

Student Course Syllabus

BERGEN COMMUNITY COLLEGE DIVISION OF HEALTH PROFESSIONS MEDICAL OFFICE ASSISTANT PROGRAM

COURSE NUMBER/TITLE: MOA-204 – Medical Assistant Administrative Procedures II

PREREQUISITE: MOA-203 – Medical Assistant Administrative Procedures I

COURSE DESCRIPTION/GENERAL PURPOSE:

This course provides advanced training in medical office procedures and management.

STUDENT LEARNING OBJECTIVES:

1. At the completion of this course, the student will be able to demonstrate competency in the following medical office administrative procedures:
 - a. scheduling appointments
 - b. communicating by telephone
 - c. processing mail
 - d. records management
 - e. billing and collecting from patients
 - f. reception techniques
 - g. originating or composing a variety of medical communications
 - h. keeping financial records
 - i. processing insurance claims
 - j. medical transcription
 - k. preparation of patient information booklet
 - l. preparation of medical office procedures manual
 - m. emergency preparedness procedures
2. Effectively apply medical practice management and the systematizing of procedures, including utilization of computers.
3. Utilize medical terminology through assigned reading, reporting and practical applications.
4. Demonstrate and use interrelationship between medical law, medical ethics, and medical etiquette in all administrative procedures.
5. Apply knowledge and application of principles of interpersonal communications.

6. Demonstrate proficiency in integrating the theoretical with the practical application through simulation and frequent testing.

TEXTBOOKS AND SUPPLIES:

1. *Kinn’s The Administrative Medical Assistant Text and Student Workbook, 8th Ed.* By Alexandra Patricia Adams, BBA, RMA, CMA (AAMA), MA, Elsevier, Copyright 2014
2. *Computers in the Medical Office: Using MediSoft for Windows*, Glencoe/McGraw-Hill
3. *A saving device—flash drive.*

STUDENT ASSIGNMENTS:

1. Reading assignments: the students will be assigned outside reading from the required textbooks and a variety of other resources appropriate to current medical office practices.
2. Patient Information Booklet: Each student will prepare a patient information booklet for an assumed or actual physician’s office.
3. Medical Office Procedures Manual: Each student will develop a selected portion of a policy/procedures manual during the semester. The procedures included may be based upon actual policies of a medical office in which an externship is being done or upon those of a “model” office.
4. Written assignments: Selected assignments will be made periodically to be completed either as homework or to be completed during the class.
5. Computer applications in the medical office: Students will complete simulations relating to topics such as billing and collections, daysheets, insurance processing, printing reports, statements, and insurance claims.

EVALUATION AND GRADING:

The following criteria will be utilized in determining final grades for this course:

Patient Information Booklet, Procedure Manual, Emergency Preparedness Projects	30 percent
Quizzes and tests (practical and written)	20 percent
Computer applications for the medical office	<u>50 percent</u>
	100 percent

Final Grade Evaluation:

% of Points Earned:	Grade:
90% to 100%	A
86% to 89.9%	B+
80% to 85.9%	B
76% to 79.9%	C+
70% to 75.9%	C
0% to 69.9%	F

Accreditation Competencies

b. Medical Terminology

- (3) Applications of medical terminology

f. Medical Assisting Administrative Procedures

- (1) Basic medical assisting clerical functions
- (2) Bookkeeping principles
- (3) Insurance, procedural and diagnostic coding
- (4) Operational functions

h. Professional Components

- (1) Personal attributes
- (2) Job readiness
- (3) Workplace dynamics

(1) Perform Clerical Functions

- (a) Schedule and manage appointments
- (b) Schedule inpatient and outpatient admissions and procedures
- (c) Organize a patient's medical record
- (d) File medical records

(2) Perform Bookkeeping Procedures

- (a) Prepare a bank deposit
- (b) Post entries on a day sheet
- (c) Perform accounts receivable procedures
- (d) Perform billing and collection procedures
- (e) Post adjustments
- (f) Process credit balance
- (g) Process refunds

(3) Process Insurance Claims

- (a) Apply managed care policies and procedures
- (b) Apply third party guidelines
- (c) Perform procedural coding
- (d) Perform diagnostic coding
- (e) Complete insurance claim forms.

Attendance Policy: Students are required to attend 90% of class time. If student falls below 90% of time their grade will be lowered 10%. Students should contact instructor if they are having difficulty with attendance and supply instructor with documentation of missing class time.

Students who are late or leave early for 5 classes will be considered 1 absent class.

Test Policy:

There are no make -up tests.

The lowest test grade will be dropped. If student misses a test, that is the students dropped grade and must attend all future tests dates. Final Examination is mandatory.