

Course Outline

COURSE: BOT 182 **DIVISION:** 50 **ALSO LISTED AS:**

TERM EFFECTIVE: Fall 2022 **CURRICULUM APPROVAL DATE:** 11/7/2022

SHORT TITLE: MED OFF PROCED

LONG TITLE: Medical Office Procedures

<u>Units</u>	<u>Number of Weeks</u>	<u>Type</u>	<u>Contact Hours/Week</u>	<u>Total Contact Hours</u>
3	18	Lecture:	3	54
		Lab:	0	0
		Other:	0	0
		Total:	3	54

COURSE DESCRIPTION:

This specialized course includes medical office procedures, patient record management, coding/billing for private/government health insurance programs, and professional ethics. This course has the option of a letter grade or pass/no pass.

PREREQUISITES:

Completion of , as , with a grade of or better.

COREQUISITES:

CREDIT STATUS: D - Credit - Degree Applicable

GRADING MODES

L - Standard Letter Grade

P - Pass/No Pass

REPEATABILITY: N - Course may not be repeated

SCHEDULE TYPES:

02 - Lecture and/or discussion

05 - Hybrid

71 - Dist. Ed Internet Simultaneous

72 - Dist. Ed Internet Delayed

STUDENT LEARNING OUTCOMES:

By the end of this course, a student should:

1. Describe scenarios in which the medical office employee must recognize emergency situations and explain an appropriate response in these situations.
2. Explain how to complete tasks/assignments for administrative duties in a medical office, including describing situations in which the medical office employee must demonstrate judgment and independent action.

COURSE OBJECTIVES:

By the end of this course, a student should:

1. List tasks that are performed by an administrative medical assistant and by a clinical medical assistant.
2. Discuss the principles of medical ethics as they apply to both physicians and medical assistants.
3. Discuss the following phone skills: answering, screening, taking messages, and handling emergency calls.
4. Provide four guidelines for scheduling appointments.
5. Compare the different filing methods and explain the steps in the filing process; filing of charts, x-rays, and electronic files.
6. Compose written communications for a variety of reasons.
7. Discuss the components of the medical record format referred to as SOAP and list five reasons for maintaining a patient's record.
8. Compute charges and make the appropriate entries for services rendered, charges and payments.
9. Describe the various types of health insurance coverage.
10. Describe and demonstrate how to maintain financial records.
11. Select and prepare the proper forms for procedures requiring consent or release of medical information.

CONTENT, STUDENT PERFORMANCE OBJECTIVES, OUT-OF-CLASS ASSIGNMENTS

Curriculum Approval Date: 11/7/2022

3 HOURS

LECTURES: Orientation. Medical Office Opportunities. Skills Performed by Medical Assistants

3 HOURS

LECTURES: Qualifications for Success in a Medical Office. Interaction with Patients and Co-Workers

3 HOURS

LECTURES: Medical Ethics and the Law as they Apply to Both Physicians and Medical Assistants. Legal Terms

3 HOURS

LECTURES: Telephone Communications: Answering, Identifying, Screening, Messages, and Handling Emergency Calls

3 HOURS

LECTURES: Setting up a Doctor's Practice. Appointments: Scheduling/Rescheduling/Cancellation

3 HOURS

LECTURES: Records Management: Preparing Patient's Files. Filing Methods

6 HOURS

LECTURES: Written Communications: Mail Classifications, Incoming and Outgoing Mail, Electronic Mail

3 HOURS

LECTURES: Preparing Medical Records: Preparing and Keeping Physical Exam Reports, Components of the Medical Record Format

6 HOURS

LECTURES: Billing: Quoting Fees, Preparing Ledgers, Composing a Collection Letter

3 HOURS

LECTURES: Health Insurance: Terms, Processing a Medicare Claim, Processing a Worker's Compensation Report

6 HOURS

LECTURES: Financial Records: Preparing Daily Journals, Preparing Checks, Preparing a Monthly Summary, Preparing Receipts and Updating Financial Records, Preparing a Deposit Slip, Reconciling a Bank Statement, Preparing Salary Checks and Records

3 HOURS

LECTURES: Office Management: Starting a Procedures Manual

3 HOURS

LECTURES: Professional Reports: Locating Materials, Proofreading, Key a Manuscript, Maintaining a Professional Library

4 HOURS

LECTURES: Medical Meetings and Travel Arrangements: Preparing an Agenda, Recording Minutes, Confirming Speaking Arrangements, Keying an Itinerary

2 HOURS

Final Exam.

METHODS OF INSTRUCTION:

Lecture, computer demonstration, student projects.

METHODS OF EVALUATION:

Writing assignments

Evaluation Description

This is a degree-applicable course, but substantial writing assignments are NOT appropriate, because the course primarily:

Involves skill demonstrations or problem solving

Problem-solving assignments

Evaluation Percent 40

Evaluation Description

Problem-solving demonstrations: 30% - 60%

Homework Problems,

Quizzes,

Exams

Skill demonstrations

Evaluation Percent 30

Evaluation Description

Skill demonstrations: 30% - 60%

Performance Exams

Objective examinations

Evaluation Percent 30

Evaluation Description

Objective examinations: 20% - 50%

Multiple Choice,

True/False,

Matching Items,

Completion

REPRESENTATIVE TEXTBOOKS:

Fordney, M. T. Insurance Handbook for the Medical Office. St. Louis: Saunders Elsevier, 2017.

ISBN: ISBN: 9780323449359

Reading Level of Text, Grade: Reading level of text, Grade: 12th Verified by: Verified by:MS Word

ARTICULATION and CERTIFICATE INFORMATION

Associate Degree:

CSU GE:

IGETC:

CSU TRANSFER:

Transferable CSU, effective 200530

UC TRANSFER:

Not Transferable

SUPPLEMENTAL DATA:

Basic Skills: N

Classification: Y

Noncredit Category: Y

Cooperative Education:

Program Status: 1 Program Applicable

Special Class Status: N

CAN:

CAN Sequence:

CSU Crosswalk Course Department:

CSU Crosswalk Course Number:

Prior to College Level: Y

Non Credit Enhanced Funding: N

Funding Agency Code: Y

In-Service: N

Occupational Course: C

Maximum Hours:

Minimum Hours:

Course Control Number: CCC000277604

Sports/Physical Education Course: N

Taxonomy of Program: 051420