

COURSE SYLLABUS

LAST REVIEW	Spring 2021
COURSE TITLE	Medical Administrative Aspects
COURSE NUMBER	MEDA 0105
DIVISION	Health Professions
DEPARTMENT	Medical Assistant
CIP CODE	51.0801
CREDIT HOURS	4
CONTACT HOURS/WEEK	Class: 4
PREREQUISITES	None
COURSE PLACEMENT	This course is part of a selective admission program. Students must be admitted to the Medical Assistant program to enroll in this course.

COURSE DESCRIPTION

This course provides an introduction to the administrative skills needed for a medical office. Students learn how to maintain medical records (both paper and electronic), manage appointments, and perform routine office duties. This course focuses on the financial aspects of the medical office including accounts payable and accounts receivable. Students examine billing and collection procedures.

PROGRAM ALIGNMENT

This course is part of a program aligned through the Kansas Board of Regents and Technical Education Authority. For more information, please visit:

https://kansasregents.org/workforce_development/program-alignment

Program Learning Outcomes

1. Define diseases and related treatments for the body systems.
2. Demonstrate clinical and laboratory skills necessary for entrylevel employment.
3. Practice basic principles and practices of safe pharmacological administration.
4. Modify communication to effectively interact with and provide education to patients of varying backgrounds.
5. Select appropriate reference materials to enhance performance of job functions and patient education.
6. Comply with principles of records management to complete incident reports, documentation, data entry and electronic health records.
7. Demonstrate legal, ethical, and safe behaviors when performing the duties of the medical assistant.

TEXTBOOKS

<http://kckccbookstore.com/>

METHODS OF INSTRUCTION

A variety of instructional methods may be used depending on content area. These include but are not limited to: lecture, multimedia, cooperative/collaborative learning, labs and demonstrations, projects and presentations, speeches, debates, panels, conferencing, performances, and learning experiences outside the classroom. Methodology will be selected to best meet student needs.

COURSE OUTLINE

- I. Communication
 - A. Styles and types of verbal communication
 - B. Communication barriers
 - C. Overcoming communication barriers
 - D. Sender-receiver process
 - E. Assertiveness in communication
 - F. Confidentiality
 - G. Risk management procedures

- II. General office functions
 - A. Policy manuals and brochures
 - B. Office inventory
 - C. Mail handling
 - D. Routine maintenance of office equipment
 - E. Human resource management

- III. Medical records
 - A. What to include
 - B. Systems for organization
 - C. Type of records common to the healthcare setting
 - D. Principles of Electronic Medical Records (EMR) use
 1. Systems for EMR
 2. Filing procedures
 - a. Review various filing methods
 - b. Indexing rules
 - c. Organization
 - d. Staff needs and limitations

- IV. Time management
 - A. Principles of time management for office functioning
 - B. Appointment scheduling

VII. Professional business documents

- A. Effective writing skills
- B. Professional/business letters
- C. Organization of technical information

VII. Appointment admissions and procedures

- A. Scheduling guidelines
- B. Policies and protocols
- C. Prioritizing appointments
- D. Appointment management systems

VII. Accounting and bookkeeping principles

- A. Basic mathematical computations
- B. Bookkeeping computations
- C. Bookkeeping vs accounting
- D. Manual vs computerized bookkeeping systems
- E. Accounts payable vs accounts receivable
- F. Common periodic financial reports
- G. Types of adjustments
- H. Computerized office billing systems

VII. Account receivable procedures

- A. Perform basic accounts receivable procedures
- B. Preparing patient accounts
- C. Billing and payment options
- D. Banking procedures

VII. Collection procedures

- A. Fair Debt Collection Act and the Federal Truth in Lending Act of 1968
- B. Types of adjustments
- C. Basic procedures for collection

COURSE LEARNING OUTCOMES AND COMPETENCIES

Upon successful completion of this course, the student will:

- A. Explain general office policies.
 - 1. Summarize general office policies.
 - 2. Design an office information brochure.
- B. Execute data management using electronic healthcare records such as the Electronic Medical Record (EMR).
 - 3. Discuss principles of using Electronic Medical Record (EMR).
 - 4. Execute data management using electronic healthcare records such as the EMR.

5. Identify systems for organizing medical records.
- C. Perform office inventory.
 6. Develop spreadsheets for tracking supplies.
 7. Demonstrate knowledge of basic math computations.
- D. Document equipment maintenance.
 8. Perform routine maintenance of office equipment with documentation.
 9. Identify both equipment and supplies needed for filing medical records.
- E. Demonstrate filing procedures.
 10. Discuss pros and cons of various filing methods.
 11. Describe indexing rules.
 12. Discuss filing procedures.
 13. File medical records.
 14. Consider staff needs and limitations in establishment of a filing system.
 15. Maintain organization by filing.
- F. Demonstrate time management principles.
 16. Identify time management principles.
 17. Implement time management principles to maintain effective office function.
 18. Manage appointment scheduling.
- G. Compose professional business documents.
 19. Recognize elements of fundamental writing skills.
 20. Compose and respond to professional/business letters.
 21. Organize technical information and summaries.
- H. Use practice management software.
 22. Use office hardware and software to maintain office systems.
 23. Discuss pros and cons of various types of appointment management systems.
 24. Use the internet to access information related to the medical office.
- I. Maintain medical records.
 25. Describe various types of content maintained in a patient's medical record.
 26. Identify systems for organization of a patient's medical record.
 27. Identify types of records common to the healthcare setting.
- J. Demonstrate professional telephone techniques.
 28. Identify styles and types of verbal communication.
 29. Recognize communication barriers.
 30. Identify techniques for overcoming communication barriers.

31. Recognize the elements of oral communication using the send-receiver process.
 32. Discuss the role of assertiveness in effective professional communication.
- K. Manage appointment admissions and procedures.
33. Describe scheduling guidelines.
 34. Recognize office policies and protocols for handling appointments.
 35. Identify critical information required for scheduling patient admissions and/or procedures.
 36. Manage appointment schedule, using established priorities.
 37. Schedule patient admission and/or procedures.
- L. Apply accounting and bookkeeping principles..
38. Apply mathematical computations to solve equations.
 39. Explain basic bookkeeping computations.
 40. Differentiate between bookkeeping and accounting.
 41. Differentiate between accounts payable and accounts receivable.
 42. Describe common periodic financial reports.
 43. Discuss types of adjustments that may be made to a patient's account.
- M. Perform accounts receivable procedures.
44. Perform accounts procedures, including:
 - a. Prepare a bank statement
 - b. Post entries on a daysheet
 - c. Perform billing procedures
 - d. Perform collection procedures
 - e. Post adjustments
 - f. Process a credit balance
 - g. Process refunds
 - h. Post non-sufficient fund (NSF) checks
 - i. Post collection agency payments
 45. Explain both billing and payment options.
 46. Identify procedure for preparing patient accounts.
- N. Practice collection procedures.
47. Discuss procedures for collecting outstanding accounts.
 48. Describe in impact of both the Fair Debt Collection Act and the Federal Truth in Lending Act of 1969 as they apply to collections.
 49. Discuss types of adjustments that may be made to patient's records.
- O. Apply mail handling procedures.
50. Process incoming and outgoing mail.
 51. Explain different postal classes.

- P. Utilize computerized office billing systems.
 - 52. Compare manual and computerized bookkeeping systems used in ambulatory healthcare.
 - 53. Discuss applications of electronic technology in effective communications.

- Q. Explain general office policies pertaining to practice finances.
 - 54. Describe banking procedures.
 - 55. Discuss precautions for accepting checks.
 - 56. Compare types of endorsement.

- R. Demonstrate sensitivity and professionalism in handling accounts receivable activities with clients.
 - 57. Analyze communications in providing appropriate responses/feedback.
 - 58. Respond to issues of confidentiality.

- S. Summarize office management duties.
 - 59. Describe the qualities of a manager.
 - 60. Differentiate between authoritarian and participatory management style.
 - 61. Discuss the development of risk management procedures.
 - 62. Identify common personnel problems.
 - 63. Discuss human resources management.

ASSESSMENT OF COURSE LEARNING OUTCOMES AND COMPETENCIES

Student progress is evaluated through both formative and summative assessment methods. Specific details may be found in the instructor's course information document.

COLLEGE POLICIES AND PROCEDURES

Student Handbook

<https://www.kckcc.edu/files/docs/student-resources/student-handbook-and-code-of-conduct.pdf>

College Catalog

<https://www.kckcc.edu/academics/catalog/index.html>

College Policies and Statements

<https://www.kckcc.edu/about/policies-statements/index.html>

Accessibility and Accommodations

<https://www.kckcc.edu/academics/resources/student-accessibility-support-services/index.html>.