PURPOSE:
The course aims to provide Administrative Medical Assistant Program students with the necessary skills for receptionists, billing specialists, record management, bookkeeping, and general office and communication. This course provides insight into the required attitudes and skills needed to perform during clinical experience.

METHODS OF INSTRUCTION:
1. Lecture/discussion - Students are expected to have read assigned materials before coming to class so that they can more fully understand information covered by the instructor and actively participate in class discussions. Some of the suggested worksheets will be done in class with group participation.

2. Role-playing - Reception and telephone skills are learned more easily by using role-playing. All students will take part in these role-playing situations to learn human relations and interaction skills. These activities must be performed in class to meet the administrative competency requirements and cannot be made up.

3. Examinations and review - Examinations and review are considered an important part of learning. All exams must be taken in sequence.

4. Working together in small groups to complete daily assignments and critical thinking exercises. There will be participation points given that cannot be made up.
METHODS OF EVALUATION:

1. There is a total of 975 points in this class comprised in the following way:

- Chapter questions and administrative competencies will total 500 points. 25 points will be assigned to each chapter (15 points for chapter questions and 10 points for competencies within that chapter). Points will be deducted for late work.
- Unit Quizzes will total 375 points.
- Final exam/Project will total 100 points.
- Attendance will be required for administrative competencies. These cannot be made up without an excused absence. The psychomotor and affective competencies are difficult to make up, so attendance is extremely important!
- Cheating will result in an “F” for the course.

- Letter grades are assigned according to the percentage of maximum possible points the student has earned:
  - 90% - 100% = A
  - 80% - 89% = B
  - 70% - 79% = C
  - 69% or less = F

70% is an estimated figure which is considered a minimum level of achievement. Any student who receives a final score below 70% will not pass this course. In order for Medical Assistant program students to pass this class he/she must receive an average of 70% or above in the given course and complete all competency evaluations within the given course with a minimum score of 70%. CAAHEP accreditation requires 100% of all Medical Assistant graduates receive a pass for 100% of all competencies.

2. Students are expected to participate in class discussions and exercises. If you are absent, you cannot participate. You are expected to treat attendance as you would on the job. Students will call in or e-mail the instructor prior to class if ill and will make arrangements to make up any assignments that are allowed to be made up.

3. This class is not offered each semester; therefore, the designation of IP (in progress) is not possible.

4. Individual problems should be discussed with the instructor during office hours.

GENERAL INSTRUCTIONS:
1. Please do not underestimate the importance of this information. Our advisory committee and
clinical supervisors request emphasis in these areas. Much of this information is general in nature and pertinent to any job or clinical situation.

2. A course outline has been provided. **Some variation may occur due to unexpected events throughout the semester. Class will be informed of changes.** The course may vary a little due to unexpected events throughout the semester that require flexibility in our schedule.

**EXPECTED LEARNING OUTCOMES:**
By the end of this course, the students will be able to:

1. Perform the duties of an administrative medical assistant which include: the use of proper telephone techniques, scheduling appointments, dealing with patients, processing daily charge tickets, dealing with emergencies, and preparing the patient's medical record.

2. Perform the various duties required in a medical office or facility which include: mail processing, letter writing, library and editorial duties, housekeeping, ordering, maintaining, and arranging medical and non-medical supplies, assisting with medical reports, and maintaining correspondence files.

3. Perform record management duties required in a medical office which include preparing patient records, organizing and maintaining record filing system, maintaining a record of equipment and supplies, filing patient records, storing of dated records and chart notes.

4. Understand many of the abbreviations and symbols used in prescriptions, medical charts, and correspondence.

5. Recognize and apply techniques to better human relation skills with patients and other employees. As a component of the communication content area, have the ability to adapt for individual needs.

6. Have a basic understanding of law and medical ethics to facilitate treatment of patients in a medical office with understanding, sensitivity, and compassion.

7. Have some knowledge of the various forms of medical practice and medical care delivery, which includes third party payer requirements.
The following cognitive objectives for the Medical Assistant Program are covered in this class:

II.C.1. Demonstrate knowledge of basic math computations.
IV.C.1. Identify styles and types of verbal communication.
IV.C.2. Identify nonverbal communication.
IV.C.3. Recognize communication barriers.
IV.C.4. Identify techniques for overcoming communication barriers.
IV.C.5. Recognize the elements of oral communication using a sender-receiver process.
IV.C.7. Identify resources and adaptations that are required based on individual needs, i.e., culture and environment, developmental life stage, language, and physical threats to communication.
IV.C.12. Organize technical information and summaries.
IV.C.13. Identify the role of self-boundaries in the health care environment.
IV.C.15. Discuss the role of assertiveness in effective professional communication.
IV.C.16. Differentiate between adaptive and nonadaptive coping mechanisms.
V.C.1. Discuss pros and cons of various types of appointment management systems.
V.C.2. Describe scheduling guidelines.
V.C.3. Recognize office policies and protocols for handling appointments.
V.C.4. Identify critical information required for scheduling patient admissions and/or procedures.
V.C.6. Describe various types of content maintained in a patient’s medical record.
V.C.7. Discuss pros and cons of various methods.
V.C.10. Discuss filing procedures.
V.C.13. Identify time management principles.
V.C.14. Discuss the importance of routine maintenance of office equipment.
VI.C.4. Discuss precautions for accepting checks.
VI.C.5. Compare types of endorsement.
VI.C.6. Differentiate between accounts payable and accounts receivable.
VI.C.7. Compare manual and computerized bookkeeping systems used in ambulatory care.
VI.C.8. Describe common periodic financial reports.
VI.C.9. Explain both billing and payment options.
VI.C.10. Identify procedure for preparing patient accounts.
VI.C.11. Discuss procedures for collecting outstanding accounts.
VI.C.12. Describe the impact of both the Fair Debt Collection Act and the Federal Truth in Lending Act of 1968 as they apply to collections.
VI.C.13. Discuss types of adjustments that may be made to a patient’s account.
VII.C.1. Identify types of insurance plans.
VII.C.3. Discuss workers’ compensation as it applies to patients.
VII.C.4. Describe procedures for implementing both managed care and insurance plans.
VII.C.5. Discuss utilization review principles.
VII.C.6. Discuss referral process for patients in a managed care program.
VII.C.7. Describe how guidelines are used in processing an insurance claim.
VII.C.10. Discuss types of physician fee schedules.
IX.C.1. Discuss legal scope of practice for medical assistants.
IX.C.4. Summarize the Patient Bill of Rights.
IX.C.5. Discuss the licensure and certification as it applies to health care providers.
IX.C.6. Describe liability, professional, personal injury and third-party insurance,
IX.C.7. Compare and contrast physician and medial assistant roles in terms of standards of care.
IX.C.8. Compare criminal and civil law as it applies to the practicing medical assistant.
IX.C.9. Provide an example of tort law as it would apply to a medical assistant.
IX.C.10. Explain how the following impact the medical assistant’s practice and give examples:
   a. Negligence
   b. Malpractice
   c. Statute of Limitations
   d. Good Samaritan Act
   e. Uniform Anatomical Gift Act
   f. Living will/Advance directives
   g. Medical durable power of attorney
IX.C.11. Identify how the Americans with Disabilities Act (ADA) applies to the medical assisting profession.
IX.C.14. Describe the process to follow if an error is made in patient care.
X.C.1. Differentiate between legal, ethical, and moral issues affecting health care.
X.C.2. Compare personal, professional, and organizational ethics.
X.C.3. Discuss the role of cultural, social, and ethnic diversity in ethical performance of medical assisting.
X.C.4. Identify where to report illegal and/or unsafe activities and behaviors that affect health, safety, and welfare of others.
X.C.5. Identify the effect personal ethics may have on professional performance.

The following psychomotor and affective competencies for the Medical Assistant Program are covered in this class:

IV.P.4. Explain general office policies.
IV.P.7. Demonstrate telephone techniques.
IV.P.12. Develop and maintain a current list of community resources related to patients’ health care needs.
IV.P.13. Advocate on behalf of patients.
V.P.1. Manage appointment schedule, using established priorities.
V.P.2. Schedule patient admissions and/or procedures.
V.P.4. File medical records.
V.P.7. Use internet to access information related to the medical office.
V.P.9. Perform routine maintenance of office equipment with documentation.
V.P.10. Perform an office inventory.
VI.P.1. Prepare a bank deposit.
VI.P.2. Perform accounts receivable procedures, including:
   c. Perform collection procedures.
   d. Post adjustments.
   e. Process a credit balance.
   g. Post nonsufficient fund (NSF) checks
h. Post collection agency payments.

VII.P.1. Apply both managed care policies and procedures.
VII.P.2. Apply third-party guidelines.
VII.P.3. Complete insurance claim forms.
VII.P.4. Obtain precertification, including documentation.
VII.P.5. Obtain preauthorization, including documentation.
VII.P.6. Verify eligibility for managed care services.

IX.P.2. Perform within scope of practice.
IX.P.4. Practice within the standard of care for a medical assistant.
IX.P.5. Incorporate the Patient’s Bill of Rights into personal practice and medical office policies and procedures.
IX.P.6. Complete an incident report.

X.P.1. Report illegal and/or unsafe activities and behavior that affect health, safety, and welfare of others to proper authorities.
XII.P.2. Evaluate the work environment to identify safe vs. unsafe working conditions.
XII.P.3. Develop a personal (patient and employee) safety plan.
XII.P.4. Develop an environmental safety plan

IV.A.4. Demonstrate awareness of the territorial boundaries of the person with whom communicating.
IV.A.5. Demonstrate sensitivity appropriate to the message being delivered.
IV.A.6. Demonstrate awareness of how an individual’s personal appearance affects anticipated responses.
IV.A.8. Analyze communications in providing appropriate responses/feedback.
IV.A.9. Recognize and protect personal boundaries in communicating with others.
IV.A.10. Demonstrate respect for individual diversity, incorporating awareness of one’s own biases in areas including gender, race, religion, age, and economic status.

V.A.1. Consider staff needs and limitations in establishment of a filing system.
V.A.2. Implement time management principles to maintain effective office function.
VII.A.1. Demonstrate sensitivity and professionalism in handling accounts receivable activities.
VII.A.2. Demonstrate assertive communication with managed care and/or insurance providers.
VII.A.3. Communicate in language the patient can understand regarding managed care and insurance plans.
IXA.1. Demonstrate sensitivity to patient rights.
IXA.2. Demonstrate awareness of the consequences of not working within the legal scope of practice.

X.A.1. Apply ethical behaviors, including honesty/integrity in performance of medical assisting practice.
X.A.2. Examine the impact personal ethics and morals may have on the individual’s practice.
X.A.3. Demonstrate awareness of diversity in providing patient care.

All psychomotor and affective competencies must be passed with at 70% or above in order to receive a pass for the Medical Assistant Program.
Consumer Information

In 2008, the federal government required all post-secondary institutions offering federal financial aid programs to provide key data to both prospective and current students. To comply with this requirement, Lewis-Clark State College has developed a consumer information page, which may be accessed at http://www.lcsc.edu/studentconsumerinformation/

Disability Accommodations

Students requiring special accommodations or course adaptations due to a disability and/or a health-related issue should consult their course instructors and the LCSC Student Counseling Center immediately (RCH 111, 792-2211). Official documentation may be required in order to provide an accommodation and/or adaptation.

Student Rights and Responsibilities

Students have the responsibility for knowing their program requirements, course requirements, and other information associated with their enrollment at LCSC. Students should review the LCSC General Catalog (http://www.lcsc.edu/catalog/) and the LCSC Student Handbook (available at http://www.lcsc.edu/studentservices/contactus.htm) for more information.

Accidents/Student Insurance

Students participating in LCSC classes normally must look to their personal health insurance policy (Student Health Insurance Plan or comparable private coverage) should an accident occur. In the event of an accident, please seek medical help, if necessary, and report the incident to LCSC Security (792-2226). Fieldtrips or other special student activities may also require students to submit a signed participation waiver (forms can be obtained from the supporting Division Office).

Enrollment Verification/Attendance

Students who are not actively pursuing their classes may have to repay part or all of their financial aid awards depending upon the circumstances.

Academic Dishonesty

Academic dishonesty, which includes cheating and plagiarism, is not tolerated at LCSC. Individual faculty members will impose their own policies and sanctions regarding academic dishonesty. Students who are accused of being academically dishonest may be referred to the Dean of Student Services for official disciplinary action.

Illegal File Sharing

Students using LCSC’s computers and/or computer network must comply with the college’s appropriate use policies and are prohibited from illegally downloading or sharing data files of any kind. Specific information about the college’s technology policies and its protocols for combating illegal file sharing may be found on the Dean of Student Services’ web page (http://www.lcsc.edu/studentservices/).
Diversity Vision Statement

Regardless of race, color, age, sex, religion, national origin, disability, veteran status, or sexual orientation, you will be treated and respected as a human being. [http://www.lcsc.edu/culturaldiversity/](http://www.lcsc.edu/culturaldiversity/)

My office location is: SGC 200B
My telephone number is: 792-2371
My office hours are: Mondays and Wednesdays from 10:00 – 12:00