



## TENTATIVE—SUBJECT TO CHANGE

### MAST 1060 Medical Office Procedures COURSE SYLLABUS Online Summer Semester 202016

#### COURSE INFORMATION

Credit Hours/Minutes: 4/3750

Campus/Class Location: Georgia Virtual Technical Connection (GVTC)/Blackboard

Class Meets: Via Internet for 9 weeks

Course Reference Number (CRN): 60113

Preferred Method of Contact: 478-289-2243 or [Kimberly Brown](mailto:kbrown@southeasternteChapteredu) ([kbrown@southeasternteChapteredu](mailto:kbrown@southeasternteChapteredu))

#### INSTRUCTOR CONTACT INFORMATION

Instructor Name: Kimberly Brown, BSHS, CMA (AAMA)

Email Address: [Kimberly Brown](mailto:kbrown@southeasternteChapteredu) ([kbrown@southeasternteChapteredu](mailto:kbrown@southeasternteChapteredu))

Campus/Office Location: Swainsboro Campus Room 8168

Office Hours: Available by email only

Phone: (478) 289-2243

Fax Number: (478) 289-2336

Tutoring Hours (if applicable): By appointment only

#### SOUTHEASTERN TECHNICAL COLLEGE (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.southeasternteChapteredu/student-affairs/catalog-handbook.php) (<http://www.southeasternteChapteredu/student-affairs/catalog-handbook.php>).

#### REQUIRED TEXT

Administrative Medical Assisting 8<sup>th</sup> edition-French

Cengage Publishing

MindTap Access

Cengage Unlimited

International Standard Book Number (ISBN): 978-1-305-11086-1

#### REQUIRED SUPPLIES & SOFTWARE

Computer and internet access

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. 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, 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)
- 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 (ONLINE)**

Students are expected to complete all work required by the instructor and to attend the required proctored campus exam. Students will have at least one week to complete tests and assignments. All tests and assignments are due at midnight on Thursday of each week. Assignments must be keyed in Microsoft Word, saved, uploaded, and attached for grading in Blackboard.

Students are expected to prove weekly academic engagement by meeting assignment deadlines each week and spending a minimum of 75 hours during the semester doing the required homework, quizzes, and tests. Students are expected to communicate frequently through college email and discussion boards. College email is accessed at <https://portal.office.com>, under Quick links on our webpage, or in the menu of your Blackboard course.

**NOTE:** Students are **required** to fully complete Job Skills assigned for each chapter to receive credit for the

course. These job skills are mandatory and required to complete the course, and if they are not completed, students may receive an “F” for the course. Job skills will be due the same day as the chapter tests and should be uploaded via MindTap along with completed forms and work product as attachments. Make sure your name and date are included on the job skill sheet for each assignment. Keep up with the job skills for each chapter and do not get behind on completing them. Job skills are included in the grade for completion of MindTap. If you have questions regarding job skills, please email your instructor at [Kimberly Brown \(kbrown@southeasternteChapteredu\)](mailto:Kimberly.Brown@southeasternteChapteredu).

### **ONLINE ATTENDANCE**

It is the student’s responsibility to be academically engaged each week doing course related 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” (Failing 0-59) in a course.

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. Students will be expected to complete all work required by the instructor as described in the individual course syllabus.

Students will have at least one week to complete tests and assignments. All tests and assignments are due at 11:59 p.m. on Wednesday of each week. Exceptions to the due dates of assignments due to jury duty, military duty, court duty, or required job training will be made at the discretion of the instructor.

### **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, \(mgay@southeasternteChapteredu\)](mailto:Macy.Gay@southeasternteChapteredu), 478-289-2274, Building 1, Room 1210.  
**Vidalia Campus:** [Helen Thomas, \(hthomas@southeasternteChapteredu\)](mailto:Helen.Thomas@southeasternteChapteredu), 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, \(mgay@southeasternteChapteredu\)](mailto:Macy.Gay@southeasternteChapteredu), 478-289-2274, Building 1, Room 1210.  
**Vidalia Campus:** [Helen Thomas, \(hthomas@southeasternteChapteredu\)](mailto:Helen.Thomas@southeasternteChapteredu), 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.

Students who are dropped from courses due to attendance after drop/add until the 65% point of the semester will receive a “W” for the course.

Important – Student-initiated withdrawals are not allowed after the 65% point. Only instructors can drop students after the 65% point for violating the attendance procedure of the course. Students who are dropped from courses due to attendance after the 65% point will receive either a “WP” (Withdrawn Passing) or “WF” (Withdrawn Failing) for the semester.

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.

## PROCTORED EVENT

**Due to the uncertainties of COVID-19, this event will not be proctored for Summer Semester 202016. Students will complete the event, but will not be required to come on campus to do it.**

The event may be a major exam, assignment, or presentation, etc. that will count a minimum of 20% of the course grade. Students who do not complete the event as scheduled must submit a valid documented excuse within three business days after the scheduled event. If the excuse is approved by the instructor of the course, students must make arrangements with the instructor to make up/reschedule the missed event. The penalty and make up instructions will be at the instructor’s discretion. Events will be given after the 65% point of the semester. **Students who do not complete the event on the scheduled date and do not present a valid documented excuse within three business days of the scheduled event will be withdrawn from the course with a “WF” (Withdrawn Failing). If the event is scheduled during final exams, any student who misses the event will be issued an “F” (Failing) for the course.**

## WORK ETHICS

The Technical College System of Georgia instructs and evaluates students on work ethics in all programs of study. Ten work ethics traits have been identified and defined as essential for student success: appearance, attendance, attitude, character, communication, cooperation, organizational skills, productivity, respect, and teamwork. Students will be required to take a work ethics exam as marked in the lesson plan. A grade of 70 or better is required to complete the work ethics requirements for this class.

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

This is an online course. No make-up tests, quizzes, or assignments will be allowed. You have ample time to complete the assignments. Test resets due to technical issues will be issued on a case-by-case basis. Make sure you use Firefox or Chrome to take your tests on a desktop or laptop computer. Do not attempt to complete assignments on your phone or pad. If you need assistance with computer issues, please contact your instructor immediately via email.

## **ACADEMIC DISHONESTY POLICY**

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

## **PROCEDURE FOR ACADEMIC MISCONDUCT**

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

### **1. First Offense**

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

### **2. Second Offense**

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

### **3. Third Offense**

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

## **STATEMENT OF NON-DISCRIMINATION**

The Technical College System of Georgia (TCSG) and its constituent Technical Colleges do not discriminate on the basis of race, color, creed, national or ethnic origin, gender, religion, disability, age, political affiliation or belief, genetic information, disabled veteran, veteran of the Vietnam Era, spouse of military member, or citizenship status (except in those special circumstances permitted or mandated by law). This nondiscrimination policy encompasses the operation of all technical college-administered programs, federally financed programs, educational programs and activities involving admissions, scholarships and loans, student life, and athletics. It also applies to the recruitment and employment of personnel and contracting for goods and services.

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

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

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

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

### **ACCESSIBILITY STATEMENT**

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

### **GRIEVANCE PROCEDURES**

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

### **ACCESS TO TECHNOLOGY**

Students can now access Blackboard, Remote Lab Access, Student Email, Library Databases (Galileo), and BannerWeb via the mySTC portal or by clicking the Current Students link on the [Southeastern Technical College Website \(www.southeasternteChapteredu\)](http://www.southeasternteChapteredu).

### **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**

<b>Assessment/Assignment</b>	<b>Percentage</b>
Tests	40%
Quizzes	10%
MindTap	5%
EHRGo	5%
Discussion Boards	5%
Proctored Project	20%
Final Exam	15%

### **GRADING SCALE**

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



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

2015 Curriculum Requirements

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

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

# MAST 1060 Medical Office Procedures

## Summer Semester 2020 Lesson Plan

Date/Week	Chapter/Lesson	Content	Assignments & Tests Due Dates	Competency Area
5/26/2020		First Day of Class; Introduction to Course, Syllabus, etc.		
<b>Week 1</b> 5/26-5/28	Chapter 1	<b>Chapter 1: A Career as a Medical Assistant</b>  <b>Job Skills for Chapter 1</b> 1-1: Interpret and accurately spell medical terms and abbreviations 1-2: Use the Internet to look up key terms and her pronunciations 1-3: Prioritize a task list to practice time management skills 1-4: Use the Internet to obtain information on certification or registration 1-5: Use the Internet to test your knowledge of anatomy and physiology or medical terminology 1-6: Develop a medical practice survey	<b>Quiz 1 Chapter 1</b> Available 5/27 at 8:00 am until 5/28 at 11:59 p.m.  <b>Job Skills</b> for Chapter 1 due 6/4 at 11:59 p.m.  <b>MindTap</b> exercises will be due 6/4 at 11:59 p.m.  <b>Discussion Board 1</b> will be available 5/26 at 8:00 a.m. until 5/27 at 11:59 p.m.  <b>Read</b> Chapters 2 and 3 and prepare for quizzes  Study for Test 1 Chapter 1-3	1,2,3,9 a,c

Date/Week	Chapter/Lesson	Content	Assignments & Tests Due Dates	Competency Area
<p><b>Week 2</b> 6/1-6/4</p>	<p>Chapter 2 Chapter 3</p>	<p><b>Chapter 2: The Health Care Environment: Past, Present, and Future</b></p> <p><b>Job Skills for Chapter 2</b>  2-1: Use the Internet to research and write an essay about a medical pioneer  2-2: Direct patients to specific hospital departments  2-3: Refer patients to the correct physician specialist  2-4: Define abbreviations for health care professionals  2-5: Determine basic skills needed by the administrative medical assistant</p> <p><b>Chapter 3: Medicolegal and Ethical Responsibilities</b></p> <p><b>Job Skills for Chapter 3</b>  3-1: List personal ethics and set professional ethical goals  3-2: Complete an authorization form to release medical records  3-3: Download state-specific scope of practice laws and determine parameters for a medical assistant  3-4: Compose a letter of withdrawal  3-5: View a MedWatch online form and learn submitting requirements  3-6: Print the Patient Care Partnership online brochure and apply it to the medical office setting  3-7: Download and compare state-specific advance directives</p> <p><b>EHRGo</b>  <u>Chapter 3</u>  EHR Orientation  Tools and Resources in EHR Go  EHR Documentation Standards  The Power of the EHR  Introduction to Privacy and Security</p>	<p><b>Quiz 2 Chapter 2</b>  Available 6/1 at 8:00 a.m. until 6/2 until 11:59 p.m.</p> <p><b>Quiz 3 Chapter 3</b>  available 6/2 at 8:00 a.m. until 6/3 at 11:59 p.m.</p> <p><b>Test 1 Chapters 1-3 available 6/3 at 8:00 a.m. until 6/4 at 11:59 p.m.</b></p> <p><b>MindTap</b> for Chapters 1-3 due on 6/4 at 11:59 p.m.</p> <p><b>Job Skills</b> for Chapters 1-3 due on 6/4 at 11:59 p.m.</p> <p><b>EHRGO</b> for Chapter 3 Due 6/4 at 11:59 p.m.</p> <p><b>Discussion Board 2</b> will be available 6/1 at 8:00 a.m. until 6/2 at 11:59 p.m.</p> <p>Begin reading Chapters 4 and 5 and prepare for quizzes</p>	<p>1,2,3,9 a,c</p>

Date/Week	Chapter/Lesson	Content	Assignments & Tests Due Dates	Competency Area
<p><b>Week 3</b> 6/8-6/11</p>	<p>Chapter 4</p>	<p><b>Chapter 4: The Art of Communication</b></p> <p><b>Job Skills for Chapter 4</b></p> <p>4-1: Demonstrate body language</p> <p>4-2: Use the Internet to research active listening skills and write a report</p> <p>4-3: Communicate with a child via role-playing</p> <p>4-4: Communicate with an older adult via role-playing</p> <p>4-5: Name unique qualities of other cultures</p> <p>4-6: Communicate with a hearing-impaired patient via role-playing</p> <p>4-7: Communicate with a visually impaired patient via role-playing</p> <p>4-8: Communicate with a speech-impaired patient via role-playing</p> <p>4-9: Communicate with a patient who has an impaired level of understanding via role-playing</p> <p>4-10: Communicate with an anxious patient via role-playing</p> <p>4-11: Communicate with an angry patient via role-playing</p> <p>4-12: Communicate with a patient and his or her family members and friends via role-playing</p> <p>4-13: Communicate with a coworker on the health care team via role-playing</p>	<p><b>Quiz 4 Chapter 4</b> available on 6/8 at 8:00 a.m. until 6/9 at 11:59 p.m.</p>	<p>1,2,6 a,c</p>

Date/Week	Chapter/Lesson	Content	Assignments & Tests Due Dates	Competency Area
<p><b>Week 4</b> 6/15-6/18</p>	<p>Chapter 5</p>	<p><b>Chapter 5: The Receptionist and the Medical Environment</b></p> <p><b>MindTap/Job Skills for Chapter 5</b>            5-1: Prepare a patient registration form            5-2: Prepare an application form for a disabled person placard            5-3: Research community resources for patient referrals and patient education            5-4: Assess and use proper body mechanics            5-5: Evaluate the work or school environment and develop a safety plan            5-6: Demonstrate proper use of a fire extinguisher            5-8: Determine potential disaster hazards in your local community            5-9: Develop an emergency response template with an evacuation plan</p> <p><b>EHRGo – Chapter 5</b>            Data Entry            Retrieval of Data            New Patient Registration A            New Patient Registration B            New Patient Registration C            Editing Patient Information            Checking in a Patient A            Checking in a Patient B            Updating Health Information            Updating Patient Registration            Insurance</p>	<p><b>Quiz 5 Chapter 5</b> available on 6/15 at 8:00 a.m. until 6/16 at 11:59 p.m.</p> <p><b>Test 2 Chapters 4 and 5</b> available 6/17 at 8:00 a.m. until 6/18 at 11:59 p.m.</p> <p><b>MindTap</b> for Chapters 4 and 5 due on 6/18 at 11:59 p.m.</p> <p><b>Job Skills</b> for Chapter 4 and 5 due 6/18 at 11:59 a.m.</p> <p><b>EHRGO</b> for Chapter 5 Due 6/18 at 11:59 p.m.</p> <p><b>Discussion Board 3</b> available 6/15 at 8:00 a.m. until 6/16 at 11:59 p.m.</p> <p>Begin reading Chapters 6 and 7 and prepare for quizzes</p>	<p>1,2,6 a,c</p>

Date/Week	Chapter/Lesson	Content	Assignments & Tests Due Dates	Competency Area
<p><b>Week 5</b> 6/22-6/25</p>	<p>Chapter 6 Chapter 7</p>	<p><b>Chapter 6: Telephone Procedures</b></p> <p><b>Job Skills for Chapter 6</b> 6-1: Screen incoming telephone calls 6-2: Prepare telephone message forms 6-3: Document telephone messages and physician responses 6-4: Role-play emergency telephone scenarios</p> <p><b>Chapter 7: Appointments</b></p> <p><b>Job Skills for Chapter 7</b> 7-1: Set up an appointment matrix 7-2: Schedule appointments 7-3: Prepare an appointment reference sheet 7-4: Complete appointment cards 7-5: Abstract information and complete a hospital/surgery scheduling form 7-6: Transfer surgery scheduling information to a form letter 7-7: Complete requisition forms to schedule outpatient diagnostic tests</p> <p><b>EHRGo</b> <u>Chapter 6</u> Documenting a Patient phone call <u>Chapter 7</u> Scheduling Provider Calendar Blocks New Patient Registration and Scheduling Rescheduling an appointment A Rescheduling an appointment B Rescheduling an appointment C Scheduling a Follow-up Appointment A Scheduling a Follow-up Appointment B Scheduling a Follow-up Appointment C Missed Appointment Appointment Reminder</p>	<p><b>Quiz 6 Chapter 6</b> available 6/22 at 8:00 a.m. until 6/23 at 11:59 p.m.</p> <p><b>Quiz 7 Chapter 7</b> available 6/23 at 8:00 a.m. until 6/24 at 11:59 p.m.</p> <p><b>Test 3 Chapters 6 and 7 will be available 6/24 at 8:00 a.m. until 6/25 at 11:59 p.m.</b></p> <p><b>MindTap</b> for Chapters 6 and 7 due 6/25 at 11:59 p.m.</p> <p><b>Job Skills</b> for Chapter 6 and 7 due 6/25 at 11:59 a.m.</p> <p><b>EHRGO</b> for Chapters 6 and 7 Due 6/25 at 11:59 p.m.</p> <p>Begin reading Chapters 8 and 9 and study for quizzes</p>	<p>1,2,3,6,9 a,c</p>

Date/Week	Chapter/Lesson	Content	Assignments & Tests Due Dates	Competency Area
<p><b>Week 6</b> <b>6/29-7/2</b></p>		<p><b>Chapter 8: Filing Procedures</b></p> <p><b>Job Skills for Chapter 8</b>  8-1: Determine Filing Units  8-2: Index and file names alphabetically  8-3: File patient and business names alphabetically  8-4: Index names on file folder labels and arrange file cards in alphabetical order</p> <p><b>Chapter 9: Medical Records</b></p> <p><b>Job Skills for Chapter 9</b>  9-1: Prepare a patient record and insert progress notes  9-2: Prepare a patient record and format chart notes  9-3: Correct a medical record  9-4: Abstract from a medical record  9-5: Prepare a history and physical (H&amp;P) report  9-6: Record test results on a flow sheet</p>	<p><b>Quiz 8 Chapter 8</b> available 6/29 at 8:00 a.m. until 6/30 at 11:59 p.m.</p> <p><b>Quiz 9 Chapter 9</b> available 6/30 at 8:00 a.m. until 7/1 at 11:59 p.m.</p> <p><b>Test 4 Chapters 8 and 9 available 7/1 at 8:00 a.m. until 7/2 at 11:59 p.m.</b></p> <p><b>MindTap</b> for Chapters 8 and 9 due on 7/2 at 11:59 p.m.</p> <p><b>Job Skills</b> for Chapter 8 and 9 due 7/2 at 11:59 a.m.</p> <p><b>Discussion Board 4</b> available 6/29 at 8:00 a.m. until 6/30 at 11:59</p> <p>Begin reading Chapter 10 and prepare for quiz</p> <p>Begin working on Emergency Preparedness Projects</p>	<p>1,4,5 a,c</p>



Date/Week	Chapter/Lesson	Content	Assignments & Tests Due Dates	Competency Area
<b>Week 7</b> 7/7-7/9		<b>Emergency Preparedness Projects will be assigned. Use this week to work on them</b> <b>Emergency Preparedness Projects Due</b>	<b>Work on emergency preparedness projects (Proctored Event – 20% of grade) NO LATE ASSIGNMENTS ACCEPTED!</b> <b>Projects due 7/9 by 11:59 p.m. via Blackboard dropbox</b>	
<b>Week 8</b> 7/13-7/16	Chapter 10	<b>Chapter 10: Drug and Prescription Records</b>  <b>MindTap/Job Skills for Chapter 10</b> 10-1: Spell drug names 10-2: Determine the correct spelling of drug names 10-3: Use a drug reference book to locate information 10-4: Translate prescriptions 10-5: Record prescription refills in medical records 10-6: Write a prescription 10-7: Interpret a medication log 10-8: Record on a medication schedule  <b>EHRGo – <u>Chapter 10</u></b> Patient Portal Refill Request	<b>Quiz 10 Chapter 10</b> available 7/13 at 8:00 a.m. until 7/14 at 11:59  <b>Test 5 Chapter 10</b> available 7/15 at 8:00 a.m. until 7/16 at 11:59 p.m.  <b>MindTap</b> for Chapter 10 due on 7/16 at 11:59 p.m.  <b>Job Skills</b> for Chapter 10 due 7/16 at 11:59 a.m.  <b>EHRGO</b> for Chapter 10 Due 7/14 at 11:59 p.m.  <b>Discussion Board 5</b> available 7/20 at 8:00 a.m. until 7/21 at 11:59 p.m.	1,4,5 a,c

Date/Week	Chapter/Lesson	Content	Assignments & Tests Due Dates	Competency Area
<p><b>Week 9</b> 7/20-7/23</p>	<p>Chapter 11 Chapter 12</p>	<p><b>Chapter 11: Written Correspondence</b></p> <p><b>Job Skills for Chapter 11</b>  11-1: Spell medical words  11-2: Key a letter of withdrawal  11-3: Edit written communication  11-4: Compose and key a letter for a failed appointment  11-5: Compose and key a letter for an initial visit  11-6: Compose and key a letter to another physician  11-7: Compose and key a letter requesting payment  11-8: Key two interoffice memorandums  11-9: Abstract information from a medical record; compose and key a letter  11-10: Key a two-page letter</p> <p><b>EHRGo – Chapter 11</b> Patient Results Letter</p> <p><b>Chapter 12: Processing Mail and Electronic Correspondence</b></p> <p><b>Job Skills for Chapter 12</b>  12-1: Process incoming mail  12-2: Annotate mail  12-3: Classify outgoing mail  12-4: Address small envelopes for Optical Character Recognition (OCR) scanning  12-5: Complete a mail-order form for postal supplies  12-6: Compose a letter and prepare an envelope for Certified Mail  12-7: Key and fold an original letter; address a small envelope for Certified Mail, Return Receipt requested  12-8: Key and fold an original letter; address a large envelope for Certified Mail, Return Receipt requested  12-9: Prepare a cover sheet for fax transmission</p>	<p><b>Quiz 11 Chapter 11</b> available 7/20 at 8:00 a.m. until 7/21 at 11:59 p.m.</p> <p><b>Quiz 12 Chapter 12</b> available 7/21 at 8:00 a.m. until 7/22 at 11:59 p.m.</p> <p><b>Test 6 Chapters 11 and 12 available 7/22 at 8:00 a.m. until 7/23 at 11:59 p.m.</b></p> <p><b>MindTap due 7/23 at 11:59 p.m.</b></p> <p><b>Job Skills</b> for Chapters 11 and 12 due 7/23 at 11:59 a.m.</p> <p><b>EHRGO</b> for Chapter 11 Due 7/23 at 11:59 p.m.</p> <p><b>BEGIN STUDYING FOR FINAL EXAM</b></p>	<p>1,7,9 a,c</p>

Date/Week	Chapter/Lesson	Content	Assignments & Tests Due Dates	Competency Area
7/27-7/30		FINAL EXAM - comprehensive	FINAL EXAM available 7/28 at 8:00 a.m. until 7/29 at 11:59 p.m.  All Job Skills and MindTap assignments due 7/23 at 11:59 p.m.	

**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.