

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

<u>Units</u>	<u>Number of Weeks</u>	<u>Type</u>	<u>Contact Hours/Week</u>	<u>Total Contact Hours</u>
3	18	Lecture:	3	54
		Lab:	0	0
		Other:	0	0
		Total:	3	54

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

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.
2. Appropriately screen incoming calls: appointments, emergency calls.
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

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

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.
3. Begin the development of an office procedures manual.
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

Fordney, M. T. Insurance Handbook for the Medical Office. St. Louis: Saunders Elsevier, 2014.

ISBN: ISBN: 978-1-4557-3325-5

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