Course Outline

COURSE:  BOT 182  DIVISION:  50  ALSO LISTED AS:

TERM EFFECTIVE:  Spring 2017  CURRICULUM APPROVAL DATE:  10/10/2016

SHORT TITLE: MED OFF PROCED

LONG TITLE: Medical Office Procedures

<table>
<thead>
<tr>
<th>Units</th>
<th>Number of Weeks</th>
<th>Type</th>
<th>Contact Hours/Week</th>
<th>Total Contact Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>18</td>
<td>Lecture</td>
<td>3</td>
<td>54</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Lab</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Other</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Total</td>
<td>3</td>
<td>54</td>
</tr>
</tbody>
</table>

COURSE DESCRIPTION:

This specialized course includes medical office procedures, patient record management, coding/billing for private/government health insurance programs, and professional ethics. This course has the option of a letter grade or pass/no pass.

PREREQUISITES:

COREQUISITES:

CREDIT STATUS: D - Credit - Degree Applicable

GRADING MODES

L - Standard Letter Grade
P - Pass/No Pass

REPEATABILITY: N - Course may not be repeated

SCHEDULE TYPES:

02 - Lecture and/or discussion
72 - Dist. Ed Internet Delayed
73 - Dist. Ed Internet Delayed LAB

STUDENT LEARNING OUTCOMES:

1. Describe scenarios in which the medical office employee must recognize emergency situations. Explain how the employee can respond appropriately in these situations.

Measure of assessment: exam, homework

11/1/2016
Year assessed, or planned year of assessment: Fall 2017
2. Select and prepare the proper forms for procedures requiring consent or release of medical information.
Measure of assessment: homework, exam
Year assessed, or planned year of assessment: Fall 2017
3. Explain the steps in the filing process; filing of charts, x-rays, and electronic files.
Measure of assessment: homework, exam
Year assessed, or planned year of assessment: Fall 2017
4. Explain how to complete tasks/assignments for administrative duties in a medical office. Describe situations in which the medical office employee must demonstrate judgment and independent action.
Measure of assessment: homework, exam
Year assessed, or planned year of assessment: Fall 2017

CONTENT, STUDENT PERFORMANCE OBJECTIVES, OUT-OF-CLASS ASSIGNMENTS
Curriculum Approval Date: 10/10/2016
WEEK 1     3 HOURS
LECTURE:
Orientation
Medical Office Opportunities
Homework: reading from the textbook;
completing assigned exercises
Textbook sections:
Choosing a Medical Career
Medical Specialties
Student Performance Objectives:
The student will
demonstrate an ability to:
1. Discuss ten possible job settings available
to a person with medical office skills.
2. List tasks that are performed by an administrative medical assistant
and ten tasks performed by a clinical medical assistant.
3. Discuss the advantages of a professional
affiliation.
WEEK 2     3 HOURS
LECTURE:
Qualifications
for Success in a Medical Office
Homework: reading from the textbook;
completing assigned exercises
Professional Conduct
Evaluate your Qualifications
Interaction with Patients & Co-workers
STUDENT PERFORMANCE OBJECTIVES:
1. List six personality characteristics essential to a medical assistant.
2. List and explain eight positive work attitudes.
3. Discuss how to handle the following situations:
   * A talkative patient or co-worker
   * An inquisitive patient
WEEK 3  3 HOURS
LECTURE:
Medical Ethics and Law
Homework: reading from the textbook;
completing assigned exercises
Obligation of the Patient & Physician
Authorization for Release of Information
Consent
Malpractice and the Assistant's Responsibility
Legal Terms
STUDENT PERFORMANCE OBJECTIVES:
1. Define ethics, etiquette, and medical liability.
2. Discuss the principles of medical ethics as they apply to both
physicians and medical assistants.
3. Explain the physician's liability for employees.
4. Explain what is meant by implied, informed, and written consent.
5. Select and prepare the proper forms for
procedures requiring consent
or release of information.
6. Discuss the patient's rights and responsibilities in receiving
medical care.
7. Summarize safeguards for preventing malpractice litigation as they
apply to employees.
WEEK 4  3 HOURS
LECTURE:
Telephone Communications
Homework: reading from the textbook;
completing assigned exercises
Textbook sections:
Telephone Procedures
Screening Calls
Taking Messages
Telephone Skills
Outgoing Calls
Telephone Situations
Recording Messages
STUDENT PERFORMANCE OBJECTIVES:
1. Discuss the following phone skills:
answering, identifying, handling
emergency calls, putting callers on hold.
3. Discuss
the procedures for taking complete and accurate messages on
incoming calls.
4. Discuss the procedures for placing outgoing telephone
calls.
5. Discuss the importance of a telephone log.
WEEK 5  3 HOURS
11/1/2016  3
LECTURE:
Appointments
Homework: reading from the textbook;
completing assigned exercises
Textbook sections:
Scheduling Worksheets
Setting up Dr. Newman's Practice
Scheduling appointments
Rescheduling/preparing appointment cards
Completing house call slips
STUDENT PERFORMANCE OBJECTIVES:
1. Give four guidelines for scheduling appointments.
2. Provide appropriate responses to the following situations:
   a) The schedule is full; the patient's problem
      is not urgent.
   b) The schedule is full; the patient's problem is urgent.
   c) Only a certain appointment time is available.
   d) The doctor is not available at the requested time.
3. Identify measures to help protect the physician legally when there is a cancellation or no-show.

WEEK 6  3 HOURS
LECTURE:
Records Management
Homework: reading from the textbook;
completing assigned exercises
Textbook sections:
Preparing index cards & patient's files
Using subject filing
STUDENT PERFORMANCE OBJECTIVES:
1. Compare the different filing methods--alphabetic, geographic, subject, numeric, and phonetic.
2. Demonstrate the correct use of an alphabetic filing system.
3. Perform the steps in the filing process.
4. Describe the uses of a tickler file.
5. Prepare patient's files in alphabetic order.
6. Discuss the use of electronic files.
7. Apply subject filing techniques.

WEEK 7 - 8  6 HOURS
LECTURE:
Written Communications
Homework: reading from the textbook;
completing assigned exercises
Textbook sections:
Processing incoming mail
Composing referrals letters
Composing a letter

STUDENT PERFORMANCE OBJECTIVES:
1. Process incoming mail.
2. Describe mail classifications.
3. Contrast the various methods of mail deliver offered by the postal service.
4. Prepare outgoing mail.
5. Discuss the use of electronic mail.
6. Compose written communications for a variety of reasons.
7. Apply correct letter formatting and letter styles.

WEEK 9  3 HOURS

LECTURE:
Preparing Medical Records
Homework: reading from the textbook; completing assigned exercises
Textbook sections:
Keeping a physical examination report
Preparing a medical record for an obstetrical patient.
Preparing clinical data sheets.
Transferring information to a clinical data sheet.
Entering laboratory reports.
Entering a procedure note.

STUDENT PERFORMANCE OBJECTIVES:
1. List six reasons for maintaining a patient's record.
2. Discuss the components of the medical record format referred to as SOAP.
3. Transcribe dictation and enter reports into a patient's chart.
4. Give the meanings of common medical abbreviations found throughout the reading material and the chart notes.
5. Explain the method for correcting an error made in a patient's chart.

WEEK 10 - 11  6 HOURS

LECTURE:
Billing
Homework: reading from the textbook; completing assigned exercises
Textbook sections:
Composing a letter quoting fees.
Preparing ledgers
Composing a collection letter
STUDENT PERFORMANCE OBJECTIVES:
1. Explain how fees are determined.
2. Obtain necessary credit information about the patient.
3. Compute charges and make the appropriate
entries for services rendered, charges, and payments.
4. Request payment for services rendered.
5. Prepare effective collection letters.

WEEK 12  3 HOURS
LECTURE:
Health Insurance
Homework: reading from the textbook; completing assigned exercises
Textbook sections:
Health Insurance Terms
Processing a Medicare claim
Processing a Worker's Compensation Report
STUDENT PERFORMANCE OBJECTIVES:
1. Describe the various types of health insurance coverage.
2. Define health insurance terms.
3. Explain Medicare's Part A and Part B.
4. Explain the purpose of the Medicaid program.
5. Explain the purpose of workers' compensation insurance.
6. Define CHAMPUS and CHAMPVA.
7. Discuss the differences between HMOs, IPAs, and PPOs.
8. Discuss the purpose of diagnostic and procedural coding.

WEEK 13 - 14  6 HOURS
LECTURE:
Financial Records
Homework: reading from the textbook; completing assigned exercises
Textbook sections:
Preparing daily journals
Preparing checks
Preparing a monthly summary
Preparing receipts and updating financial records
Preparing a deposit slip
Reconciling a bank statement
Preparing salary checks and records
STUDENT PERFORMANCE OBJECTIVES:
1. Prepare a daily journal.
2. Maintain a monthly summary record.
3. Explain the different check endorsements.
4. Write checks using appropriate techniques.
5. Prepare a deposit slip.
6. Reconcile a bank statement.
7. Prepare a petty cash voucher.
8. Prepare payroll records.

WEEK 15  3 HOURS
LECTURE:
Office Management

11/1/2016
Homework: reading from the textbook; completing assigned exercises
Textbook sections:
Starting a Procedures Manual
STUDENT PERFORMANCE OBJECTIVES:
1. Describe six items of information found in a patient information brochure.
2. State the information typically found in a personnel manual, or an employee handbook.
4. Explain the use of an outside service file
5. Discuss the assistant's responsibility toward housekeeping duties, laundry, maintenance, supplies, and the patient's waiting room.

WEEK 16 3 HOURS
LECTURE:
Professional Reports
Homework: reading from the textbook; completing assigned exercises
Textbook sections:
Keying from a rough draft.
STUDENT PERFORMANCE OBJECTIVES:
1. Locate materials in a library using the card catalog, microfiche, or online computerized database.
2. Proofread a document.
3. Key a manuscript to be submitted for publication.
4. Prepare a bibliography.
5. Assist in maintaining a professional reference library in the doctor's private office.
6. Discuss an inventory system for reprint materials.

WEEK 17 3 HOURS
LECTURE:
Medical Meetings and Travel Arrangements
Homework: reading from the textbook; completing assigned exercises
Textbook sections:
Preparing an announcement
Preparing an agenda
Recording minutes of a meeting
Confirming speaking arrangements
Keying an itinerary
STUDENT PERFORMANCE OBJECTIVES:
1. Prepare the arrangements for a meeting.
2. Compose and key a meeting announcement.
3. Prepare a meeting agenda.
4. Key the minutes of a meeting.
5. Discuss the importance of using a travel agency in planning a trip.
6. Key an itinerary.
METHODS OF INSTRUCTION:
Lecture, computer demonstration, student projects.

METHODS OF EVALUATION:
Writing assignments
This is a degree-applicable course, but substantial writing assignments are NOT appropriate, because the
course primarily: Involves skill demonstrations or problem solving
Problem-solving assignments
Percent of total grade: 30.00 %
Problem-solving demonstrations: 30% - 60% Homework problems Quizzes Exams
Skill demonstrations
Percent of total grade: 30.00 %
Skill demonstrations: 30% - 60% Class performance Performance exams
Objective examinations
Percent of total grade: 30.00 %

REPRESENTATIVE TEXTBOOKS:
Required Representative Textbooks
Reading Level of Text, Grade: Reading level of text, Grade: 12th Verified by: Verified by: MS Word

ARTICULATION and CERTIFICATE INFORMATION
Associate Degree:
CSU GE:
IGETC:
CSU TRANSFER:
    Transferable CSU, effective 200530
UC TRANSFER:
    Not Transferable

SUPPLEMENTAL DATA:
Basic Skills: N
Classification: Y
Noncredit Category: Y
Cooperative Education:
Program Status: 1 Program Applicable
Special Class Status: N
CAN:
CAN Sequence:
CSU Crosswalk Course Department: BOT
CSU Crosswalk Course Number: 182
Prior to College Level: Y
Non Credit Enhanced Funding: N
Funding Agency Code: Y
In-Service: N
Occupational Course: C
Maximum Hours:
Minimum Hours:
Course Control Number: CCC000277604
Sports/Physical Education Course: N
Taxonomy of Program: 051420