

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

**MOA 204 Medical Administrative Procedures II**

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**Semester and year:**

**Course Number:** MOA 204

**Meeting Times and Location:**

**Instructor:**

**Catalog Course Description:**

*Medical Assistant Administrative Procedures II* provides advanced training in medical office procedures and management. Students are required to complete a computer-based simulation in medical accounting and billing procedures.

**Credits:** 3 Credits **Hours:** 2 (Lecture) 1(Lab)

**Prerequisite:** MOA 203

**Student Learning Outcomes:**

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

1. Identify critical elements of an emergency response plan to use in the event of a natural disaster or other emergency and participate in a mock exposure event
2. Recognize emergencies in a healthcare setting and the role of healthcare team members during an emergency situation
3. Create a portfolio including a professional resume, cover letter and reference list
4. Project a positive self-image through practice with interview techniques and questions
5. Perform the functions of a practice management software program

**Means of Assessment**

Students in this course are assessed through:

- Reading assignments from textbook, suggested journals, handouts, and websites
- Research paper on an approved topic relevant to medical assisting
- Written and oral assignments on various specialized topics as given during the semester
- Tests and quizzes on reading assignments and on lecture and discussion materials

## Course Content:

- I. Skills and Strategies
  - A. Resume writing
  - B. Interview skills
  - C. Job search methods
  - D. Employment portfolio
- II. Advanced Roles in Administration
  - A. Laws affecting employment
  - B. Employment Benefits
  - C. Regulatory Compliance
  - D. Employment forms
- III. Daily Operations and Safety
  - A. Recognize the physical and emotional effects on persons involved in an emergency situation
  - B. Evaluate the work environment to identify unsafe working conditions
  - C. Evacuation
  - D. Ways to keep safe
- IV. Medical Emergencies
  - A. Importance of documentations
  - B. Recognizing medical emergencies
  - C. Poisoning facts
  - D. Emergency equipment and supplies

## Required Textbooks:

***Kinn's The Administrative Medical Assistant*** Text/Study Guide, 15<sup>th</sup> Edition, Proctor, Niedzwiecki, Pepper, Madero; Elsevier.

***Computers in the Medical Office: Using Medisoft for Windows 9<sup>TH</sup> Ed.***, Glencoe/McGraw-Hill, 2016

## Grading:

Assignments:	20%
Medisoft Assignment:	20%
Chapter Tests:	<u>60%</u>
	100%

## 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

**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>).

**BBC 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.

**ADA Statement:** Student who requires accommodations by the American with Disability Act (ADA) can request support services for the *Office of Specialized Service of Bergen Community College* (201) 612-5270, 201-612-5269, via email [ossinfo@bergen.edu](mailto:ossinfo@bergen.edu) or visit their website at <http://www.bergen.edu/oss>

**Mental Health Statement:** 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 more about the confidential mental health services available on campus via the Health and Wellness Center at [www.bergen.edu/personalcounseling](http://www.bergen.edu/personalcounseling)

## 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:** BCC: <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>

**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>

## **MOA 204 COURSE OUTLINE**

Week 1	<b>Introduction, review syllabus</b>  <b><u>CHAPTER 22</u></b>  Resume Writing Skills
Week 1	Review cover letter, thank you letter, references, portfolio
Week 2	Review interview questions, body language, interview skills  <a href="#">Resume is due</a>
Week 2	Computer Lab  Resume, letters, references, portfolio review in class: corrections, finalize

Week 3	Job search techniques: mock interview
Week 3	<b><u>CHAPTER 20</u></b> Office etiquette: staff meetings, communication, time management, motivation
Week 4	Employee benefits, employee paperwork, laws affecting employment
Week 4	Test on Chapter 20 and 22
Week 5	<b><u>CHAPTER 13</u></b> Safe work environment: workplace violence, bullying, sexual harassment, preventing falls and injuries

Week 5	Preventing Electrical Issues and Fires  Fire Safety (RACE)  Fire Extinguisher (types, PASS)
Week 6	Emergency Response Plan  Evacuation  Effects of Stress
Week 6	<b><u>CHAPTER 21</u></b>  Emergencies in the healthcare setting  Importance of Documentation  Crash Cart

Week 7	<p>Common medications used in emergencies</p> <p>Triage</p> <p>Medical emergencies: temperature related emergencies</p>
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Week 7	<p>Burns</p> <p>Poisoning</p> <p>Anaphylaxis</p> <p>Diabetic</p> <p>Insect bites and stings</p> <p>Rabies</p>
Week 8	<p>Neurologic: fainting, vertigo, dizziness, concussion, stroke</p> <p>Respiratory: asthma, choking, hyperventilation</p> <p>Cardiovascular: shock, syncope, heart attack</p>
Week 8	Simulation Lab (chapter 22)
Week 9	Test on Chapters 13 and 22
Week 10	<p><b><u>CHAPTER ONE &amp; TWO</u></b></p> <p>Introduction to Computers in the Medical Office (CIMO) Medisoft</p>
Week 10	<p><b><u>CHAPTER THREE SCHEDULING</u></b></p> <p>Complete Exercise: 3-1 through 3-15</p> <p>Worksheet page 121</p>
Week 11	<p><b><u>CHAPTER FOUR ENTERING PATIENTS</u></b></p> <p>Complete Exercise: 4-1 through 4-6</p>

	Worksheet page 153
Week 11	<p align="center"><b><u>CHAPTER FIVE ENTERING CASES</u></b></p> <p>Complete Exercises 5-1 through 5-8 Worksheet page 191</p>
Week 12	<p align="center"><b><u>CHAPTER SIX ENTERING CHARGES</u></b></p> <p>Complete Exercises: 6-1 through 6-7 Worksheet page 231</p>
Week 12	<p align="center"><b><u>CHAPTER SEVEN CREATING CLAIMS</u></b></p> <p>Complete Exercises: 7-1 through 7-6 and Worksheet page 268</p>
Week 13	<p align="center"><b><u>CHAPTER EIGHT POSTING PAYMENTS</u></b></p> <p>Complete Exercises: 8-1 through 8-11</p>
Week 14	<p align="center"><b><u>CHAPTER NINE CREATING REPORTS</u></b></p> <p>Complete Exercises: 9-1 through 9-8</p>
Week 14	Make up class: competencies, resume, portfolio
Week 15	Final Exam review
Week 15	<b>FINAL EXAM</b>