



MDCA-1321-001HY-S2021
Administrative Procedures
Summer 2022
Monday 9:30am - 2:10pm

Instructor Information: Darlene Alexander, A.A.S., CMA, RMA dalexander@com.edu ,
409-933-8231/832-581-6630

Student hours and location: Monday 2:15 pm - 1:15 pm; STEMS bld. #12 Room 233

Required Textbook: Medical Assisting, Both, Whicker, and Wyman Seventh Edition, McGraw-Hill
Publisher. ISBN: 978-1-259-60854-4

Required Textbook: Student Workbook for Use with Medical Assisting, Booth, Whicker, and Wyman,
Seventh Edition, McGraw-Hill Publisher. ISBN:978-1-260-47702-3

Course Description: Medical Office Procedures including appointments, scheduling, medical records
creation and maintenance, phone communications, financial processes, coding, billing, collecting, third
party reimbursement, credit arrangements, and computer use.

Course requirements:

1. Log into Blackboard at least twice a week to check for Announcements and e-mail, review the Learning Module content, and complete all graded course activities.
2. Complete and submit all graded activities within the time limit prescribed by the instructor. Graded activities and their due dates are indicated in the Course Schedule toward the end of this document but are subject to revision if circumstances (such as hurricanes) dictate.
3. **Maintain an average of 75% or better.** Students are responsible for submitting weekly graded activities within the date/time parameters indicated in the Course Schedule.
4. The mid-term and final exam will be administered as indicated on the Course Schedule.

Determination of Course Grade/Detailed Grading Formula: Case studies, assignments, chapter quizzes, mid-term exam, and final exam. Grading rubric for assignments is found on the course menu. Quizzes and exams are self-grading by Blackboard.

Grading Scale:

Assignments	20%	A = 90 - 100.00
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Case Studies	15%		B = 80 - 89.99
Quizzes	15%		C = 75 - 79.99*
			D = 60 - 74.99
Final Exam	50%		
Total	100%		

A student must receive a “C” (75%) or better.” If a student receives a grade of a “D”, or “F” for the same MDCA course on two occasions, the student will not be eligible to continue in the Medical Assistant Program.

The Medical Assisting program use a competency-based evaluation process that provides the students with three attempts to pass. If the student completes a competency on their first attempt, the student will earn a grade of 100%. If the student completes on their second attempt, the student will earn a grade of 90%. If the student completes on their third attempt, the student will earn a grade of 80%. Should the competency not be passed with an 80% or higher, the student will be required to repeat the course. Competency evaluations are averaged at the end of term for the student’s final grade. A student must receive a “C” (75%) or better.” If a student receives a grade of a “D”, or “F” for the same MDCA course on two occasions, the student will not be eligible to continue in the Medical Assistant Program

Make-Up Policy: If a student misses a graded activity due to an **emergency absence, or illness**, it is the student’s responsibility to promptly arrange for make-up work. Parameters for make-up work will be made at the discretion of the instructor and may not be an option, depending on the circumstances. It is also at the instructor’s discretion to accept late submissions. Keep in mind, you must contact the instructor and make arrangements for submission. Do not expect the instructor to remind you.

Attendance Policy: College of the Mainland recommends logging into courses at least 2 or 3 times per week to read content and complete graded activities. It is the responsibility of the student to maintain the pace of the course recommended and to submit all graded activities before or by its due date. Students not logging into the course 2 to 3 times a week can be dropped at the instructor’s discretion.

Course Communication Policy: I check my e-mail and course mailbox and discussion areas daily Monday through Friday. For any course related questions please email me through blackboard. I will respond to your phone call and e-mails within 24 hours or less. However, I may not always be able to respond to e-mails sent over the weekend until Monday Morning. I will communicate changes in or new assignments within 48 hours. When leaving a message or e-mail please state your name and student id.

Student Learning Outcomes:

1. Perform routine maintenance of administrative and clinical equipment.
2. Identify and properly utilize office machines, computerized systems, and medical software.
3. Demonstrate knowledge on medical office business management procedures.

Entry Level Competencies for the Medical Assistant taken from the 2015 Standards and Guidelines for the Medical Assisting Educational Programs:

This course includes the following competencies: (C-Cognitive, P-Psychomotor, A-Affective)

Knowledge Based:

- V.C.1. Identify styles and types of verbal communication
- V.C.2 Identify styles and types of nonverbal communication
- V.C.3. Recognize barriers to communication
- V.C.4. Identify techniques for overcoming communication barriers
- V.C.5. Recognize the elements of oral communication using a sender-receiver process
- V.C.6. Define coaching a patient as it relates to: a. health maintenance, b. disease prevention, c. compliance with treatment plan, d. community resources, e. adaptations relevant to individual patient's need
- V.C.7. Recognize elements of fundamental writing skills
- V.C.8. Discuss applications of electronic technology in professional communication
- V.C.12. Define patient navigator
- V.C.13. Describe the role of the medical assistant as patient navigator
- V.C.14. Relate the following behaviors to professional communication: a. assertive, b. aggressive, c. passive
- V.C.15. Differentiate between adaptive and non-adaptive coping mechanisms
- V.C.17. Discuss the theories of a. Maslow, b. Erikson, c. Kubler-Ross
- VI.C.1. Identify different types of appointment scheduling methods
- VI.C.2. Identify advantages and disadvantages of the following appointment systems: a. manual, b. electronic
- VI.C.3. Identify critical information required for scheduling patient procedures
- VI.C.4. Define types of information contained in the patient's medical record
- VI.C.5. 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.6. Identify equipment and supplies needed for medical records in order to: a. create, b. maintain, c. store
- VI.C.7. Describe filing indexing rules
- VI.C.8. Differentiate between electronic medical records (EMR) and a practice management system
- VI.C.10. list steps involved in completing an inventory
- VI.C.11. Explain the importance of data back-up equipment
- VI.C.12. Explain meaningful use as it applies to EMR
- V.C.2. Describe banking procedures as related to the ambulatory care setting
- VII.C.1. Define the following bookkeeping terms: a. charges, b. payments, c. accounts receivable, d. accounts payable, e. adjustments
- VII.C.2. Prepare a bank deposit
- VII.C.3. Identify precautions for accepting the following types of payments: a. cash, b. check, c. credit card, d. debit card
- VII.C.4. Describe types of adjustments made to patient accounts including a. non-sufficient funds (NSF) check, b. collection agency transaction, c. credit balance
- VI.C.5. Identify types of information contained in the patient's billing records

- VII.C.6. Explain patient financial obligations for services rendered
- VII.C.9. Explain the purpose of routine maintenance of administrative and clinical
- X.C.3. Describe components of the Health Insurance Portability and Accountability Act (HIPAA)
- X.C.5. Discuss licensure and certification as they apply to healthcare providers
- X.C.10. Identify: a. Health Information Technology for Economic and Clinical Health (HITECH) Act

Skills Based:

- V.P.1. Use feedback techniques to obtain information including a. reflection, b. restatement, c. clarification
- V.P.2. Respond to nonverbal communication
- V.P.3. Use medical terminology correctly and pronounce accurately to communicate information to providers and patient
- V.P.4. Coach patient regarding; a. office policies, b. health maintenance, c. disease prevention, d. treatment plan
- V.P.5. Coach patient appropriately considering: a. cultural diversity, b. developmental life stage, c. communication barriers
- V.P.6. Demonstrate professional telephone techniques
- V.P.7. Document telephone messages accurately
- V.P.8. Compose professional correspondence utilizing electronic technology
- **V.P.9. Develop a current list of community resources related to patient's healthcare needs**
- V.P.10. Facilitate referrals to community resources in the role of a patient navigator
- V.P.11. Report relevant information concisely and accurately
- **VI.P.1. Manage appointment schedule using established priorities**
- **VI.P.2. Schedule a patient procedure**
- **VI.P.3. Create a patient's medical record**
- **VI.P.4. Organize a patient's medical record**
- **VI.P.5. File patient medical record**
- **VI.P.6. Utilize an EMR**
- **VI.P.7. Input patient data utilizing a practice management system**
- VI.P.8. Perform routine maintenance of administrative or clinical equipment
- **VI.P.9. Performance inventory with documentation**
- VII.P.1. Perform accounts receivable procedures to patient account posting: **a. charges, b. payments, c. adjustments,**
- VII.P.3. Obtain accurate patient billing information
- VII.P.4. Inform a patient of financial obligations for services rendered
- X.P.1. Locate a state's legal scope of practice for medical assistants
- X.P.2. Apply HIPAA rules in regard to: a. privacy, b. release of information
- X.P.3. Document patient care accurately in the medical record
- XI.P.2. Demonstrate appropriate response(s) to ethical issues
- XII.P.3 Use proper body mechanics
- XII.P.5. Evaluate the work environment to identify unsafe working conditions

Behavior Based:

- I.A.2. Incorporate critical thinking skills when performing patient care
- V.A.1. Demonstrate: a. empathy, b. active listening, c. nonverbal communication
- V.A.2. Demonstrate the principles of self-boundaries
- V.A.3. Demonstrate respect for individual diversity including a. gender, b. race, d. religion, e. economic status, f. appearance
- V.A.4. Explain to a patient the rationale for performance of a procedure
- VI.A.1. Display sensitivity when managing appointments
- VII.A.1. Demonstrate professionalism when discussing patient's billing record
- VII.A.2. Display sensitivity when requesting payment for services rendered
- X.A.2. Protect the integrity of the medical record
- XI.A.1. recognize the impact personal ethics and morals have on the delivery of healthcare

Academic Dishonesty Policy: Any incident of academic dishonesty will be dealt with in accordance with college policy and the Student Handbook. Academic dishonesty – such as cheating on exams is an extremely serious offense and will result in a grade of zero on that assignment and the student will be referred to the Dean of Students for the appropriate disciplinary action.

Student Concerns: If you have any questions or concerns about any aspect of this course, please contact me using the contact information previously provided. If, after discussing your concern with me, you continue to have questions, please contact Ms. Kay Frieze at 409-933-8414, kfrieze@com.edu.

Course Schedule:

Wk.	Due Date	Content	Graded Activities
1	June 6	Chapter 1: Introduction to Medical Assisting Chapter 2: Healthcare and the Healthcare Team	<ul style="list-style-type: none"> • Assignments • Case Studies • Quiz • Syllabus Review
2	June 13	Chapter 3: Professionalism and Success Chapter 4: Interpersonal Communications	<ul style="list-style-type: none"> • Assignments • Case Studies • Quiz

3	June 20	Chapter 5: Patient Reception Chapter 8: Office Equipment and Supplies	<ul style="list-style-type: none"> • Assignments • Case Studies • Quiz
4	June 27	Chapter 10: Written and Electronic Documents Chapter 11: Medical Records and Documentation	<ul style="list-style-type: none"> • Assignments • Case Studies • Quiz
5	July 4	Holiday	
6	July 11	Chapter 12: Electronic Health Records Chapter 13: Managing Medical Records	<ul style="list-style-type: none"> • Assignments • Case Studies • Quiz
7	July 18	Chapter 14: Telephone Techniques	<ul style="list-style-type: none"> • Assignments • Case Studies • Quiz
8	July 25	Chapter 15: Patient Education Chapter 16: Schedule Management	<ul style="list-style-type: none"> • Assignments • Case Studies • Quiz
9	Aug 1	Chapter 20: Patient Billing and Collections Chapter 56: Practice Management	<ul style="list-style-type: none"> • Assignments • Case Studies • Quiz
10	Aug 8	Final	Final

*** This schedule is subject to change at the discretion of the instructor's***

Institutional Policies and Guidelines

Grade Appeal Process: Concerns about the accuracy of grades should first be discussed with the instructor. A request for a change of grade is a formal request and must be made within six months of the grade assignment. Directions for filing an appeal can be found in the student handbook. <https://build.com.edu/uploads/sitecontent/files/student-services/Student_Handbook_2019-2020v5.pdf. *An appeal will not be considered because of general dissatisfaction with a grade, penalty, or outcome of a course. Disagreement with the instructor's professional judgment of the quality of the student's work and performance is also not an admissible basis for a grade appeal.* https://build.com.edu/uploads/sitecontent/files/student-services/Student_Handbook_2019-2020v5.pdf

Academic Success & Support Services: College of the Mainland is committed to providing students the necessary support and tools for success in their college careers. Support is offered through our Tutoring Services, Library, Counseling, and through Student Services. Please discuss any concerns with your faculty or an advisor.

ADA Statement: Any student with a documented disability needing academic accommodations is requested to contact Holly Bankston at 409-933-8520 or hbankston@com.edu. The Office of Services for Students with Disabilities is located in the Student Success Center.

Counseling Statement: Any student that is needing counseling services is requested to please contact Holly Bankston in the student success center at 409-933-8520 or hbankston@com.edu. Counseling services are available on campus in the student center for free and students can also email counseling@com.edu to setup their appointment. Appointments are strongly encouraged; however some concerns may be addressed on a walk-in basis

Textbook Purchasing Statement: A student attending College of the Mainland is not under any obligation to purchase a textbook from the college-affiliated bookstore. The same textbook may also be available from an independent retailer, including an online retailer.

Withdrawal Policy: Students may withdraw from this course for any reason prior to the last eligible day for a "W" grade. Before withdrawing students should speak with the instructor and consult an advisor. Students are permitted to withdraw only six times during their college career by state law. The last day to withdraw for the 1st 5-week session is July 1st, the last day to withdraw from the 2nd session and 10-week session is, Aug 5th.

FN Grading: The FN grade is issued in cases of *failure due to a lack of attendance*, as determined by the instructor. The FN grade may be issued for cases in which the student ceases or fails to attend class, submit assignments, or participate in required capacities, and for which the student has failed to withdraw. The issuing of the FN grade is at the discretion of the instructor.

Early Alert Program: The Student Success Center at College of the Mainland has implemented an Early Alert Program because student success and retention is very important to us. I have been asked to refer students to the program throughout the semester if they are having difficulty completing assignments or have poor attendance. If you are referred to the Early Alert Program, you will be contacted by someone in the Student Success Center who will schedule a meeting with you to see what assistance they can offer in order for you to meet your academic goals.

Tardiness Policy: Failure to interact with course content via Blackboard as indicated on the Course Schedule and module overview pages in Blackboard can likewise negatively impact a student's final course grade.

Personal technology issues are not a valid excuse for not completing assignments. Tablets and cellular phones are highly discouraged when attempting quizzes and exams. Work on assignments early during the grading week and contact the instructor if you have issues. Give the instructor a reasonable amount of time to respond – reasonable is 24 hours. Mid-Term and Final Exams **will not** be re-opened. Students will be given an alternate exam.

Student Conduct Policy: College of the Mainland requires that students enrolled at COM be familiar with the Standards of Student Conduct, which can be found in the on-line Student Handbook. <http://www.com.edu/student-services/student-handbook.php>. Students are expected to be familiar with and abide by the Student Code of Conduct. Online students should act in a professional manner at all times. Electronically disruptive students will be held accountable according to college policy. Any violations of the Code of Conduct will result in a referral to the Dean of Students and may result in dismissal from this class.

Course Communication: Online course communication will be conducted through the Blackboard. The Course E-mail link is located in the Course Menu Bar. Any email sent to the instructor outside of Blackboard will be answered inside of Blackboard email only. You must monitor and respond to instructor-initiated Blackboard e-mail within 2 business days. Business days do not include weekends or during periods when COM is officially closed.

Plagiarism Policy: Plagiarism is using someone else's words or ideas and claiming them as your own. Plagiarism is a very serious offense. Plagiarism includes paraphrasing someone else's words without giving proper citation, copying directly from a website and pasting it into your paper, or using someone else's words without quotation marks. Any assignment containing plagiarized material will receive a **grade of zero**, and the student will be referred to the Dean of Students for the appropriate disciplinary action. This includes copying another student's post on discussion boards.

Success Tips for Students:

Interaction Expectations: Because this is an online course, all of the weekly allotted time (at least 6 hours) for this course will be spent interacting with course content via Blackboard primarily by completing weekly quizzes, posting responses to discussion prompts or group case studies, and by reviewing the Learning Module content.

Additionally, this means students must take more initiative for their own learning and employ good time management and organizational skills. Students also need to take more initiative in asking questions about anything they do not understand about the course, the content or graded assignments.

Useful Websites:

- Blackboard support: <http://com.parature.com>
- Student Resources: <https://www.com.edu/students>
- Library and Bookstore: <https://libguides.com.edu>
- Distance Education FAQs in Parature Knowledge Base: <https://com.parature.com>
- NetTutor: <https://www.com.edu/help-center>
- Disability Services: <https://www.com.edu/counseling/disability-services>

ACKNOWLEDGEMENT OF RECEIPT:

I, _____, acknowledge that I have received the syllabus for

MDCA 1321 Administrative Procedures for Medical Assistants, and that my instructor has reviewed it with me.

Signature of Student

Date

Signature of Witness

Date