



**MAST 1060 Medical Office Procedures
COURSE SYLLABUS
Spring Semester 2018**

COURSE INFORMATION

Credit Hours/Minutes: 4/3750
Class Location: Gillis Building Room 735
Class Meets: Monday through Thursday 1:00-2:05
Course Reference Number (CRN): 40241

INSTRUCTOR CONTACT INFORMATION

Instructor Name: Stephannie Waters
Office Location: Gillis Building Room 731
Office Hours: Monday through Thursday 2:30-5:30
Email Address: [Stephannie Waters \(swaters@southeasterntech.edu\)](mailto:swaters@southeasterntech.edu)
Phone: (912) 538-3195
Fax Number: (912) 538-3106
Tutoring Hours (if applicable): Available by appointment.

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
ISBN: 9780357008546 (Textbook and MindTap)
ISBN: 9121305859272 (MindTap with Digital Textbook)

REQUIRED SUPPLIES & SOFTWARE

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

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 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, MindTap, 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.

Activsim activities (passing scores) and check off sheets for skills competencies are due on the day designated by the instructor; if these are not turned in on the specified day you will be deducted ten (10) points from your next scheduled test.

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

SPECIAL NEEDS

Students with disabilities who believe that they may need accommodations in this class based on the impact of a disability are encouraged to contact [Helen Thomas \(hthomas@southeasterntech.edu\)](mailto:hthomas@southeasterntech.edu), 912-538-3126, to coordinate reasonable accommodations.

SPECIFIC ABSENCES

Provisions for Instructional Time missed because of documented absences due to jury duty, military duty, court duty, or required job training will be made at the discretion of the instructor.

PREGNANCY

Southeastern Technical College does not discriminate on the basis of pregnancy. However, we can offer accommodations to students who are pregnant that need special consideration to successfully complete the course. If you think you will need accommodations due to pregnancy, please advise me and make appropriate arrangements with [Helen Thomas \(hthomas@southeasterntech.edu\)](mailto:hthomas@southeasterntech.edu), 912-538-3126.

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 accessed due to the withdrawal. All grades, including grades of 'W', will count in attempted hour calculations for the purpose of Financial Aid.

Remember - Informing your instructor that you will not return to his/her course does not satisfy the approved withdrawal procedure outlined above.

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

No make-up exams are allowed without a physician's excuse that must be provided to the instructor within three (3) days of the absence. If an exam is missed, the student will be allowed to take the exam during one hour 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 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 and its constituent Technical Colleges do not discriminate on the basis of race, color, creed, national or ethnic origin, sex, religion, disability, age, political affiliation or belief, genetic information, disabled veteran, veteran of the Vietnam Era, spouse of military member or citizenship status (except in those special circumstances permitted or mandated by law). This school is in compliance with Title VI of the Civil Rights Act of 1964, which prohibits discrimination on the basis of race, color, or national origin; with the provisions of Title IX of the Educational Amendments of 1972, which prohibits discrimination on the basis of gender; with the provisions of Section 504 of the Rehabilitation Act of 1973, which prohibits discrimination on the basis of handicap; and with the American with Disabilities Act (ADA).

The following individuals have been designated to handle inquiries regarding the nondiscrimination policies:

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 108 Phone: 912-538-3126 Email: Helen Thomas hthomas@southeasterntech.edu	Blythe Wilcox, Director of Human Resources Vidalia Campus 3001 East 1 st Street, Vidalia Office 138B Phone: 912-538-3147 Email: Blythe Wilcox bwilcox@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	60%
Quizzes	10%
MindTap/MindTap	5%
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.
Cognitive (Knowledge Base)	Psychomotor (Skills)	Affective (Behavior)
<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 2018 Lesson Plan

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
January 8		First day of class: Introduction to course, syllabi, etc.	Read Chapter 1 Study for Chapter 1 Quiz	
January 9	Chapter 1	Chapter 1: A Career as an Administrative Medical Assistant	Quiz 1 Chapter 1 Do MindTap Chapter 1 Work on Job Skills 1-1, 1-2, 1-3, 1-4, 1-5, 1-6	1,2,3 a, c
January 10	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 11	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 Job Skills 2-1, 2-2, 2-3, 2-4, 2-5	1,9 a, c
January 15		HOLIDAY		
January 16	Chapter 2	History of Medicine Videos	MindTap Chapter 2 Job Skills Chapter 2	1,9 a, c
January 17	Chapter 2	History of Medicine Videos	MindTap Chapter 2 Job Skills Chapter 2	1,9 a, c

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
January 18	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	1,9 a, c
January 23	Chapter 3	Chapter 3: Medicolegal and Ethical Responsibilities	Quiz 3 Chapter 3 MindTap Chapter 3 Job Skills 3-1, 3-2, 3-3, 3-4, 3-5, 3-6, 3-7 Study for Abbreviation Quiz 1	1 a, c
January 24	Chapter 3	Chapter 3 Continued LAB – Job skills <ul style="list-style-type: none"> List personal ethics and set professional ethical goals (3-1) Complete an authorization for 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	1 a, c
January 25	Chapter 3	Chapter 3 Continued	Study for Test 1 Chapters 1-3 MindTap Due January 28 at 11:59 pm	1 a, c
January 29	Chapters 1-3	Test	Test 1 Chapters 1-3 MindTap Due January 28 at 11:59 pm Read Chapter 4 Study for Chapter 4 Quiz	1,2,3,9 a, c
January 30	Chapter 4	Chapter 4: The Art of Communication	Quiz 4 Chapter 4 MindTap Chapter 4 Job Skills: 4-1, 4-2, 4-3, 4-4, 4-5, 4-6, 4-7, 4-8, 4-9, 4-10, 4-11, 4-12, 4-13	9 a, c

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
January 31	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
February 1	Chapter 4	Chapter 4 Continued 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) 	Abbreviation Quiz 2 MindTap Chapter 4 Job Skills Chapter 4	9 a, c
February 5	Chapter 4	Chapter 4 LAB – Job Skills Continued <ul style="list-style-type: none"> • 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) 	MindTap Chapter 4 Job Skills Chapter 4 Read Chapter 5 Study for Chapter 5 Quiz	9 a, c
February 6	Chapter 5	Chapter 5: Receptionist and the Medical Office Environment Video – Fire Extinguisher	Chapter 5 Quiz MindTap Chapter 5 Job Skills for Chapter 5: 5-1, 5-2, 5-3, 5-4, 5-5, 5-6, 5-7, 5-8, 5-9	1,2,6 a, c

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
February 7	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 and 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 11 at 11:59 pm	1,2,6 a, c
February 8	Chapter 5	Chapter 5 Continued	Abbreviation Quiz 3 Study for Test 2 Chapters 4 & 5 MindTap Chapters 4&5 Due February 11 at 11:59 pm	1,2,6 a, c
February 12	Chapters 4 & 5	Test	Test 2 Chapters 4 and 5 Read Chapter 6 Study for Chapter 6 Quiz	1,2,6, 9 a, c
February 13	Chapter 6	Chapter 6: Telephone Procedures	Chapter 6 Quiz MindTap Chapter 6 Job Skills 6-1, 6-2, 6-3, 6-4	1,2,6 a, c
February 14	Chapter 6	Chapter 6 Continued 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) 	MindTap Chapter 6 Job Skills Chapter 6 Study for Abbreviation Quiz 4	1,6,9 a, c

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
February 15	Chapter 6	Chapter 6 Continued	Abbreviation Quiz 4 MindTap Chapter 6 Job Skills Chapter 6 Read Chapter 7 Study for Chapter 7 Quiz	1,6,9 a, c
February 19	Chapter 7	Chapter 7: Appointments	Chapter 7 Quiz MindTap Chapter 7 Job Skills 7-1, 7-2, 7-3, 7-4, 7-5, 7-6, 7-7	2,3 a, c
February 20	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	2,3 a, c
February 21	Chapter 7	Chapter 7 Continued	MindTap Chapter 7 Job Skills Chapter 7 Study for Abbreviation Quiz 5	2,3 a, c
February 22	Chapter 7	Chapter 7 Continued	Abbreviation Quiz 5 Study for Test 3 Chapters 6 & 7 MindTap Chapters 6 & 7 Due February 25 at 11:59 pm	2,3 a, c
February 26	Chapters 6 & 7	Test	Test 3 Chapters 6 & 7 Read Chapter 8 Study for Chapter 8 Quiz	1,2,3,6,9 a, c
February 27	Chapter 8	Chapter 8: Filing Procedures Alphabetization Rules Review	Chapter 8 Quiz MindTap Chapter 8 Job Skills Chapter 8: 8-1, 8-2, 8-3, 8-4	1,4,5 a, c

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
February 28	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 1	Chapter 8	Chapter 8 Continued MIDTERM	Alphabetization Practice Test MindTap Chapter 8 Job Skills Chapter 8 Study Alphabetization Rules	1,4,5 a, c
March 5	Chapter 8	Chapter 8 Continued	Alphabetization Test 1 MindTap Chapter 8 Job Skills Chapter 8 Chapter 8	9 a, c
March 6	Chapter 8	Chapter 8 Continued	Alphabetization Test 2 MindTap Chapter 8 Job Skills Chapter 8 Chapter 8	9 a, c
March 7	Chapter 8	Chapter 8 Continued	Alphabetization Test 3 MindTap Chapter 8 Job Skills Chapter 8 Read Chapter 9 Study for Chapter 9 Quiz	9 a, c
March 8	Chapter 9	Chapter 9: Medical Records	Chapter 9 Quiz MindTap Chapter 9 Job Skills Chapter 9: 9-1, 9-2, 9-3, 9-4, 9-6 Study for Abbreviation Quiz 6	1,4,5 a, c
March 12	Chapter 9	Chapter 9 Continued 60% point	Abbreviation Quiz 6 MindTap Chapter 9 Job Skills Chapter 9	1,4,5 a, c

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
March 13	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	1,4,5 a, c
March 14	Chapter 9	Chapter 9 Continued	MindTap Chapter 9 Job Skills Chapter 9	1,4,5 a, c
March 15		STAFF DEVELOPMENT – NO CLASS		
March 19	Chapter 9	Chapter 9 Continued 65% point – Last Day to Withdraw without academic penalty	MindTap Chapter 9 Job Skills Chapter 9 MindTap Chapters 8 & 9 Due March 21 at 11:59 pm	1,4,5 a, c
March 20	Chapter 9	Chapter 9 Continued	MindTap Chapter 9 Job Skills Chapter 9 Study for Abbreviation Quiz 7 MindTap Chapters 8 & 9 Due March 21 at 11:59 pm	1,4,5 a, c
March 21	Chapter 9	Chapter 9 Continued	Abbreviation Quiz 7 Study for Test 4 Chapters 8 & 9 MindTap Chapters 8 & 9 Due March 21 at 11:59 pm	1,4,5 a, c
March 22	Chapters 8 & 9	Test	Test 4 Chapters 8 & 9 Read Chapter 10 Study for Chapter 10 Quiz	1,4,5 a, c
March 26	Chapter 10	Chapter 10: Drug and Prescription Records	Chapter 10 Quiz Mind Tap Chapter 10 Job Skills Chapter 10: 10-1, 10-2, 10-3, 10-4, 10-5, 10-6, 10-7, 10-8	1,4,5 a, c
March 27	Chapter 10	Chapter 10 Continued	MindTap Chapter 10 Job Skills Chapter 10	1,4,5 a, c

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
March 28	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	1,4,5 a, c
March 29	Chapter 10	Chapter 10 Continued	MindTap Chapter 10 Job Skills Chapter 10 MindTap Chapter 10 Due April 9 at 11:59 pm	1,4,5 a, c
April 2-5		SPRING BREAK	MindTap Chapter 10 Due April 9 at 11:59 pm	
April 9	Chapter 10	Chapter 10 Continued	Study for Test 5 Chapter 10 MindTap Chapter 10 Due April 9 at 11:59 pm	1,4,5 a, c
April 10	Chapter 10	Test	Test 5 Chapter 10 Read Chapter 11 Study for Chapter 11 Quiz	1,4,5 a, c
April 11	Chapter 11	Chapter 11: Written Correspondence	Chapter 11 Quiz MindTap Chapter 11 Job Skills Chapter 11: 11-1, 11-2, 11-3, 11-4, 11-5, 11-6, 11-7, 11-8, 11-9, 11-10 Study Table 11-1 Commonly Misspelled Words A-C p. 344	1,7,9 a, c
April 12	Chapter 11	Chapter 11 Continued Spelling Test Table 11-1 A-C	MindTap Chapter 11 Job Skills Chapter 11 Study Table 11-1 Commonly Misspelled Words C-I p. 344	1,7,9 a, c

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
April 16	Chapter 11	Chapter 11 Continued Spelling Test Table 11-1 C-I 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 Study Table 11-1 Commonly Misspelled Words I-P p. 344	1,7,9 a, c
April 17	Chapter 11	Chapter 11 Continued Spelling Test Table 11-1 I-P	MindTap Chapter 11 Job Skills Chapter 11 Study Table 11-1 Commonly Misspelled Words P-R p. 344	1,7,9 a, c
April 18	Chapter 11	Chapter 11 Continued Spelling Test Table 11-1 P-R	MindTap Chapter 11 Job Skills Chapter 11 Study Table 11-1 Commonly Misspelled Words R-W p. 344	1,7,9 a, c
April 19	Chapter 11	Chapter 11 Continued Spelling Test Table 11-1 R-W	MindTap Chapter 11 Job Skills Chapter 11 Read Chapter 12 Study for Chapter 12 Quiz	1,7,9 a, c
April 23	Chapter 12	Chapter 12: Processing Mail and Electronic Correspondence	Chapter 12 Quiz MindTap Chapter 12 Job Skills Chapter 12: 12-1, 12-2, 12-3, 12-4, 12-5, 12-6, 12-7, 12-8, 12-9	1,6,8 a, c
April 24	Chapter 12	Chapter 12 Continued	MindTap Chapter 12 Job Skills Chapter 12	1,6,8 a, c

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
April 25	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 30 at 11:59 pm	1,6,8 a, c
April 26	Chapter 12	Chapter 12 Continued	MindTap Chapter 12 Job Skills Chapter 12 MindTap Chapter 11 & 12 Due April 30 at 11:59 pm	1,6,8 a, c
April 30	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 30 at 11:59 pm	1,6,8 a, c
May 1	Chapters 11&12	Test	Test 6 Chapters 11 & 12 MindTap due	1,6,8 a, c
May 2 & 3		Final Exam		1, 2, 3, 4, 5, 6, 7, 8, 9, a, c

COMPETENCY AREAS:

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.