



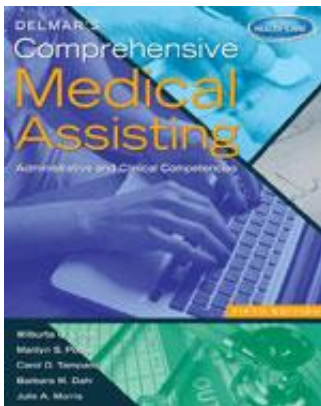
# Administrative Practice Management MAST 1110 COURSE SYLLABUS Spring Semester 2016

**Semester:** Spring 2016  
**Course Title:** Administrative Practice Management  
**Course Number:** MAST 1110  
**Credit Hours/ Minutes:** 3/4500 minutes  
**Class Location:** Building 8, Room 8166  
**Class Meets:** 12:30-1:45 M-R  
**CRN:** 40211

**Instructor:** Stephannie Waters, AAS, CMA (AAMA)  
**Office Hours:** M-Th 2:30-5:30  
**Office Location:** Room 731, Gillis Building  
**Email Address:** swaters@southeasterntech.edu  
**Phone:** 912-538-3195  
**Fax Number:** 912-538-3106

**REQUIRED TEXT:** **Comprehensive Medical Assisting: Administrative & Clinical Competencies, book, study guide, & competency manual package** Lindh, Pooler, Tamparo, Dahl, & Morris

**Practice Management & EHR with CONNECT Plus Sanderson**



**RECOMMENDED TEXT:** Taber's Cyclopedic Medical Dictionary

**REQUIRED SUPPLIES & SOFTWARE:**

- 3 ring notebook, paper, black ink pens, calculator, highlighters, and other supplies deemed as necessary throughout the semester

**COURSE DESCRIPTION:**

Emphasizes essential skills required for the medical practice in the areas of computers and medical transcription. Topics include: medical transcription/electronic health records; application of computer skills; integration of medical terminology; accounting procedures; and application of software.

**MAJOR COURSE COMPETENCIES:**

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

**PREREQUISITE(S):** ENGL 1010, MATH 1012, PSYC 1010, ALHS 1011, ALHS 1040, ALHS 1090, COMP 1000, MAST 1080, MAST 1100, MAST 1120

**COREQUISITIE(S):** MAST 1030, MAST 1090

**COURSE OUTLINE:**

## Electronic Health Records

1. Demonstrate the production of mailable copy by correcting all errors neatly and efficiently.
2. Demonstrate the correct spelling and meaning of words.
3. Identify the meaning of abbreviations.
4. Demonstrate the proper punctuation and paragraphing of medical material according to standard English rules of grammar.
5. Demonstrate the use of resources (medical dictionary, Physician's Desk Reference, Handbook for Medical Secretaries).
6. Demonstrate correct pronunciation of words.

## Application of Computer Skills

1. Identify the basic functions a computer performs.
2. Identify ways a computer can be utilized in a medical office to maintain systems (electronic medical records, accounting, inventory control, etc.)

## Accounting Procedures

1. Explain basic bookkeeping computations.
2. Differentiate between bookkeeping and accounting.
3. Describe banking procedures.
4. Discuss precautions for accepting checks.
5. Compare types of endorsement.
6. Differentiate between accounts payable and accounts receivable.
7. Compare manual and computerized bookkeeping systems used in ambulatory healthcare.
8. Describe common periodic financial reports.
9. Explain both billing and payment options.
10. Identify procedures for preparing patient accounts.
11. Discuss procedures for collecting outstanding accounts.
12. Describe the impact of both the Fair Debt Collection Act and the Federal Truth in Lending Act of 1968 as they apply to collections.
13. Discuss types of adjustments that may be made to a patient account.
14. Demonstrate preparing a bank deposit.
15. Perform accounts receivable procedures including: post entries on a daysheet, perform billing procedures, perform collection procedures, post adjustments, process a credit balance, process refunds, post non-sufficient fund (NSF) checks, and post collection agency payments.
16. Use computerized office billing systems.
17. Display sensitivity and professionalism in handling accounts receivable activities with clients.
18. Describe how professionalism in handling accounts receivable activities with clients.
19. Describe and explain the use of a physician's fee schedule.
20. Explain the purpose of advance discussion of fees with the patient.
21. Explain the meaning of the accounting equation.
22. Establish and maintain a petty cash fund.
23. Discuss the advantages of outside billing.
24. Cite guidelines that govern telephone collection techniques.
25. Demonstrate initiation of proceedings to collect delinquent accounts.
26. Identify the different type of banking accounts including electronic banking.
27. Identify the different types of checks and their use.
28. Demonstrate maintenance personnel and payroll records.
29. 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:** STC has identified the following general education core competencies that graduates will attain:

1. The ability to utilize standard written English.
2. The ability to solve practical mathematical problems.
3. The ability to read, analyze, and interpret information.

**STUDENT REQUIREMENTS:** Tests and assignments must be completed on the specified date (see lesson plan). No late assignments are accepted. Students are also responsible for policies and procedures in the *STC-E Catalog and Student Handbook*.

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" or "F". 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.

Proper heading must be included on all materials handed in. This includes first and last name, date, course, assignment name. Failure to include this information will result in a five (5) point deduction.

Learning activities will include quizzes, worksheets, and any special projects that the instructor assigns throughout the course. **A final unit test average of 75 or above 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.

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.

**STC ATTENDANCE POLICY:** It is essential that educational programs maintain requirements and standards necessary for successful employment of its graduates in business and industry. In view of the intensive nature of the educational programs, it is necessary for every student to be present and on time every day for all classes.

Attendance is counted from the first scheduled class meeting of each semester. To receive credit for a course a student must attend at least 90% of the scheduled instructional time. All work missed due to tardiness or absences must be made up at the convenience of the instructor. Any student attending less than the required scheduled instructional time as noted on each syllabus will receive a "W" for the course if removed from the course on or before midterm. After the semester midterm, any student who has maintained a passing grade within a course will receive a 'WP' for the course when attending less than the required scheduled instructional time as stated on each course syllabus. If, however, the student has not maintained a passing grade, he or she will receive a 'WF' for the 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 involved.

**TRADITIONAL ATTENDANCE ADDENDUM:** 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.

**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.

**SPECIAL NEEDS:** Students with documented special needs may be provided with an individualized Instructional Plan with specifications for scheduled instructional time. It is the student's responsibility to inform the Special Needs Specialist as students and instructors are required to have documented evidence prior to receiving or allowing special accommodations. See the STC Catalog and Student Handbook, Student Affairs section for further information regarding special needs.

**SPECIAL NEEDS ADDENDUM:** Students with disabilities who believe that they may need accommodations in this class based on the impact of a disability are encouraged to contact Jan Brantley, Swainsboro Campus, Building 1 Room 1208, 478-289-2274, or Helen Thomas, Room 108 Vidalia Campus, 912-538-3126, to coordinate reasonable accommodations.

**MAKEUP GUIDELINES:** If an exam is missed, the student will be allowed to take make-up exams during one day at the end of the semester (date to be scheduled by the instructor). There will be NO exceptions to this policy. If you are absent on the day a pop quiz is given, you will receive a "0" for that grade.

If a skills check—off is missed, the student is completely responsible for arranging make-up lab time at the instructor's convenience. Lowest exam grades are not dropped. Students are responsible for keeping up with their grades. Do not ask instructor for grades during the semester.

**ACADEMIC DISHONESTY POLICY:** The STC Academic Dishonesty Policy states *All forms of academic dishonesty, including but not limited to cheating on tests, plagiarism, collusion, and falsification of information, will call for discipline.* The policy can also be found in the *STC Catalog and Student Handbook.*

#### Procedure for Academic Misconduct

The procedure for dealing with academic misconduct and dishonesty is as follows:

##### --First Offense--

Student will be assigned a grade of "0" for the test or assignment. Instructor keeps a record in course/program files and notes as first offense. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus. The Registrar will input the incident into Banner for tracking purposes.

##### --Second Offense--

Student is given a grade of "WF" for the course in which offense occurs. The instructor will notify the student's program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of second offense. The Registrar will input the incident into Banner for tracking purposes.

##### --Third Offense--

Student is given a grade of "WF" for the course in which the offense occurs. The instructor will notify the student's

program advisor, academic dean, and the Registrar at the student's home campus indicating a "WF" has been issued as a result of second offense. The Vice President for Student Affairs, or designee, will notify the student of suspension from college for a specified period of time. The Registrar will input the incident into Banner for tracking purposes.

**STATEMENT OF NON-DISCRIMINATION:** Southeastern Technical College does not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, disabled veteran, veteran of Vietnam Era or citizenship status, (except in those special circumstances permitted or mandated by law). This school is in compliance with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin; with the provisions of Title IX of the Educational Amendments of 1972, which prohibits discrimination on the basis of gender; with the provisions of Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of handicap; and with the American with Disabilities Act (ADA).

**ACCESS TO TECHNOLOGY:** Students can now access Blackboard, Remote Lab Access, Student Email, Library Databases (Galileo), and BannerWeb via the mySTC portal or by clicking the Current Students link on the STC website at [www.southeasterntech.edu](http://www.southeasterntech.edu).

**GRADING POLICY**

Tests	55%
Quizzes	10%
Spelling Tests	10%
Workbook	5%
Final Exam	20%
Total	100%
Skills Comp.	Pass/Fail

**GRADING SCALE**

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

**TCSG GUARANTEE/WARRANTY**

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

**Critical Thinking Core Curriculum for Medical Assistants (MAERB) 2008 Curriculum Plan**

**Applied communications**

IV.C Cognitive (Knowledge Base)	IV. P Psychomotor (Skills)	IV. A Affective (Behavior)
<p><b>II. Concepts of Effective Communication</b></p> <ol style="list-style-type: none"> <li>Differentiate between subjective and objective information.</li> <li>Recognize elements of fundamental writing skills.</li> <li>Discuss applications of electronic technology in effective communication.</li> <li>Diagram medical terms, labeling the word parts.</li> <li>Define both medical terms and abbreviations related to all body systems.</li> <li>Organize technical information and summaries.</li> <li>Discuss the role of assertiveness in effective professional communication.</li> </ol>	<p><b>IV. Concepts of Effective Communication</b></p> <ol style="list-style-type: none"> <li>Report relevant information to others succinctly and accurately.</li> <li>Use medical terminology, pronouncing medical terms correctly, to communicate information, patient history, data and observations.</li> <li>Document patient care.</li> <li>Document patient education.</li> <li>Document professional/business letters.</li> </ol>	<p><b>IV. Concepts of Effective Communication</b></p> <ol style="list-style-type: none"> <li>Demonstrate empathy in communicating with patients, family, and staff.</li> <li>Apply active listening skills.</li> <li>Use appropriate body language and other nonverbal skills in communicating with patients, family, and staff.</li> <li>Demonstrate sensitivity appropriate to the message being delivered.</li> <li>Demonstrate recognition of the patient's level of understanding in communications.</li> <li>Analyze communications in providing appropriate responses/feedback.</li> </ol>

**Medical Business Practices**

V.C Cognitive (Knowledge Base)	V. P Psychomotor (Skills)	V. A Affective (Behavior)
<p><b>V. Administrative Functions</b></p> <ol style="list-style-type: none"> <li>Discuss pros and cons of various types of appointment management systems.</li> <li>Describe scheduling guidelines.</li> <li>Recognize office policies and protocols for handling appointments.</li> <li>Identify critical information required for scheduling patient admissions and/or procedures.</li> <li>Identify systems for organizing</li> </ol>	<p><b>V. Administrative Functions</b></p> <ol style="list-style-type: none"> <li>Manage appointment schedule, using established priorities.</li> <li>Schedule patient admissions and/or procedures.</li> <li>Organize a patient's medical record.</li> <li>Execute data management using electronic healthcare records such as the EMR.</li> <li>Use office hardware and software to maintain office systems.</li> <li>Use internet to access information</li> </ol>	<p><b>V. Administrative Functions</b></p> <ol style="list-style-type: none"> <li>Consider staff needs and limitations in establishment of a filing system.</li> <li>Implement time management principles to maintain effective office function.</li> </ol>

<p>6. medical records.</p> <p>6. Describe various types of content maintained in a patient's medical record.</p> <p>7. Discuss pros and cons of various filing methods.</p> <p>8. Identify both equipment and supplies needed for filing medical records.</p> <p>9. Discuss principles of using Electronic Medical Records (EMR).</p> <p>10. Identify types of records common to the healthcare setting.</p>	<p>related to the medical office.</p> <p>7. Maintain organization by filing.</p>	
<b>VI.C Cognitive (Knowledge Base)</b>	<b>VI.P Psychomotor (Skills)</b>	<b>VI.A Affective (Behavior)</b>
<p><b>VI. Basic Practice Finances</b></p> <p>1. Explain basic bookkeeping computations.</p> <p>2. Differentiate between bookkeeping and accounting.</p> <p>3. Discuss precautions for accepting checks.</p> <p>4. Compare types of endorsement.</p> <p>5. Differentiate between accounts payable and accounts receivable.</p>	<p><b>VI. Basic Practice Finances</b></p> <p>1. Prepare a bank deposit.</p> <p>2. Perform accounts receivable procedures, including:</p> <ul style="list-style-type: none"> <li>a. Post entries on a daysheet.</li> <li>b. Perform billing procedures.</li> <li>c. Perform collection procedures.</li> <li>d. Post adjustments.</li> <li>e. Process a credit balance.</li> <li>f. Process refunds.</li> <li>g. Post non-sufficient fund (NSF) checks.</li> <li>h. Post collection agency payments.</li> </ul> <p>3. Utilize computerized office billing systems.</p>	<p><b>VI. Basic Practice Finances</b></p> <p>1. Demonstrate sensitivity and professionalism in handling accounts receivable activities with clients.</p>
<b>VII.C Cognitive (Knowledge Base)</b>	<b>VII.P Psychomotor (Skills)</b>	<b>VII.A Affective (Behavior)</b>
<p><b>VII. Managed Care/Insurance</b></p> <p>1. Identify types of insurance plans.</p> <p>2. Discuss workers' compensation as it applies to patients.</p> <p>3. Describe procedures for implementing both managed care and insurance plans.</p> <p>4. Compare processes for filing insurance claims both manually and electronically.</p> <p>5. Discuss types of physician fee schedules.</p>	<p><b>VII. Managed Care/Insurance</b></p> <p>1. Apply both managed care policies and procedures.</p> <p>2. Apply third party guidelines.</p> <p>3. Complete insurance claim forms.</p> <p>4. Obtain precertification, including documentation.</p>	<p><b>VII. Managed Care/Insurance</b></p> <p>1. Demonstrate assertive communication with managed care and/or insurance providers.</p> <p>2. Demonstrate sensitivity in communicating with both providers and patients.</p> <p>3. Communicate in language the patient can understand regarding managed care and insurance plans.</p>
<b>VIII.C Cognitive (Knowledge Base)</b>	<b>VIII.P Psychomotor (Skills)</b>	<b>VIII.A Affective (Behavior)</b>
<p><b>VIII. Procedural and Diagnostic Coding</b></p>	<p><b>VIII. Procedural and Diagnostic Coding</b></p> <p>1. Perform procedural coding.</p> <p>2. Perform diagnostic coding.</p>	<p><b>VIII. Procedural and Diagnostic Coding</b></p> <p>1. Work with physician to achieve the maximum reimbursement.</p>

**MAST 1110- Administrative Practice Management  
Spring Semester 2016  
Lesson Plan**

Date	Ch/Less	Content	Assignments/Tests	*Competency Area
Jan 11		First day of class Introduction to Course—Syllabi, Outline, Rules, Regulations Coverage; Completion of Forms	Read Chapter 19 Study for Quiz 1	
Jan 12	19	Daily Financial Practices Quiz 1 – Chapter 19	Workbook assignments	1, 2, 3, 4 A, B, C
Jan 13		Chapter 19 Cont		1, 2, 3, 4 A,B,C
Jan 14		Workbook Assignments Competencies		1, 2, 3, 4 A,B,C
Jan 18		<b>HOLIDAY</b>		1, 2, 3, 4 A,B,C
Jan 19		Posting Payments Exercises	Workbook assignments Posting Payments Exercises	1, 2, 3, 4 A, B, C
Jan 20		Posting Payments Exercises	Workbook assignments Posting Payments Exercises Study for test	1, 2, 3, 4 A, B, C
Jan 21	19	<b>Test 1 – Chapter 19</b>	Workbook Due Check Offs Due Read Chapter 20 Study for Quiz 2	1, 2, 3, 4 A, B, C
Jan 25	20	Billing and Collections <b>Quiz 2 – Chapter 20</b>	Workbook assignments	1, 2, 3, 4 A,B,C
Jan 26		Chapter 20 Cont		1, 2, 3, 4 A,B,C
Jan 27		Workbook assignments Check Offs		1, 2, 3, 4 A,B,C
Jan 28		Workbook assignments Check Offs		1, 2, 3, 4 A,B,C
Feb 1	20	<b>Test 2 – Chapter 20</b>	<b>Workbook Due</b> Read Chapter 20 Study for Quiz 3	1, 2, 3, 4 A,C
Feb 2	21	Accounting Practices <b>Quiz 3 - Chapter 15</b>		1, 2, 3, 4 A,B,C
Feb 3		Chapter 21 Cont		1, 2, 3, 4 A,B,C
Feb 4		Workbook assignments Check Offs		1, 2, 3, 4 A,B,C
Feb 8		Workbook assignments Check Offs		1, 2, 3, 4 A,B,C

Feb 9		Workbook assignments Check Offs		
Feb 10	21	<b>Test 3 – Chapter 21</b>	<b>Workbook Due</b> Read Chapter 45 Study for Quiz 4	1, 2 A,C
Feb 11	45	The Medical Assistant As a Clinic Manager <b>Quiz 4 - Chapter 45</b>		1, 2 A,C
Feb 15		Chapter 45 Cont		1, 2 A,C
Feb 16		Workbook assignments		1, 2 A,C
Feb 17		Workbook assignments	Study for Quiz 5	1, 2 A,C
Feb 18	46	The Medical Assistant as Human Resources Manager <b>Quiz 5 – Chapter 46</b>		1, 2 A,C
Feb 22		Chapter 46 Cont		1, 2 A,C
Feb 23		Workbook assignments	Study for Test 4	1, 2 A,C
Feb 24		Workbook assignments		1, 2 A,C
Feb 25	45, 46	<b>Test 4 – Chapters 45 &amp; 46</b>	Workbook Due Read Chapters 1-2	1, 2, 3, 4 A,C
March 1	PMEHR 1	A Total Patient Encounter	Homework Assignments for Chapter Read Chapter 2	1, 2, 3, 4 A,C
March 2	2	HIPAA, HITECH, and Medical Records	Homework Assignment for Chapter Read Chapter 3	1, 2, 3, 4 A,C
March 3	3	Introduction to Medisoft Clinical	Medisoft Assignments beginning with Chapter 3 Assignment for Chapter Read Chapter 4	1, 2, 3, 4 A,C
March 4	4	Scheduling	Homework Assignment for Chapter Medisoft Assignments Read Chapter 5	1, 2, 3, 4 A,C
March 7	5	Check-In Procedures	Homework Assignments for Chapter Medisoft Assignments Read Chapter 6	1, 2, 3, 4 A,C
March 8	6	Office Visit: Patient Intake	Homework Assignments for Chapter Medisoft Assignments Read Chapter 7	1, 2, 3, 4 A,C

March 9	7	Office Visit: Examination and Coding	Homework Assignments for Chapter Medisoft Assignments Read Chapter 8	1, 2, 3, 4 A,C
March 10	8	Third-Party Payers	Homework Assignments for Chapter Medisoft Assignments Read Chapter 9	1, 2, 3, 4 A,C
March 14	9	Checkout Procedures	Homework Assignments for Chapter Medisoft Assignments Read Chapter 10	1, 2, 3, 4 A,C
March 15	10	Claim Management	Homework Assignments for Chapter Medisoft Assignments Read Chapter 11	1, 2, 3, 4 A,C
March 16	11	Posting Payments and Creating Statements	Homework Assignments for Chapter Medisoft Assignments Read Chapter 12	1, 2, 3, 4 A,C
March 17	12	Financial and Clinical Reports	Homework Assignments for Chapter Medisoft Assignments Read Chapter 13	1, 2, 3, 4 A,C
March 21	13	Accounts Receivable Follow-up and Collections	Homework Assignments for Chapter Medisoft Assignments	1, 2, 3, 4 A,C
March 22		Medisoft Assignments	Homework Assignments for Chapter Medisoft Assignments	1, 2, 3, 4 A,C
March 23		Medisoft Assignments	Homework Assignments for Chapter Medisoft Assignments	1, 2, 3, 4 A,C
March 24		Medisoft Assignments	Homework Assignments for Chapter Medisoft Assignments	1, 2, 3, 4 A,C
March 28 - March 31		<b>SPRING BREAK</b>		
April 4		Medisoft Assignments	Homework Assignments for Chapter Medisoft Assignments	1, 2, 3, 4 A,C
April 5		Medisoft Assignments	Homework Assignments for Chapter Medisoft Assignments	1, 2, 3, 4 A,C
April 6		Medisoft Assignments	Homework Assignments for Chapter Medisoft Assignments	1, 2, 3, 4 A,C
April 7		<b>Spelling Test 1</b> Medisoft Assignments	Homework Assignments for Chapter	1, 2, 3, 4 A,C



			Medisoft Assignments	
April 11		Medisoft Assignments	Homework Assignments for Chapter Medisoft Assignments	1, 2, 3, 4 A,C
April 12		Medisoft Assignments	Homework Assignments for Chapter Medisoft Assignments	1, 2, 3, 4 A,C
April 13		Medisoft Assignments	Homework Assignments for Chapter Medisoft Assignments	1, 2, 3, 4 A,C
April 14		<b>Spelling Test 2</b> Medisoft Assignments		1, 2, 3, 4 A,C
April 18		Medisoft Assignments		1, 2, 3, 4 A,C
April 19		Medisoft Assignments		1, 2, 3, 4 A,C
April 20		Medisoft Assignments		1, 2, 3, 4 A,C
April 21		<b>Spelling Test 3</b> Medisoft Assignments		1, 2, 3, 4 A,C
April 25		Medisoft Assignments		1, 2, 3, 4 A,C
April 26		Medisoft Assignments		1, 2, 3, 4 A,C
April 27		Medisoft Assignments		1, 2, 3, 4 A,C
April 28		<b>Spelling Test 4</b> Medisoft Assignments		1, 2, 3, 4 A,C
May 2		Medisoft Assignments		1, 2, 3, 4 A,C
May 3		<b>Medisoft Assignments Due</b>		1, 2, 3, 4 A,C
May 4		<b>FINAL EXAM</b>		1, 2, 3, 4 A,C

**\* Competency Areas:**

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.