

**MAYLAND COMMUNITY COLLEGE**  
**Welcomes You To:**

**MED 130.10**  
**Administrative Office Procedures I**

**FALL 2007**

**Course Description**

This course introduces medical office administrative procedures. Topics include appointment processing, written and oral communications, medical records, patient orientation, and safety. Upon completion, students should be able to perform basic administrative skills within the medical environment.

**Prerequisites:** Admission to the M. A. Program      **Corequisites:** See college catalog

**Lecture:** 1 hour   **Lab:** 2 hours   **Credit hours:** 2 hours

**Dates:** August 23, 2007 – December 13, 2007

**Instructor Information**

**Instructor:** Shannon Y. Atkins, CMA, AAS  
**Office Location:** Room # 216  
**Telephone Number:** 828-467-3398 or 828-688-9240  
**E-mail Address:** atkinsroost1@aol.com

**Course Information**

**Course meeting days:** Thursday, 12:30 pm-3:20pm in room 216.

**Required Text(s):** Young, A., Proctor, D., (2007). The Medical Assistant. An Applied Learning Approach, Tenth Edition. St. Louis, Missouri. Saunders Elsevier.

**LRC Resources:** Selected readings assigned by the instructor

**Required supplies:** Pencil & paper

**Course Objectives/Competencies:**

Successful completion of this course includes the following content objectives, but may not be limited to those listed. The instructor has the option to add objectives and to delete those that may become obsolete. In addition to the cognitive objectives, the student will be required to complete the performance (competency) objectives.

Performance requirements for cognitive objectives: Given questions (multiple choice, essay, true/false, matching, etc.) on written exam, the student, without aid of reference and with at least 77% proficiency, will complete the following course objectives.

**Introduction: Becoming a Successful Student:** Chapter 1

**Objectives:** The student should meet the following performance objectives and demonstrate an understanding of the facts and principles presented.

1. Define, spell and pronounce the terms listed in the vocabulary.

2. Understand the importance of developing professional behaviors as a member of an allied health team.
3. Evaluate the concept of critical thinking and how it affects your actions.
4. Examine your learning preferences.
5. Interpret how your learning style affects your success as a student.
6. Learn how to apply time management strategies to make the most of your learning opportunities.
7. Use problem solving techniques to manage conflict and barriers to your success.
8. Interpret effective study skills into your daily activities.
9. Determine test taking strategies that that can help you take charge of your success.
10. Incorporate critical thinking to make mental connections as material is learned.

## **Chapter 2: The Healthcare Industry**

**Objectives:** The student should meet the following performance objectives and demonstrate an understanding of the facts and principles presented.

1. Define, spell and pronounce the terms listed in the vocabulary.
2. Identify the ancient cultures that contributed a major portion of our medical terminology.
3. Explain the history of medicine and how it has affected today's medical industry.
4. Distinguish between and describe the two medical symbols in general use today.
5. Explain why a medical education at John Hopkins was considered superior, even in its early years.
6. List and discuss several medical pioneers, and list the importance of their contributions to the medical profession.
7. Explain the roles of the World Healthcare Organizations.
8. Discuss the various types of ambulatory care.
9. Distinguish among different types of doctors and medical practices.
10. Identify the medical specialties recognized by the American Board of Medical Specialties.
11. Discuss various types of healthcare occupations and the role these professionals play in the healthcare industry.

## **Unit 1: The Medical Assisting Profession: Chapter 3.**

### **Objectives:**

The student should meet the following performance objectives and demonstrate an understanding of the facts and principles presented.

1. Define, spell and pronounce the terms listed in the vocabulary.
2. The history of the medical assisting as a profession.
3. Differentiate between the administrative and clinical medical assisting duties.
4. The versatility of a career in medical assisting.
5. Explain the reasons that hiring an individual with no formal training is often more expensive than hiring a professional medical assistant.
6. Identify several considerations to keep in mind when choosing a position as a medical assistant other than financial compensation.
7. Discuss the aspects of the medical assistant's performance on a successful externship.
8. List three unacceptable behaviors on the externship site.
9. Explain why continuing education is so important to the medical assistant.
10. Discuss the difference between CMA and RMA.

## **Unit 1: Professional Behavior in the Workplace: Chapter. 4**

### **Objectives:**

The student should meet the following performance objectives and demonstrate an understanding of the facts and principles presented.

1. Define, spell and pronounce the terms listed in the vocabulary.

2. Explain the meaning of the word professionalism.
3. Discuss several of the characteristics of professionalism.
4. Explain why confidentiality is so important in the medical profession.
5. Discuss the role of the medical assistant's attitude in caring for patients.
6. List some examples of office politics.
7. Identify specific ways that teamwork can be promoted in the physician's office.
8. Discuss the meaning of insubordination and why it is grounds for dismissal.
9. Identify several categories of prioritizing tasks and their meaning.
10. Talk about goal setting and how this helps achieve career success.

## **Unit 2: Computer Concepts: Chapter 8**

### **Objectives:**

The student should meet the following performance objectives and demonstrate an understanding of the facts and principles presented.

1. Define, spell and pronounce the terms listed in the vocabulary.
2. List several ways that a computer can be effective in a medical office.
3. Explain the basic functions that a computer performs.
4. Explain the basic parts of a computer.
5. List the three elements that differentiate microprocessors.
6. Discuss the differences among various types of printers.
7. Explain the importance of a motherboard.
8. Explain and give examples of peripheral devices.
9. List and discuss several types of file formats.
10. Explain the concept of computer networking.
11. Define the function of browsers.
12. Discuss the importance of computer security.

CAAHEP Competencies: General

3.c.(4)(c). Utilize computer software to maintain office systems.

## **Unit 2: Telephone Techniques: Chapter 9**

### **Objectives:**

The student should meet the following performance objectives and demonstrate an understanding of the facts and principles presented.

1. Define, spell and pronounce the terms listed in the vocabulary.
2. Determine the source of incoming and outgoing calls to a physician's office.
3. Describe how one develops a pleasing telephone voice.
4. Explain why courtesy is so important when speaking on the telephone.
5. Discuss different ways to handle callers who wish to speak to the doctor.
6. List seven items needed to take a telephone message correctly.
7. Explain how angry callers might be handled.
8. Discuss how the medical assistant should handle callers who have a complaint.
9. List several questions to ask when handling an emergency call.
10. Discuss several useful sections of the introductory pages of the phone directory.
11. Demonstrate the correct way to answer the phone in the office.
12. Demonstrate the correct way to accurately record a message and take a request for action.
13. Demonstrate the most effective way to call in a prescription or a prescription refill to a pharmacy.

CAAHEP Competencies: General

- 3.c.(1)(b). Recognize and respond to verbal communication.
- 3.c.(1)(d). Demonstrate telephone techniques.
- 3.c.(2)(a). Identify and respond to issues of confidentiality.
- 3.c.(3)(a). Explain general office policies.
- 3.c.(3)(d). Identify community resources.

**Unit 2: Scheduling Appointments:** Chapter 10

The student should meet the following performance objectives and demonstrate an understanding of the facts and principles presented.

1. Define, spell and pronounce the terms listed in the vocabulary.
2. Discuss three items that should be considered when scheduling appointments.
3. Explain the features that should be considered when choosing an appointment book.
4. Discuss the advantages of computerized appointment scheduling.
5. Explain how self scheduling would reduce calls to the medical office.
6. List and explain at least three methods of appointment scheduling.
7. Explain the basic procedure to follow when the office is behind schedule.
8. Discuss offering choices to patients when scheduling appointments.
9. Explain the importance of legible writing in the appointment book.
10. Discuss several methods of dealing with patients who consistently arrive late.
11. Name several reasons for failed appointments.

CAAHEP Competencies: Administrative

- 3.a.(1)(a). Schedule and manage appointments.
- 3.a.(1)(b). Schedule inpatient and outpatient admissions and procedures.

General:

- 3.c.(1)(b). Recognize and respond to verbal communication.
- 3.c.(1)(d). Demonstrate telephone techniques.
- 3.c.(2)(a). Identify and respond to issues of confidentiality.
- 3.c.(2)(d). Document appropriately.
- 3.c.(3)(a). Explain general office policies.
- 3.c.(3)(b). Instruct individuals according to their needs.
- 3.c.(4)(a). Utilize computer software to maintain office systems.

**Unit 2: Patient Reception and Processing:** Chapter 11

The student should meet the following performance objectives and demonstrate an understanding of the facts and principles presented.

1. Define, spell and pronounce the terms listed in the vocabulary.
2. Explain the purpose of the mission statement.
3. List several patient amenities and why these are important additions to the medical office.
4. Describe how to prepare for patient arrivals.
5. Explain why it is important to use the patient's name as often as possible.
6. Discuss how the medical assistant may help the patient prepare for an examination.
7. List and explain two methods of chart placement.
8. Discuss how the medical assistant might deal with talkative patients.
9. Discuss ways to make the patient feel at ease and comfortable in the medical office.

CAAHEP Competencies: Administrative

- 3.a.(1)(c). Organize a patient's medical chart.

General:

- 3.c.(1)(b). Recognize and respond to verbal communication.
- 3.c.(2)(a). Identify and respond to issues of confidentiality.
- 3.c.(2)(c). Establish and maintain the medical record.
- 3.c.(2)(d). Document appropriately.
- 3.c.(3)(a). Explain general office policies.
- 3.c.(3)(b). Instruct individuals according to their needs.

**Unit 2: Office Environment and Daily Operations:** Chapter 12

The student should meet the following performance objectives and demonstrate an understanding of the facts and principles presented.

1. Define, spell and pronounce the terms listed in the vocabulary.
2. List five actions that need to be taken before the office opens in the morning.
3. Explain why patient traffic flow is an important consideration in office design.
4. List some of the expenses involved in the operation of a medical practice.
5. Describe how prices can be compared for medical office supplies.
6. Describe the purpose of white noise.
7. List several ways to save money in the medical office.
8. Explain the difference between medical waste and regular waste.
9. Explain why keys and alarm codes should be shared with only a few people.

CAAHEP Competencies: General

- 3.c.(3)(a). Explain general office policies.
- 3.c.(3)(b). Instruct individuals according to their needs
- 3.c.(3)(d). Identify community resources.
- 3.c.(4)(a). Perform an inventory of supplies and equipment.
- 3.c.(4)(b). Perform routine maintenance of administrative and clinical equipment

**Unit 2: Written Communications and Mail Processing:** Chapter 13

The student should meet the following performance objectives and demonstrate an understanding of the facts and principles presented.

1. Define, spell and pronounce the terms listed in the vocabulary.
2. Discuss the responsibility of the medical assistant with respect to equipment and supplies.
3. List the four common sizes of letterhead stationery.
4. Explain the various parts of speech.
5. Name some of the essential references for the medical assistant's library.
6. List several steps to complete before answering a business letter.
7. Discuss the process of developing and the value of keeping a communications portfolio.
8. Discuss the differences in the four letter styles.
9. Explain the four standard parts of a business letter.
10. List several ways to save money when mailing.
11. Open, sort, and annotate incoming mail.
12. Compose, proofread, and mail a business letter.
13. Properly send a fax.
14. Process incoming mail.
15. Address an envelope according to Postal Service optical character reader guidelines.

CAAHEP Competencies: General

- 3.c.(1)(a). Respond to and initiate written communication.
- 3.c.(1)(b). Recognize and respond to verbal communication.
- 3.c.(1)(c). Recognize and respond to nonverbal communication.
- 3.c.(2)(d). Document appropriately.

**Methods of Instruction:**

Administrative Office Procedures I will meet 3 hours a week. Teaching methods include lectures, handouts, workbook exercises, audiovisuals, software, games and outside reading.

**Student Project:**

Students will prepare an oral and visual presentation titled "Creating the Perfect Facility Environment".

**Evaluation and Testing:**

1. There will be comprehensive written examinations at regular intervals.
2. Students are responsible for completing all workbook assignments as assigned.
3. Students will be required to successfully complete each competency sheet for each chapter.
4. Exams not taken on assigned day will have ten points deducted from the score. Tests not taken within one week will become a zero. It is the student's responsibility to contact the instructor and arrange a make-up test within one week.

**Grading Scale:**

<b>A = 93-100</b>	<b>Final Grade based on:</b>
<b>B = 85-92</b>	Announced tests      70%
<b>C = 77-84</b>	Project                      25%
<b>D = 70-76</b>	Professionalism <u>5%</u>
<b>F = 69 or below</b>	100%

**Note:** In all MED courses, the student must make a "C" or better to continue in the Medical Assisting Program.

**Class Attendance/Absences:**

See Medical Assisting Student Handbook

**Inclement Weather Procedures:**

See institution student handbook.

**Withdrawal Dates: Fall 2007**

End of Unconditional Withdrawal	September 25, 2007
End of Conditional Withdrawal	November 1, 2007

**The following Administrative Withdrawal statement: If a student has not been in contact with the instructor and has not attended class for a consecutive two-week period, an administrative withdrawal will be submitted by the instructor.**

**The following ADA statement: Any student requesting special accommodations for this course due to a disability should apply for services through the SOAR Office or the Counseling Center, which will document the disability. A counselor will then help determine which reasonable accommodations, if any, the student needs for success in this course.**

Outline for Admin. Procedures I

August 23: Distribution of syllabus. Chapter 1

August 30: Chapter 2

September 6: Chapter 3

September 13: Chapter 1, 2 & 3 Test, Chapter 4

September 20: Chapter 8

September 27: Chapter 4 & 8 Test, Chapter 9

October 4: Chapter 10

October 11: Chapter 11

October 18: Chapter 9,10 & 11 Test, Chapter 12

October 25: Chapter 12 completed, Work on Office Project

November 1: Chapter 13

November 8: Written Communications Letters and Mail Processing

November 15: Chapter 12 & 13 Test, Work on Office Project

November 22: Thanksgiving Holiday, College Closed

November 29: Office Project Presentations

December 6: Office Project Presentations

December 13 Last day