MDCA-1321-102CL
Administrative Procedures
Fall 2022
Tuesday 9:30am - 12:30pm

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

Student hours and location: Tuesday 12:45 pm - 1:45 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 Brightspace 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.

5. Must have a minimum of 720 total clock hours at the end of this program.

Determination of Course Grade/Detailed Grading Formula: Case studies, assignments, chapter quizzes, mid-term exam, and final exam. Grading rubric for assignments can be found on the course menu. Quizzes and exams are self-grading by Brightspace/D2L.

Grading Formula: As a student you are required to complete all lessons, assignments, and test as part of each course within the program. Your semester grade will be comprised of:

Grading Scale:

Assignments	20%		A = 90 - 100.00
Case Studies	15%		B = 80 - 89.99
Quizzes	15%		C = 75 - 79.99
Mid-Term	20%		D = 60 - 74.99
Final Exam	30%		
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 (of the student)** 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 to make arrangements for submission. Do not expect the instructor to remind you.

Attendance Policy: Students are expected to attend every class and to be on time. Students who are late more than 15 minutes late may be counted absent by the instructor. If an absence occurs, it is mandatory for the student to call my office (409-933-8231) and leave a reason for the absence. A student may be dropped for non-attendance after 1 absence. Leaving the class early (before being released by the instructor) will result in an absence. More than 1 absences would prohibit students from successful completion of this course. Any student who has missed 10% of the total clock hours of instruction, will be required to make-up the hours by appointment or on scheduled days with the instructor, after the

10% has been met then all students (MUST HAVE DR. NOTE) and make up any missed time. Attendance will be checked daily by instructor. 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. If the student fails to make up the required hours, the student will be withdrawn from the program by the program director. In compliance with accreditation, students must meet the 720 overall clock hours.

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 Brightspace. 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:

SLO	Learning Outcomes	Maps to Core Objective	Assess by Activity
SLO #1:	Perform routine maintenance of administrative and clinical equipment.	Communication Skills	Skills Lab
SLO #2:	Identify and properly utilize office machines, computerized systems, and medical software.	Critical Thinking Skills	Quizzes
SLO #3:	Demonstrate knowledge on medical office business management procedures.	Communication Skills	Assignments

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: (Cognitive, Psychomotor, Affective)

<u>Knowledge Based:</u>

- V.C.1. Identify types of verbal and nonverbal communication
- V.C.2 Identify barriers to communication
- V.C.3. Identify techniques for overcoming communication barriers
- V.C.4 Identify the steps in the sender-receiver process
- V.C.5. Identify challenges in communication with different age groups
- V.C.6. Identify techniques for coaching a patient's needs

- V.C.7. Identify different types of electronic technology used in professional communications
- V.C.8. Identify the following related to body systems, a. medical terms, b. abbreviations
- V.C.9 Identify the principles of self-boundaries
- V.C.10 Identify the role of the medical assistant as a patient navigator
- V.C.11 Identify coping mechanisms
- V.C.12 Identify subjective and objective information
- V.C.13 Identify the basic concepts of the following theories of; a. Maslow, b. Erikson, c. Kubler-Ross
- V.C.14 Identify issues associated with diversity as it relates to patient care
- V.C.15. Identify the medical assistant's role in telehealth
- Vl.C.1. Identify different types of appointment scheduling methods
- Vl.C.2. Identify critical information required for scheduling patient procedures
- Vl.C.3. Recognize the purpose for routine maintenance of equipment
- VI.C.4 Identify steps involved in completing an inventory
- VI.C.5 Identify the importance of data back-up
- VI.C.6 Identify the components of an Electronic Medical Record, Electronic Health Record, and Practice Management System
- Vl.C.8. Differentiate between electronic medical records (EMR) and a practice management system
- Vll.C.1. Define the following bookkeeping terms: a. charges, b. payments, c. accounts receivable, d. accounts payable, e. adjustments, f. end of day reconciliation
- Vll.C.2. Identify precautions for accepting the following: a. cash, b. check, c. credit card, e. debit card
- Vll.C.3. Identify types if adjustments made to patient accounts including: a. non-sufficient funds (NSF) check, b. collection agency transaction, c. credit balance, d. third party
- Vll.C.4 Identify patient financial obligations for services rendered
- VII.C.1 Identify: a. types of third-party plana, b. steps for billing a third-party claim
- VIII.V. 2 Identify managed card requirements for patient referral
- VIII.C.3 Identify processes for: a. verification of eligibility for services, b. precertification/precertification, c. tracking unpaid claims, d. claims denials and appeals
- VIII.C.4 Identify fraud and abuse as they relate to third-party reimbursement
- VIII.C.5 Define the following: a. bundling and unbundling of codes, b. advanced beneficiary notice (ABN), c. allowed amount, d. deductible, e. co-insurance, f. co-pay
- VIII.C.6 identify the purpose and components of the Explanation of Benefits (EOB) and Remittance Advice (RA) Statements
- 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 polices, 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
- Vl.P.1. **Manage appointment schedule using established priorities**
- **Vl.P.2. Schedule a patient procedure**
- **Vl.P.3. Create a patient's medical record**
- **Vl.P.4. Organize a patient's medical record**
- **Vl.P.5. File patient medical record**
- **Vl.P.6. Utilize an EMR**
- **Vl.P.7. Input patient data utilizing a practice management system**
- Vl.P.8. Perform routine maintenance of administrative or clinical equipment
- **Vl.P.9. Performance inventory with documentation**
- Vll.P.1. Perform accounts receivable procedures to patient account posting: **a. charges, b. payments, c. adjustments,**
- Vll.P.3. Obtain accurate patient billing information
- Vll.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
- Xl.P.2. Demonstrate appropriate response(s) to ethical issues
- Xll.P.3 Use proper body mechanics
- Xll.P.5. Evaluate the work environment to identify unsafe working conditions

<u>Behavior Based:</u>

- l.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
- Vl.A.1. Display sensitivity when managing appointments
- Vll.A.1. Demonstrate professionalism when discussing patient's billing record
- Vll.A.2. Display sensitivity when requesting payment for services rendered
- X.A.2. Protect the integrity of the medical record
- Xl.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:

Administrative Procedures

Wk.	Due Date	Content	Graded Activities
1	Aug 23	**Chapter** 1**:** Introduction to Medical Assisting	• Assignments • Case Studies • Quiz • Syllabus Review
2	Aug 30	**Chapter 2:** Healthcare and the Healthcare Team **Chapter 3:** Professionalism and Success	• Assignments • Case Studies • Quiz
3	Sept 6	**Chapter 4:** Interpersonal Communications **Chapter 7:** Patient Reception	• Assignments • Case Studies • Quiz
4	Sept 13	**Chapter 8:** Office Equipment and Supplies	• Assignments • Case Studies • Quiz
5	Sept 20	**Chapter 10:** Written and Electronic Documents	• Assignments • Case Studies • Quiz
6	Sept 27	**Chapter 11:** Medical Records and Documentation	• Assignments • Case Studies • Quiz
7	Oct 4	**Review**	
8	Oct 11-Oct 13	**Mid-Term**	**Due by 4:00 pm**
9	Oct 18	**Chapter 12:** Electronic Health Records	• Assignments • Case Studies • Quiz

10	Oct 25	**Chapter 13:** Managing Medical Records	• Assignments • Case Studies • Quiz
11	Nov 1	**Chapter 14:** Telephone Techniques	• Assignments • Case Studies • Quiz
12	Nov 8	**Chapter 15:** Patient Education	• Assignments • Case Studies • Quiz
13	Nov 15	**Chapter 16:** Schedule Management	• Assignments • Case Studies • Quiz
14	Nov 22	**Chapter 20:** Patient Billing and Collections **Chapter 56:** Practice Management	
16	Nov 29	**Review**	
		Final	**Due by 4:00 pm**

**** This schedule is subject to change at the discretion of the instructor's****
****Textbook assignments will be assigned in class****

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.

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 date to withdraw from the 1st 8-week session is October 5. The last date to withdraw from the 16-week session is November 18. The last date to withdraw for the 2nd 8-week session is December 1, 2022.

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.

Resources to Help with Stress: If you are experiencing stress or anxiety about your daily living needs including food, housing or just feel you could benefit from free resources to help you through a difficult time, please click here https://www.com.edu/community-resource-center/. College of the Mainland has partnered with free community resources to help you stay on track with your schoolwork, by addressing life issues that get in the way of doing your best in school. All services are private and confidential. You may also contact the Dean of Students office at deanofstudents@com.edu or communityresources@com.edu.

Tardiness Policy: Class starts at 9:30 and students who are late more than 15 minutes may be counted tardy by the instructor. You must communicate with you instructor before class starts by email or voice mail. Three tardies will equal one absence. This includes all breaks during class time. ***This includes All breaks during on campus class times.***

Classroom Behavior: Students are expected to conduct themselves as mature adults observing all college rules and classroom etiquette. Disruptive behavior of any kind will not be tolerated in the classroom at any time. As a student active in the learning community of this course, it is your responsibility to be respectful of the learning atmosphere in your classroom. Failure to comply could be mean dismissal from the program.

Cell Phone Use: Cell phones or any **Camera and or Recording devices** use is **strictly prohibited** during any lab/class session. Please keep in "silent" mode during lectures and be respectful of instructors and other students. Should you need to answer the call, please do so out of the classroom. Due to cheating in the past, we cannot allow any wireless devices to be on during the tests. In an emergency, you may be reached by contacting Campus Police at 409-933-8403.
Failure to comply will result in dismissal of class for that day. You will receive one verbal warning, one written warning, and on the third warning you will be asked to leave the class for that class period. If you are asked to leave the class for the day more than two times you will have to turn in your cell phone to instructor before each class period for the remainder of the semester.
To show respect of your fellow students and instructor, you will turn off you phone and other electronic devices and will not use these devices in the classroom unless you receive permission from the instructor. Use of recording devices, including camera phones and tape recorders, is prohibited in classrooms, laboratories, faculty offices, and other locations where instruction, tutoring, or testing occurs. Students with disabilities who need to use a recording device as a reasonable accommodation should contact the Office for Students with Disabilities for information regarding reasonable accommodations.

Professionalism: Success in one's career is almost as dependent on professional behavior as on one's academic knowledge and abilities. Therefore, students are expected to exhibit professional behavior in the classroom as well as all activities with this course. Professional behavior includes:

- **Attends class is punctual**- The student attends every class period, arrives on time for class activities or informs the instructor in a timely manner of unavoidable situations that cause the student to be late or miss class.
- **Dependable**- the student meets assignment deadlines and follows through to completion of responsibilities.
- **Effective interpersonal and team skills**- The student relates well to people, shows respect to others, deals tactfully and effectively with others, influences as opposed to directs, provides constructive critics without altering others, negotiates or mediates when appropriate, exhibits openness to new ideas, and demonstrates a positive attitude.
- **Effective communication skills**- The student listens, speaks using correct grammar and without excess fillers. Example: Umm, you know, and like.
- **Ethical Conduct**- The student maintains honesty, integrity, and confidentiality of patient provider, fellow student, and college information.

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:

- Read all assignments and understand requirements for completing assignment prior to coming to class.
- **Three Prior to Me**: The MA faculty encourages students to problem-solve, work as a team as well as utilize available resources. In order to develop these skills, we will employ the "**Three Prior to Me**" process. This means that before you contact the instructor with a course-related question, you must have attempted to find the information in three other places. For instance, if you are unsure about the meaning of a term used in the course, you would attempt to locate this information in three places prior to asking the instructor. Hence, you might do a Google search for the term, ask a classmate, and refer to your textbook. Instructors will question you regarding what research methods you utilized to locate information on your own. This process is not meant to be a barrier to you, but instead to provide the following benefits:
    - Preparation for the workforce.
    - Increased research skills.
    - Instructors will have more time to provide feedback and interact with students.

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:

• 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