



**MDCA-1321-001HY-S2021**  
**Administrative Procedures**  
**Summer 2021**  
**Monday 9:30am - 2:30pm**

**Instructor Information:** Darlene Alexander

**Student hours and location:** Mondays, 2:30-3:30 pm, Office # 409-933-8231

**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.

**Weekly Quizzes/Mid-Term Exam/Final Exam:** Please Note –The week begins on Monday and ends Sunday at midnight. Therefore, (weekly quizzes, mid-term exam, and final exam) should be submitted no later than Sunday of the week in which information: they appear on the calendar. Late work may not be

accepted unless individuals' arrangements have been made with me prior to the due date and time. I will e-mail you if I make any adjustments to the calendar. \_

**Grading Scale:**

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

**\* A minimum final grade of “C” is required to pass this course.**

*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*

**Late Work:** Late work is defined as work not turned in when a student is present in class. Late work may be turned in with ten points off for each day the work is late up to an average of 70% or 3 days. All class work is due on the day it is given. Any class assignment not turned in on time will be considered late. All homework assignments are due on the assigned day – no exceptions! Homework assignments not turned in the next class day will be given a grade of zero. Determination of Course Grade/Detailed Grading Formula (methods of evaluation to be employed to include a variety of means to evaluate student performance):

**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:** ALL electronic communication with the instructor must be through your COM email. Due to FERPA restrictions, faculty cannot share any information about performance in the class through other electronic means. (Faculty may add additional statement requiring monitoring and communication expectations via Blackboard or other LMS)

**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 files
- 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 if 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
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**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
- **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](mailto:kfrieze@com.edu).

## Course Schedule:

Wk	Due Date	Content	Graded Activities
1	June 14	<b>Chapter 1:</b> Introduction to Medical Assisting <b>Chapter 2:</b> Healthcare and the Healthcare Team <b>Chapter 3:</b> Professionalism and Success	<ul style="list-style-type: none"> <li>• Assignments</li> <li>• Case Studies</li> <li>• Quiz</li> <li>• Syllabus Review</li> </ul>
2	June 21	<b>Chapter 4:</b> Interpersonal Communications <b>Chapter 7:</b> Patient Reception <b>Chapter 8:</b> Office Equipment and Supplies	<ul style="list-style-type: none"> <li>• Assignments</li> <li>• Case Studies</li> <li>• Quiz</li> </ul>
3	June 28	<b>Chapter 10:</b> Written and Electronic Documents <b>Chapter 11:</b> Medical Records and Documentation <b>Chapter 12:</b> Electronic Health Records	<ul style="list-style-type: none"> <li>• Assignments</li> <li>• Case Studies</li> <li>• Quiz</li> </ul>
4	July 5	<b>Chapter 13:</b> Managing Medical Records <b>Chapter 14:</b> Telephone Techniques <b>Chapter 15:</b> Patient Education	<ul style="list-style-type: none"> <li>• Assignments</li> <li>• Case Studies</li> <li>• Quiz</li> </ul>
5	July 8	<b>Chapter 16:</b> Schedule Management <b>Chapter 20:</b> Patient Billing and Collections <b>Chapter 56:</b> Practice Management	<ul style="list-style-type: none"> <li>• Assignments</li> <li>• Case Studies</li> <li>• Quiz</li> </ul>
	July 5-9th	<b>Final</b>	<b>Final</b>

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

**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](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](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 career. 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](mailto: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](mailto:hbankston@com.edu). Counseling services are available on campus in the student center for free and students can also email [counseling@com.edu](mailto: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 only permitted to withdraw six times during their college career by State law. The last day to withdraw for the 1<sup>st</sup> 5-week session is June 6<sup>th</sup>, Aug 2<sup>nd</sup> for 16-week courses and July 6<sup>th</sup> for the 2<sup>nd</sup> 5-week session.

**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.

**COVID-19 Statement:** All students, faculty and staff are expected to familiarize themselves with materials and information contained on the College of the Mainland’s Coronavirus Information site at [www.com.edu/coronavirus](http://www.com.edu/coronavirus).. Students are required to watch a training [video](#), complete the [self-](#)

[screening](#), and acknowledge the safety guidance at: [www.com.edu/selfscreen](http://www.com.edu/selfscreen). In addition, students, faculty, and staff must perform a [self-screening](#) prior to each campus visit. Finally, students, faculty, or staff which have had symptoms of COVID-19, received a positive test for COVID-19, or have had close contact with an individual infected with COVID-19 must complete the [self-report tool](#).

**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.

**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>

**Cell Phone Use -- Cell phone use is strictly prohibited during any class/lab sessions.**

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**