inform a patient of financial obligations for services rendered.</li> </ol>	<p><b>VII.A Basic Practice Finances</b></p> <ol style="list-style-type: none"> <li>1. Demonstrate professionalism when discussing patient's billing record.</li> <li>2. Display sensitivity when requesting payment for services rendered.</li> </ol>



## MAST 1110 Administrative Practice Management Spring Semester 2019 Lesson Plan

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
01/07		SEMESTER BEGINS First day of class: Introduction to course, syllabi, etc.	Read Chapter 13 Study for Quiz 1	
01/08	Chapter 13	The Revenue Cycle: Fees, Credit, and Collection	<b>Quiz 1 – Chapter 13</b> Procedure 13-1, 13-2, 13-3, 13-4, 13-5, 13-6, 13-7, 13-8 MindTap Chapter 13 Job Skills Chapter 13	1 a, b, c
01/09	Chapter 13	Chapter 13 Continued LAB – Job Skills <ul style="list-style-type: none"> <li>• Use a physician’s fee schedule to determine correct fees (13-1)</li> <li>• Complete cash receipts (13-2)</li> <li>• Interpret an explanation of benefits form (13-3)</li> <li>• Role-play collection scenarios (13-4)</li> <li>• Compose a collection letter and prepare an envelope (13-5)</li> <li>• Complete a financial agreement (13-6)</li> </ul>	MindTap Chapter 13 Job Skills Chapter 13	1 a, b, c
01/13	Chapter 13	MindTap exercises	MindTap Chapter 13 Job Skills Chapter 13 Study for Test 1 MindTap Due January 15 at 11:59 pm	1 a, b, c
01/14	Chapter 13	<b>Test 1 – Chapter 13</b>	Read Chapter 14 Study for Quiz 2	1 a, b, c
01/15	Chapter 14	Banking	<b>Quiz 2 – Chapter 14</b> Procedure 14-1, 14-2, 14-3 MindTap Chapter 14 Job Skills Chapter 14	1 a, b, c
01/16	Chapter 14	Chapter 14 Continued LAB – Job Skills <ul style="list-style-type: none"> <li>• Prepare a bank deposit (14-1)</li> <li>• Write checks (14-2)</li> <li>• Endorse a check (14-3)</li> <li>• Inspect a check (14-4)</li> <li>• Reconcile a bank statement (14-5)</li> </ul>	MindTap Chapter 14 Job Skills Chapter 14	1 a, b, c
01/20		HOLIDAY		

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
01/21	Chapter 14	MindTap exercises	MindTap Chapter 14 Job Skills Chapter 14 Study for Test 2 MindTap Due January 22 at 11:59 pm	1 a, b, c
01/22	Chapter 14	<b>Test 2 – Chapter 14</b>	Read Chapter 15 Study for Quiz 3	1 a, b, c
01/23	Chapter 15	Bookkeeping	<b>Quiz 3 – Chapter 15</b> Procedure 15-1, 15-2, 15-3	1 a, b, c
01/27	Chapter 15	Chapter 15 continued LAB – Job Skills <ul style="list-style-type: none"> <li>• Post entries to ledger cards and calculate balances (15-1)</li> <li>• Prepare ledger cards (15-2)</li> <li>• Bookkeeping Day 1 – Post to patient ledger cards and prepare cash receipts (15-3)</li> <li>• Bookkeeping Day 1 – Prepare the daily journal (15-4)</li> <li>• Bookkeeping Day 1 – Post Charges, payments, and adjustments using a daily journal; prepare cash receipts and the bank deposit (15-5)</li> <li>• Bookkeeping Day 1 – Balance the day sheet (15-6)</li> </ul>	MindTap Chapter 15 Job Skills Chapter 15	1 a, b, c
01/28	Chapter 15	Chapter 15 continued LAB – Job Skills <ul style="list-style-type: none"> <li>• Bookkeeping Day 2 – Prepare the daily journal (15-7)</li> <li>• Bookkeeping Day 2 – Post Charges, payments, and adjustments using a daily journal; prepare cash receipts and the bank deposit (15-8)</li> <li>• Bookkeeping Day 2 – Balance the day sheet (15-9)</li> </ul>	MindTap Chapter 15 Job Skills Chapter 15	1 a, b, c

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
01/29	Chapter 15	Chapter 15 continued LAB – Job Skills <ul style="list-style-type: none"> <li>• Bookkeeping Day 3 – Prepare the daily journal (15-10)</li> <li>• Bookkeeping Day 3 – Post charges, payments, and adjustments to patient ledger cards and to the daily journal; prepare cash receipts and the bank deposit (15-11)</li> <li>• Bookkeeping Day 3 – Balance the day sheet (15-12)</li> <li>• Set up the day sheet for a new month (15-13) – This CANNOT be completed UNTIL all other job skills are done</li> </ul>	MindTap Chapter 15 Job Skills Chapter 15	1 a, b, c
01/30	Chapter 15	MindTap exercises	MindTap Chapter 15 Job Skills Chapter 15 Study for Test 3 MindTap Due January 31 at 11:59 pm	1 a, b, c
02/03	Chapter 15	<b>Test 3 – Chapter 15</b>	Read Chapter 18 Study for Quiz 4	1 a, b, c
02/04	Chapter 18	Health Insurance Systems and Claim Submission	<b>Quiz 4 – Chapter 18</b> Procedure 18-1, 18-2, 18-3	1 a, c
02/05	Chapter 18	Chapter 18 continued LAB – Job Skills <ul style="list-style-type: none"> <li>• Complete a managed care authorization form (18-1)</li> <li>• Complete a health insurance claim form for a commercial case (18-2)</li> <li>• Complete a health insurance claim form for a Medicare case (18-3)</li> <li>• Complete a health insurance claim form for a TRICARE case (18-4)</li> </ul>	MindTap Chapter 18 Job Skills Chapter 18	1 a, c
02/06	Chapter 18	MindTap exercises	MindTap Chapter 18 Job Skills Chapter 18 Study for Test 4 MindTap Due February 7 at 11:59 pm	1 a, c
02/10	Chapter 18	<b>Test 4 – Chapter 18</b>	Read Chapter 19 Study for Quiz 5	1 a, c
02/11	Chapter 19	Office Managerial Responsibilities Videos – 10, 12, 13, 14, 15, 16, 17	<b>Quiz 5 – Chapter 19</b> Procedure 19-1, 19-2, 19-3, 19-4, 19-5, 19-6, 19-7, 19-8, 19-9, 19-10, 19-11, 19-12, 19-13	1 a, b, c

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
02/12	Chapter 19	Chapter 19 Continued LAB – Job Skills <ul style="list-style-type: none"> <li>• Document patient complaints and determine actions to resolve problems (19-1)</li> <li>• Write an agenda for an office meeting (19-2)</li> <li>• Prepare material for an office procedures manual (19-3)</li> <li>• Perform inventory control and keep an equipment maintenance log (19-4)</li> <li>• Abstract data from a catalogue and key an order form (19-5)</li> <li>• Complete an order form for office supplies (19-6)</li> <li>• Perform mathematic calculations of an office manager (19-7)</li> <li>• Prepare two order forms (19-8)</li> <li>• Prepare a travel expense report (19-9)</li> </ul>	MindTap Chapter 19 Job Skills Chapter 19	1 a, b, c
02/13	Chapter 19	MindTap exercises	MindTap Chapter 19 Job Skills Chapter 19 Study for Test 5 MindTap Due February 14 at 11:59 pm	1 a, b, c
02/17	Chapter 19	<b>Test 5 – Chapter 19</b>	Read Chapter 20 Study for Quiz 6	1 a, b, c
02/18	Chapter 20	Financial Management of the Medical Practice	<b>Quiz 6 – Chapter 20</b> Procedure 20-1, 20-2	1 a, b, c
02/19	Chapter 20	Chapter 20 continued LAB – Job Skills <ul style="list-style-type: none"> <li>• Perform accounts payable functions: write checks and record disbursements (20-1)</li> <li>• Pay bills and record expenditures (20-2)</li> <li>• Replenish and balance the petty cash fund (20-3)</li> <li>• Balance the check register (20-4)</li> <li>• Reconcile a bank statement (20-5)</li> </ul>	MindTap Chapter 20 Job Skills Chapter 20	1 a, b, c

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
02/20	Chapter 20	Chapter 20 continued LAB – Job Skills <ul style="list-style-type: none"> <li>• Prepare payroll (20-6)</li> <li>• Complete a payroll register (20-7)</li> <li>• Complete an employee earning record (20-8)</li> <li>• Complete an employee's with holding allowance certificate (20-9)</li> </ul> Complete an employee benefit form (20-10)	MindTap Chapter 20 Job Skills Chapter 20 Study for Test 6 MindTap Due February 25 at 11:59 pm	1 a, b, c
02/24		MindTap exercises	MindTap Chapter 20 Job Skills Chapter 20 Study for Test 6 MindTap Due February 25 at 11:59 pm	1 a, b, c
02/25	Chapter 20	<b>Test 5 – Chapter 20</b>	Read Chapter 20	1 a, b, c
02/26	EHRGO	Practice Management and Electronic Health Records (EHRGO) Introduction to EhrGo Activities via Connect PLUS	EhrGo	1, 2 a, b, c
02/27	EHRGO	EhrGo exercises	EhrGo	1, 2 a, b, c
03/02	EHRGO	EhrGo exercises MIDTERM	EhrGo	1, 2 a, b, c
03/03	EHRGO	EhrGo exercises	EhrGo	1, 2 a, b, c
03/04	EHRGO	EhrGo exercises	EhrGo	1, 2 a, b, c
03/05		STAFF DEVELOPMENT – NO CLASS		
03/09	EHRGO	EhrGo exercises	EhrGo	1, 2 a, b, c
03/10	EHRGO	EhrGo exercises	EhrGo	1, 2 a, b, c
03/11	EHRGO	<b>Spelling Test 1</b> <b>Spelling Test Table 11-1 A-C – pg. 344 (French)</b> EhrGo exercises 60% point	EhrGo Study for Spelling Test 2	1, 2 a, b, c
03/12	EHRGO	EhrGo exercises	EhrGo	1, 2 a, b, c
03/16	EHRGO	EhrGo exercises	EhrGo	1, 2 a, b, c
03/17		STAFF DEVELOPMENT – NO CLASS	EhrGo Study for Spelling Test 2	1, 2 a, b, c

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
03/18	EHRGO	<b>Spelling Test 2</b> <b>Spelling Test Table 11-1 C-I – pg. 344</b> <b>(French)</b> EhrGo exercises 65% point – Last Day to Withdraw without academic penalty	EhrGo	1, 2 a, b, c
03/19	EHRGO	EhrGo exercises	EhrGo	1, 2 a, b, c
03/23	EHRGO	EhrGo exercises	EhrGo	1, 2 a, b, c
03/24	EHRGO	EhrGo exercises	EhrGo Study for Spelling Test 3	1, 2 a, b, c
03/25	EHRGO	<b>Spelling Test 3</b> <b>Spelling Test Table 11-1 I-P – pg. 344</b> <b>(French)</b> EhrGo exercises	EhrGo	1, 2 a, b, c
03/26	EHRGO	EhrGo exercises	EhrGo	1, 2 a, b, c
03/30	EHRGO	EhrGo exercises	EhrGo	1, 2 a, b, c
03/31	EHRGO	EhrGo exercises	EhrGo Study for Spelling Test 4	1, 2 a, b, c
04/01	EHRGO	<b>Spelling Test 4</b> <b>Spelling Test Table 11-1 P-R – pg. 344</b> <b>(French)</b> EhrGo exercises	EhrGo	1, 2 a, b, c
04/02	EHRGO	EhrGo exercises	EhrGo	1, 2 a, b, c
04/06- 04/09		SPRING BREAK		
04/13	EHRGO	EhrGo exercises	EhrGo	1, 2 a, b, c
04/14	EHRGO	EhrGo exercises	EhrGo	1, 2 a, b, c
04/15	EHRGO	<b>Spelling Test 5</b> <b>Spelling Test Table 11-1 R-W – pg. 344</b> <b>(French)</b> EhrGo exercises	EhrGo	1, 2 a, b, c
04/16	EHRGO	EhrGo exercises	EhrGo	1, 2 a, b, c
04/20	EHRGO	EhrGo exercises	EhrGo	1, 2 a, b, c
04/21	EHRGO	EhrGo exercises	EhrGo	1, 2 a, b, c
04/22	EHRGO	EhrGo exercises	EhrGo	1, 2 a, b, c

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
04/23	EHRGO	EhrGo exercises	EhrGo	1, 2 a, b, c
04/27	EHRGO	EhrGo exercises	EhrGo	1, 2 a, b, c
04/28	EHRGO	EhrGo exercises	EhrGo	1, 2 a, b, c
04/29	EHRGO	EhrGo exercises DUE SEMESTER ENDS	EhrGo	1, 2 a, b, c
04/30 & 05/04		Final Exams		

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

1. Electronic Health Records
2. Application of Computer Skills
3. Accounting Procedures
4. Application Software

**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.