



TENTATIVE—SUBJECT TO CHANGE

**MAST 1110 ADMINISTRATIVE PRACTICE MANAGEMENT
HYBRID COURSE SYLLABUS
Spring Semester 2021 (202114)**

COURSE INFORMATION

Credit Hours/Minutes:3/4500

Campus/Class Location: Vidalia Campus, Gillis Building Room 735

Class Meets: 40% Hybrid / 60% F2F on Tuesday 10:35 a.m. – 12:50 p.m.

Course Reference Number (CRN): 40319

Preferred Method of Contact: Email

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

This course is taught in a hybrid format. Hybrid classes require students to complete a portion of the required contact hours traditionally by attending classes on campus while completing the remaining portion online at the student's convenience with respect to the instructor's requirements.

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 \(https://catalog.southeasterntech.edu/college-catalog/downloads/current.pdf\)](https://catalog.southeasterntech.edu/college-catalog/downloads/current.pdf).

REQUIRED TEXT

Administrative Medical Assisting 8th edition Linda L. French, Cengage

Cengage Unlimited

MindTap Access

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

Note: Although students can use their smart phones and tablets to access their online course(s), exams, discussions, assignments, and other graded activities should be performed on a personal computer. Neither Blackboard nor Georgia Virtual Technical Connection (GVTC) provide technical support for issues relating to the use of a smart phone or tablet so students are advised to not rely on these devices to take an online course.

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

COURSE DESCRIPTION

Emphasizes essential skills required for the 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)

MAST 1080, MAST 1120, MAST 1100

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.

COVID-19 MASK REQUIREMENT

Masks or face coverings must be worn at all times while on the campus of Southeastern Technical College. This measure is being implemented to reduce COVID-19 related health risks for everyone engaged in the educational process. Masks or face coverings must be worn over the nose and mouth, in accordance with the Centers for Disease Control and Prevention (CDC). A student's refusal to wear a mask or face covering will be considered a classroom disruption and the student may be asked to leave campus and/or receive further discipline.

COVID-19 SIGNS AND SYMPTOMS

We encourage individuals to monitor for the signs and symptoms of COVID-19 prior to coming on campus.

If you have experienced the symptoms listed below or have a body temperature 100.4°F or higher, we encourage you to self-quarantine at home and contact a primary care physician's office, local urgent care facility, or health department for further direction. Please notify your instructor(s) by email and do not come on campus for any reason.

COVID-19 Key Symptoms
Fever or felt feverish
Cough: new or worsening, not attributed to another health condition
Shortness of breath, not attributed to another health condition
New loss of taste or smell
Chills; Repeated shaking with chills
Sore throat, not attributed to another health condition
Muscle pain, not attributed to another health condition or exercise
Headache, not attributed to another health condition
Diarrhea (unless due to known cause)
In the past 14 days, if you:
Have had close contact with or are caring for an individual diagnosed with COVID-19 at home (not in healthcare setting), please do not come on campus and contact your instructor (s).

COVID-19 SELF-REPORTING REQUIREMENT

Students, who test positive for COVID-19 or who have been exposed to a COVID-19 positive person, are required to self-report using the [COVID 19 Health Reporting Form](#). Report all positive cases of COVID-19 to your instructor and [Stephannie Waters](#), Exposure Control Coordinator, swaters@southeasterntech.edu, 912-538-3195.

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 0. 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 are responsible for determining whether missed work may be made up and the content and dates for makeup work is at the discretion of the instructor.

Students will not be withdrawn by an instructor for attendance; however, all instructors will keep records of graded assignments and student participation in course activities. 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.

STUDENTS WITH DISABILITIES

Students with disabilities who believe that they may need accommodations in this class based on the impact of a disability are encouraged to contact the appropriate campus coordinator to request services.

Swainsboro Campus: [Macy Gay \(mgay@southeasterntech.edu\)](mailto:mgay@southeasterntech.edu), 478-289-2274, Building 1, Room 1210.

Vidalia Campus: [Helen Thomas \(hthomas@southeasterntech.edu\)](mailto:hthomas@southeasterntech.edu), 912-538-3126, Building A, Room 165.

SPECIFIC ABSENCES

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

PREGNANCY

Southeastern Technical College does not discriminate on the basis of pregnancy. However, we can offer accommodations to students who are pregnant that need special consideration to successfully complete the course. If you think you will need accommodations due to pregnancy, please make arrangements with the appropriate campus coordinator.

Swainsboro Campus: [Macy Gay \(mgay@southeasterntech.edu\)](mailto:mgay@southeasterntech.edu), 478-289-2274, Building 1, Room 1210.

Vidalia Campus: [Helen Thomas \(hthomas@southeasterntech.edu\)](mailto:hthomas@southeasterntech.edu), 912-538-3126, Building A, Room 165.

It is strongly encouraged that requests for consideration be made **PRIOR** to delivery and early enough in the pregnancy to ensure that all the required documentation is secured before the absence occurs. Requests made after delivery MAY NOT be accommodated. The coordinator will contact your instructor to discuss accommodations when all required documentation has been received. The instructor will then discuss a plan with you to make up missed assignments.

WITHDRAWAL PROCEDURE

Students wishing to officially withdraw from a course(s) or all courses after the drop/add period and prior to the 65% point of the term in which student is enrolled (date will be posted on the school calendar) must speak with a Career Counselor in Student Affairs and complete a Student Withdrawal Form. A grade of "W"

(Withdrawn) is assigned for the course(s) when the student completes the withdrawal form.

Important – Student-initiated withdrawals are not allowed after the 65% point. After the 65% point of the term in which the student is enrolled, the student has earned the right to a letter grade and will receive a grade for the course. Please note: Abandoning a course(s) instead of following official withdrawal procedures may result in a grade of “F” (Failing 0-59) being assigned.

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

There is no refund for partial reduction of hours. Withdrawals may affect students’ eligibility for financial aid for the current semester and in the future, so a student must also speak with a representative of the Financial Aid Office to determine any financial penalties that may be assessed due to the withdrawal. A grade of “W” will count in attempted hour calculations for the purpose of Financial Aid.

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

All assignments in this course are available via Blackboard and Cengage MindTap. You will have approximately 1 (one) week to complete assignments. The only time you might need to make up an assignment is if you have computer issues. In this case you need to make sure you email your instructor immediately and let her know what the issue is so that she can make arrangements for you to make it up. Only 1 (one) test may reset per course per student. The main thing is to communicate with your instructor, she cannot help you if you do not let her know you are having a problem.

ACADEMIC DISHONESTY POLICY

The Southeastern Technical College Academic Dishonesty Policy states that all forms of academic dishonesty, including but not limited to cheating on tests, plagiarism, collusion, and falsification of information, will call for discipline. The policy can also be found in the Southeastern Technical College Catalog and Handbook.

PROCEDURE FOR ACADEMIC MISCONDUCT

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

1. First Offense

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

2. Second Offense

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

3. Third Offense

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

STATEMENT OF NON-DISCRIMINATION

The Technical College System of Georgia (TCSG) and its constituent Technical Colleges do not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, political affiliation or belief, genetic information, disabled veteran, veteran of the Vietnam Era, spouse of military member, or

citizenship status (except in those special circumstances permitted or mandated by law). This nondiscrimination policy encompasses the operation of all technical college-administered programs, federally financed programs, educational programs and activities involving admissions, scholarships and loans, student life, and athletics. It also applies to the recruitment and employment of personnel and contracting for goods and services.

All work and campus environments shall be free from unlawful forms of discrimination, harassment and retaliation as outlined under Title IX of the Educational Amendments of 1972, Title VI and Title VII of the Civil Rights Act of 1964, as amended, the Age Discrimination in Employment Act of 1967, as amended, Executive Order 11246, as amended, the Vietnam Era Veterans Readjustment Act of 1974, as amended, Section 504 of the Rehabilitation Act of 1973, as amended, the Americans With Disabilities Act of 1990, as amended, the Equal Pay Act, Lilly Ledbetter Fair Pay Act of 2009, the Georgia Fair Employment Act of 1978, as amended, the Immigration Reform and Control Act of 1986, the Genetic Information Nondiscrimination Act of 2008, the Workforce Investment Act of 1998 and other related mandates under TCSG Policy, federal or state statutes.

The Technical College System and Technical Colleges shall promote the realization of equal opportunity through a positive continuing program of specific practices designed to ensure the full realization of equal opportunity.

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

<p>American With Disabilities Act (ADA)/Section 504 - Equity- Title IX (Students) – Office of Civil Rights (OCR) Compliance Officer</p>	<p>Title VI - Title IX (Employees) – Equal Employment Opportunity Commission (EEOC) Officer</p>
<p>Helen Thomas, Special Needs Specialist Vidalia Campus 3001 East 1st Street, Vidalia Office 165 Phone: 912-538-3126 Email: Helen Thomas hthomas@southeasterntech.edu</p>	<p>Lanie Jonas, Director of Human Resources Vidalia Campus 3001 East 1st Street, Vidalia Office 138B Phone: 912-538-3230 Email: Lanie Jonas ljonas@southeasterntech.edu</p>

ACCESSIBILITY STATEMENT

Southeastern Technical College is committed to making course content accessible to individuals to comply with the requirements of Section 508 of the Rehabilitation Act of Americans with Disabilities Act (ADA). If you find a problem that prevents access, please contact the course instructor.

GRIEVANCE PROCEDURES

Grievance procedures can be found in the Catalog and Handbook located on Southeastern Technical College’s website.

ACCESS TO TECHNOLOGY

Students can now access Blackboard, Remote Lab Access, Student Email, Library Databases (Galileo), and BannerWeb via the mySTC portal or by clicking the Current Students link on the [Southeastern Technical College \(STC\) 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	55%
Quizzes	5%
Spelling Tests	5%
EhrGo	5%
MindTap	5%
Discussion Boards	5%
Proctored Event: 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

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

Cognitive (Knowledge Base)	Psychomotor (Skills)	Affective (Behavior)
transaction c. Credit card balance d. Third party 5. Identify types of information contained in the patient's billing record. 6. Explain patient financial obligations for services rendered.		

MAST 1110 Administrative Practice Management Spring Semester 2021 Lesson Plan

Weeks will begin on Thursday and end on Wednesday of the following week. Graded assignments are available during the designated week for you to complete by the due dates are in **bold and are highlighted**. All assignments for each week will be due on each WEDNESDAY by 11:59 p.m. for this course. DO NOT wait until the last hour to begin completing your work. Technology issues will not be addressed if you wait to begin the assignments. Please make every attempt to complete your work during normal working hours to prevent delays in responses to your potential technology issues.

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
01/12		SEMESTER BEGINS First day of class: Introduction to course, syllabi, etc.	Read Chapter 13 Study for Quiz 1	
Week 1 01/14 to 01/20	Chapter 13	The Revenue Cycle: Fees, Credit, and Collection Bolded and highlighted assignments available 01/14/20 at 8:00 a.m. to 01/20/20 at 11:59 p.m.	Quiz 1 – Chapter 13 MindTap Chapter 13 Test 1 Chapter 13 Job Skills Chapter 13 Procedure 13-1, 13-2, 13-3, 13-4, 13-5, 13-6	1 a, b, c
In Class 01/19	Chapter 13	Chapter 13 Continued LAB – Job Skills <ul style="list-style-type: none"> • Use a physician’s fee schedule to determine correct fees (13-1) • Complete cash receipts (13-2) • Interpret an explanation of benefits form (13-3) • Role-play collection scenarios (13-4) • Compose a collection letter and prepare an envelope (13-5) • Complete a financial agreement (13-6) 	Read Chapter 14 Study for Quiz 2 Chapter 14 Job Skills Chapter 13 submitted via MindTap by 01/20 at 11:59 p.m.	1 a, b, c
Week 2 01/21 to 01/27	Chapter 14	Banking Bolded and highlighted assignments available 01/21/20 at 8:00 a.m. to 01/27/20 at 11:59 p.m.	Quiz 2 – Chapter 14 MindTap Chapter 14 Test 2 Chapter 14 Job Skills Chapter 14 Procedure 14-1, 14-2, 14-3, 14-4, 14-5	1 a, b, c
In Class 01/26	Chapter 14	Chapter 14 Continued LAB – Job Skills <ul style="list-style-type: none"> • Prepare a bank deposit (14-1) • Write checks (14-2) • Endorse a check (14-3) • Inspect a check (14-4) • Reconcile a bank statement (14-5) 	Read Chapter 15 Study for Quiz 3 Chapter 15 Job Skills Chapter 14 submitted via MindTap by 01/27 at 11:59 p.m.	1 a, b, c

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
Week 3 01/28 to 02/03	Chapter 15	Bookkeeping Bolded and highlighted assignments available 01/28/21 at 8:00 a.m. to 02/03/21 at 11:59 p.m.	Quiz 3 Chapter 15 Job Skills Chapter 15 Procedure 15-1, 15-2, 15-3, 15-4, 15-5, 15-6	1 a, b, c
In Class 02/02		Chapter 15 LAB – Job Skills <ul style="list-style-type: none"> • Post entries to ledger cards and calculate balances (15-1) • Prepare ledger cards (15-2) • Bookkeeping Day 1-Post to patient ledger cards and prepare cash receipts (15-3) • Bookkeeping Day 1 – Prepare the daily journal (15-4) • Bookkeeping Day 1 – Post Charges, payments, and adjustments using a daily journal; prepare cash receipts and the bank deposit (15-5) • Bookkeeping Day 1 – Balance the day sheet (15-6) 	Job Skills Chapter 15-1, 15-2, 15-3, 15-4, 15-5, 15-6 submitted via MindTap by 02/03 at 11:59 p.m.	1 a, b, c
Week 4 02/04 to 02/10	Chapter 15	Bookkeeping Continued Bolded and highlighted assignments available 02/04/21 at 8:00 a.m. to 02/10/21 at 11:59 p.m.	MindTap Chapter 15 Test 3 Chapter 15 Job Skills Chapter 15 Procedure 15-7, 15-8, 15-9, 15-10, 15-11, 15- 12, 15-13	
In Class 02/09		Chapter 15 LAB – Job Skills <ul style="list-style-type: none"> • Bookkeeping Day 2 – Prepare the daily journal (15-7) • Bookkeeping Day 2 – Post Charges, payments, and adjustments using a daily journal; prepare cash receipts and the bank deposit (15-8) • Bookkeeping Day 2 – Balance the day sheet (15-9) • Bookkeeping Day 3 – Prepare the daily journal (15-10) • 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) • Bookkeeping Day 3 – Balance the day sheet (15-12) • Set up the day sheet for a new month (15-13) – This CANNOT be completed UNTIL all other job skills are done 	Read Chapter 18 Study for Quiz 4 Chapter 18 Job Skills Chapter 15-7, 15-8, 15-9, 15-10, 15-11, 15-12, 15-13 submitted via MindTap by 02/10 at 11:59 p.m.	

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
Week 5 02/11 to 02/17	Chapter 18	Health Insurance Systems and Claim Submission Bolded and highlighted assignments available 02/11/21 at 8:00 a.m. to 02/17/21 at 11:59 p.m.	Quiz 4 Chapter 18 MindTap Chapter 18 Test 4 Chapter 18 Job Skills Chapter 18 Procedure 18-1, 18-2, 18-3	1 a, b, c
In Class 02/16	Chapter 18	Chapter 18 continued LAB – Job Skills <ul style="list-style-type: none"> • Complete a managed care authorization form (18-1) • Complete a health insurance claim form for a commercial case (18-2) • Complete a health insurance claim form for a Medicare case (18-3) • Complete a health insurance claim form for a TRICARE case (18-4) 	Read Chapter 19 Study for Quiz 5 Chapter 19 Job Skills Chapter 18 submitted via MindTap by 02/17 at 11:59 p.m.	1 a, b, c
Week 6 02/18 to 02/24	Chapter 19	Office Managerial Responsibilities Videos – 10, 12, 13, 14, 15, 16, 17 Bolded and highlighted assignments available 02/18/21 at 8:00 a.m. to 02/24/21 at 11:59 p.m.	Quiz 5 – Chapter 19 Job Skills Chapter 19 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
In Class 02/23	Chapter 19	Chapter 19 Continued LAB – Job Skills <ul style="list-style-type: none"> • Document patient complaints and determine actions to resolve problems (19-1) • Write an agenda for an office meeting (19-2) • Prepare material for an office procedures manual (19-3) • Perform inventory control and keep an equipment maintenance log (19-4) 	Job Skills Chapter 19-1, 19-2, 19-3, 19-4 submitted via MindTap by 02/24 at 11:59 p.m.	1 a, b, c
Week 7 02/25 to 03/03	Chapter 19	Office Managerial Responsibilities Continued Bolded and highlighted assignments available 02/25/21 at 8:00 a.m. to 03/03/21 at 11:59 p.m.	MindTap Chapter 19 Test 5 Chapter 19 Job Skills Chapter 19	1 a, b, c

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
In Class 03/02	Chapter 19	Office Managerial Responsibilities LAB – Job Skills <ul style="list-style-type: none"> Abstract data from a catalogue and key an order form (19-5) Complete an order form for office supplies (19-6) Perform mathematic calculations of an office manager (19-7) Prepare two order forms (19-8) Prepare a travel expense report (19-9) 	Read Chapter 20 Study for Quiz 6 Chapter 20 Job Skills Chapter 19-5, 19-6, 19-7, 19-8, 19-9 submitted via MindTap by 02/24 at 11:59 p.m.	1 a, b, c
Week 8 03/04 to 03/10	Chapter 20	Financial Management of the Medical Practice Bolded and highlighted assignments available 03/04/21 at 8:00 a.m. to 03/10/21 at 11:59 p.m.	Quiz 6 – Chapter 20 MindTap Chapter 20 Test 6 Chapter 20 Job Skills Chapter 20 Procedure 20-1, 20-2, 20-3, 20-4, 20-5, 20-6, 20-7, 20-8, 20-9, 20-10	1 a, c
In Class 03/09	Chapter 20	Financial Management of the Medical Practice LAB – Job Skills <ul style="list-style-type: none"> Perform accounts payable functions: write checks and record disbursements (20-1) Pay bills and record expenditures (20-2) Replenish and balance the petty cash fund (20-3) Balance the check register (20-4) Reconcile a bank statement (20-5) Prepare payroll (20-6) Complete a payroll register (20-7) Complete an employee earning record (20-8) Complete an employee's with holding allowance certificate (20-9) Complete an employee benefit form (20-10) 	Job Skills Chapter 20 submitted via MindTap by 03/10 at 11:59 p.m.	1 a, c
Week 9 03/11 to 03/17	EHRGo	<u>EHRGo Exercises</u> EHR Orientation Tools and Resources in EHRGo EHR Documentation Standards The Power of EHR Evidence Based Practice (VTE) Introduction to Privacy and Security Introductory Evaluation Introduction to Chart Deficiencies (AS) Bolded and highlighted assignments available 03/11/21 at 8:00 am to 03/17/21 at 11:59 pm	Discussion Board 1 Study for Spelling Test 1 Table 11-1 A-C page 344 EHRGo Exercises	1 a, c

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
In Class 03/16	EHRGo	Spelling Test 1 Spelling Test Table 11-1 A-C – page 344 (French) EHRGo Exercises	EHRGo Exercises submitted via Blackboard on 03/17/20 at 11:59 p.m.	1 a, c
Week 10 03/18 to 03/24	EHRGo	<u>EHRGo Exercises</u> Evidence Based Practice Clinical Audit T2DM Health Information Terminology (AS) Release of Information (AS) Retrieval of Data (AS) Insurance Card Review A Insurance Card Review B Insurance Card Review C Insurance Card Review D Insurance Card Review E New Patient Registration A Editing Patient information Bolded and highlighted assignments available 03/18/21 at 8:00 a.m. to 03/24/21 at 11:59 p.m.	Discussion Board 2 Study for Spelling Test 2 Table 11-1 C-I page 344 EHRGo Exercises	1 a, b, c
In Class 03/23	EHRGo	Spelling Test 2 Spelling Test Table 11-1 C-I – page 344 (French) EHRGo Exercises	EHRGo Exercises submitted via Blackboard on 03/24/20 at 11:59 p.m.	1 a, b, c
Week 11 03/25 to 03/31	EHRGo	<u>EHRGo Exercises</u> New Patient Registration and Scheduling New Patient Registration, Exam and Billing A New Patient Registration, Exam and Billing B Checking in a Patient A Registering a Patient and Adding Orders Scheduling a Follow-up Appointment A Scheduling Provider Calendar Blocks Rescheduling an Appointment A Missed appointment Appointment Reminder Bolded and highlighted assignments available 03/25/21 at 8:00 am to 3/31/21 at 11:59 pm	Discussion Board 3 Study for Spelling Test 3 Table 11-11 I-P page 344 EHRGo Exercises	1 a, b, c
In Class 03/30	EHRGo	Spelling Test 3 Spelling Test Table 11-1 I-P – page 344 (French) EHRGo Exercises	EHRGo Exercises submitted via Blackboard on 03/31/20 at 11:59 p.m.	1 a, b, c

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
Week 12 04/01 to 04/07	EHRGo	<u>EHRGo Exercises</u> Patient Results Letter Patient Pre-Op Letter Patient Referral Letter Patient Termination Letter Collections Letter Bolded and highlighted assignments available 04/01/21 at 8:00 a.m. to 04/07/21 at 11:59 p.m.	Discussion Board 4 Study for Spelling Test 4 Table 11-1 P-R page 344 EHRGo Exercises	1 a, b, c
04/05 to 04/06		SPRING BREAK	EHRGo Exercises submitted via Blackboard on 04/07/20 at 11:59 p.m.	
Week 13 04/08 to 04/14	EHRGo	<u>EHRGo Exercises</u> Adding Orders Medical Math Growth Milestones and Documenting in the EHR Vital Signs, Pain and Measurements Pediatric Immunizations Updating Health Information Creating a Claim Coding an Outpatient Claim Posting Payments and Adjustments Outpatient Encounter Bolded and highlighted assignments available 04/08/21 at 8:00 a.m. to 04/14/21 at 11:59 p.m.	Discussion Board 5 Study for Spelling Test 4 (Table 11-1 P-R page 344) EHRGo Exercises	1 a, b, c
In Class 04/13	EHRGo	Spelling Test 4 Spelling Test Table 11-1 P-R – page 344 (French) EHRGo Exercises	EHRGo Exercises submitted via Blackboard on 04/14/20 at 11:59 p.m.	1 a, b, c
Week 14 04/15 to 04/21	EHRGo	<u>EHRGo Exercises</u> Cumulative Office Encounter A Cumulative Office Encounter B EHR Practice for registration, insurance, scheduling, claims, and ledger practice Query – Basic Orientation Query – Advanced Orientation	EHRGo Exercises Study for Spelling Test 5 (Table 11-1 R-W page 344)	1, 2 a, b, c
In Class 04/20	EHRGo	Spelling Test 5 Spelling Test Table 11-1 R-W – page 344 (French) EHRGo Exercises	EHRGo Exercises submitted via Blackboard on 04/21/20 at 11:59 p.m.	1, 2 a, b, c

Date/ Week	Chapter/ Lesson	Content	Assignments & Tests Due Dates	Competency Area
Week 15 04/22 to 04/28	EHRGo	<u>EHRGo Exercises</u> Query – Readmission Analysis Query – Pneumonia Outcomes Query – Adverse Drug Events Query – Local Mortality Data Query – Colorectal Screen Query – Influenza Vaccine Query – Childhood Immunization Query – Smoking Cessation Query – Hospital Acquired Conditions Query – Culture and Susceptibility Data Query – Average Length of Stay All EHRGo Exercises Due 04/28 at 11:59 p.m.	EHRGo Exercises submitted via Blackboard on 04/28/20 at 11:59 p.m.	1, 2 a, b, c
In Class 04/27	EHRGo	EHRGo Exercises	EHRGo	1, 2 a, b, c
FINAL 04/29 TO 05/03	FINAL EXAM	Bolded and highlighted assignments available 04/29/21 at 8:00 a.m. to 05/03/21 at 11:59 p.m.	FINAL EXAM	1, 2 a, b, c

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.

Rubric Detail

Criteria	Levels of Achievement		
	Novice	Competent	Proficient
Posts Weight 25.00%	0.00 % No post from student.	50.00 % One post from student	100.00 % Well thought out post from student.
Replies Weight 25.00%	0.00 % does not reply to any student posts	50.00 % replies to other students post without original post Reply to at least one student post	100.00 % replies to at least 3 student posts
Length Weight 25.00%	0.00 % original post less than 20 words Replies less than 10 words	50.00 % original post at least 25 words Replies at least 10 words	100.00 % Original post at least 50 words Replies at least 25 words
Grammar/Spelling Weight 25.00%	0.00 % Several grammatical errors and misspellings. Difficult to read or comprehend.	50.00 % few grammatical and spelling errors	100.00 % grammatical and spelling errors do not exist