

**Bergen Community College
Division of Health Professions
Medical Office Assistant Program
Course Syllabus**

MOA203 Medical Administrative Procedures I

Semester and Year:

Course Number: MOA-203

Meeting Times and Locations:

Instructor:

Office Location:

Course Description:

Medical Administrative Procedures I provides a comprehensive medical office simulation in medical administrative competencies. Students will be exposed to both paper and electronic medical records applications.

Credits: 3 (3 lecture hours)

Prerequisite: none

Corequisite/s: MOA 140

Student Learning Outcomes

As a result of meeting the requirements in this course the student will:

1. Demonstrate competency in various administrative tasks and procedures performed by the medical assistant.
2. Demonstrate further development of previously acquired keyboarding and word processing skills.
3. Effectively manage appointment scheduling and telephone procedures.

4. Navigate a simulated electronic records system utilizing front office and clinical hands-on applications to understand the medical office workflow.

Means of Assessment

Students in this course are assessed through:

- Reading assignments from textbook, supplementary textbooks, suggested journals, and handouts.
- Written/oral assignments on various specialized topics as given during the semester.
- Tests and quizzes on reading assignments and on lecture/discussion materials.
- Completion of simulated medical office workflow assignments.

Course Content

- I. Technology
 - A. Types of computers
 - B. Secondary storage devices
 - C. Maintaining computer hardware
 - D. Ergonomics and the computer workstation
- II. Written Communication
 - A. Common communication errors
 - B. Correct grammar usage
 - C. Professional business letter styles
 - D. Memo, fax, and email
 - E. Outgoing mail
- III. Telephone Techniques
 - A. Telephone systems
 - B. Active listening techniques
 - C. Screening incoming calls
 - D. Answering services
- IV. Scheduling Appointments and Patient Processing
 - A. Methods of scheduling appointments
 - B. New and established patient appointments
 - C. Special circumstances in appointment scheduling
 - D. Patient check-in and check-out procedures
- V. Health Records

- A. Electronic Health Records and Electronic Medical Records
- B. Contents of Health Records
- C. File organization

COURSE TEXT:

Required

Kinn's The Administrative Medical Assistant Text/Study Guide, Current Edition

SimChart for the Medical Office, Current Editions

Grading:

Psychomotor and Affective Competencies	10%
Tests	50%
SIM CHART Simulation/Selected assignments	<u>40%</u>
	100%

Final Grade Evaluation:

% of Points Earned	Grade
90 to 100%	A
86 to 89%	B+
80 to 85%	B
76 to 79%	C+
70 to 75%	C
0 to 69%	F

Academic Integrity Policy and Attendance Policy

Academic Integrity

Academic dishonesty is a serious violation of BCC policy and personal ethics and will be treated as such if the reason for suspicion should arise. Students should be careful to avoid plagiarism, falsification, and compliance. Academic integrity is vital to an academic community and for fair evaluation of student assessments. All assessments submitted must be your own, completed in accordance with the college's academic policies and the student code of conduct. You may not engage in unauthorized collaboration or make use of any artificial intelligence (AI) composition systems. Academic dishonesty also includes cheating on examinations. Refer to the BCC student code of conduct, student handbook for additional information, and the statement on plagiarism.

<https://catalog.bergen.edu/content.php?catoid=4&navoid=163#academic-dishonesty>.

BCC Attendance Policy

All students are expected to attend punctually every scheduled meeting of each course for which they are registered. Attendance and lateness policies and sanctions are to be determined by the instructor for each section of each course. These will be established in writing on the individual course outline. Attendance is maintained by the instructor for administrative and counseling purposes.

Support Services

- The program faculty maintains office hours for counseling and is available to provide tutorial assistance to students.
- Students must make appointments in advance to meet with the respective instructors.
- Students may also obtain assistance from the College Tutoring Center. Appointments must be made in advance through this center.
- The College has a personal counseling center for those students who may need personal assistance. Appointments are made directly through this center.
- Any problems, concerns, or questions should be directed to the course instructor or the student's advisor.

Accommodations for Disabilities

Bergen Community College aims to create inclusive learning environments where all students have maximum opportunities for success. Any student who feels he or she may need an accommodation based on a disability should contact the Office of Special Services.

Americans with Disabilities Act: Students who require accommodations by the Americans with Disabilities Act [ADA] can request support services from "The Office of Specialized Services of Bergen Community College] 201-612-5270/5269 or via email at ossinfo@bergen.edu.

Mental Health and Well Being

Mental Health concerns or stressful events may lead to diminished academic performance or reduce a student's ability to participate in daily activities. Bergen Community College has licensed personal counselors available to assist you with addressing these and other concerns you may be experiencing. You can learn about the confidential mental health services available on campus via the Health and Wellness Center.

Available Online and On-Campus Resources

Library- <https://bergen.edu/library/>

Academic support <https://bergen.edu/academics/pathway-scholars-program/academic-support>

The Writing Center and Tutoring Center- L-125 <https://Bergen.edu/tutoring/writing center/>

OWL(Online Writing Lab) <http://www.owl.english.perdue>

Free Time Computer Labs [https://Bergen.edu/technology assistance/computer lab availability/](https://Bergen.edu/technology%20assistance/computer%20lab%20availability/)

The Center for student A-118 (Academic, Career, International, and Transfer Counselors)
<https://bergen.edu/center-for-student-success/>

Personal counseling HS-100 <https://bergen.edu/health-wellness-and-personal-counseling/personalcounseling/>

Instructors retain the right to revise the course syllabus as needed.

MOA 203 COURSE OUTLINE

Date	Topic/Readings	Chapters/Pages	Activity/Assignment
WEEK 1	Introduction Review of syllabus <u>Chapter 8 – Technology and Written Communications</u> Computer Technology	Chapter 8	Read Chapter 8 Complete Study Guide pages Read and complete Case Study Internet Activity #3
WEEK 2	<u>Chapter 8 Continued</u> Review Study Guide Answers Written Correspondence Grammar Review Letters- Composing, Formatting	Chapter 8	Read Chapter 8 Complete Study Guide pages Create Professional Letters Complete Case Study on Page 90 Internet Activity #s 2, 3, 4 and 5. Competency Assignments
WEEK 3	<u>Chapter 8</u> Email Fax communications Memorandums	Chapter 8	Create professional emails, fax communications and memorandums Continue Study Guide assignments Competency Assignments
WEEK 4	<u>TEST ON CHAPTER 8</u> <u>Chapter 9</u>	Chapter 9	Read Chapter 9

	Telephone Techniques Telephone Equipment Managing Telephone Calls Screening Calls Incoming/Outgoing Calls		Complete Study Guide pages Complete Case Study #1
WEEK 5	CHAPTER 9 (Cont'd) Telephone Messages Telephone Services	Chapter 9	Continue SG work Complete Messages Competency assignments
WEEK 6	<u>TEST ON CHAPTER 9</u> <u>Chapter 10</u> Scheduling Appointments and Patient Processing Establishing the Appointment Schedule Creating the Matrix Manual/Computerized Scheduling Types of Appointment Scheduling		Read Chapter 10 Complete Study guide pages Complete Case Study #1 and #2
WEEK 7	Chapter 10 Outpatient Procedure Appointments Patient Processing Special Circumstances	Chapter 10	Continue SG Work Competency Assignments
WEEK 8	<u>TEST CHAPTER 10</u> Chapter 12 The Health Record	Chapter 12	Read Chapter 12 Complete Study Guide pages

	<p>Types and Contents of Medical Records</p> <p>Ownership of the Medical Record</p> <p>Paper Records</p> <p>Electronic Records</p>		
WEEK 9	<p>CHAPTER 12 (Cont'd)</p> <p>Corrections and Alterations to Health Records</p> <p>Dictation and Transcription</p> <p>Filing Equipment and Methods</p>	Chapter 12	<p>Continue SG assignments</p> <p>Competency Assignments</p>
WEEK 10	<p><u>TEST – CHAPTER 12</u></p> <p>Introduction to SimChart for the Medical Office</p> <p>Overview of Student Resources, accessing the simulation and completing assignments</p>	SIMCHART	<p>Read Unit 1</p> <p>Navigating SCMO</p> <p>Use SimChart to practice the medical office workflow tasks.</p>
WEEK 11	<p>SimChart – Front Office Tasks</p> <p>Register a Patient</p> <p>Search for a patient record</p> <p>Schedule an appointment</p>	SIMCHART	<p>Complete SimChart Assignments 1-15.</p> <p>Complete SimChart quizzes.</p>
WEEK 12	<p>SimChart – Front Office and Clinical Care Tasks</p> <p>Prepare Patient Paperwork</p> <p>Accurately update patient information and demographics</p>	SIMCHART	<p>Complete SimChart Assignments 16-30</p> <p>Complete SimChart quizzes.</p>

WEEK 13	SimChart – Front Office and Clinical Care Tasks Prepare a scheduling matrix according to established guidelines Create an appointment reminder letter Compose professional communication for patients and medical assistant staff	SIMCHART	Complete SimChart Assignments 30-45 Complete SimChart quizzes.
WEEK 14	SimChart – Front Office and Clinical Care Tasks Access and complete all forms necessary for the front office workflow. Complete an incident report for a patient related incident, an employee related incident and an emergency	SIMCHART	Complete SimChart Assignments 46-61 Complete SimChart quizzes.
WEEK 15	SimChart – Front Office and Clinical Care Tasks Review and print assigned SimChart tasks	SIMCHART	Check all work and review graded assignments

***Subject to change as needed**

