Department of Allied Health
Course Syllabus
MA144 Administrative Procedures for the Medical Assistant
6 Credits Fall 2017

Faculty:	Millie Castro, MA, PBT I
Email:	mcastro11@alaska.edu
Phone:	907-455-2575
Office:	604 Barnette St. Room 403

Instructor:	Tami Leroux, CMA (AAMA)
Email:	tmleroux@alaska.edu
Phone:	907-322-1130 cell
	907-490-2684 home – use this # evenings and weekends.

Program Assistant:	Monica Bettis, CMA (AAMA)
Email:	mebettis@alaska.edu
Phone:	907-378-8424 cell

Class Location:	UAF Community and Technical College
	604 Barnette Street, Room 411

Class Dates:	**8/24/17 through 12/14/17**
Class Hours:	**Tuesday & Thursday 5:30pm – 9:00pm**

Office Hours:	By appointment

Course Description: This is an in-depth examination of the administrative medical assistant office duties to include: reception, telephone procedures, public relations, professionalism, medical practice and financial management in the health care setting, written communications, paper and EHR, HIPAA, and billing and coding procedures. This course emphasizes the importance of accuracy and attention to detail, not only in documentation, but in all areas of medical assisting practice.

Course Methodology: Course instruction may include lecture, audio visual presentations, class work, quizzes, homework, small group activities, games, tests, demonstration, hands on computer skills with electronic medical records charting, and practice and instructor sign off on procedures in classroom.

Course Goals:

All students must successfully complete 100% of the MAERB core curriculum procedures. A minimum of 85% is required on each of the procedures in order for the students to pass the course. Students will document the Administrative competencies on the Procedure forms found in the Student Workbook. Procedures will be observed, assessed and verified by an instructor and kept in the individual student file.

Text: Booth, Whicker and Wyman (2017) Medical Assisting, Administrative and Clinical Procedures with Anatomy and Physiology (6th ed.)

Student Learning Objectives: Students will be able to:

1. Recognize duties, role and professional responsibilities of the medical assistant
2. Discuss their scope of practice and compare their role with other member of the healthcare team
3. Describe the various National Medical Assisting Certifying agencies
4. Explain the professional behaviors that should be exhibited by medical assistants and identify strategies to be successful as a MA student and professional
5. Identify elements and types of communication including but not limited to positive and negative communication
6. Model ways to improve listening, interpersonal skills and assertiveness skills with patients, co-workers including supervisors/providers
7. Carry out therapeutic communication skills with all patients including those in special circumstances
8. Differentiate between law and ethics
9. Identify the responsibilities of the patient and physician in a physician-patient contract, including the components for informed consent that must be understood by the patient
10. Describe the four Ds of negligence required to prove malpractice and explain the four Cs of malpractice prevention
11. Relate the term credentialing and explain the importance of the FCA and DEA to administrative procedures performed by medical assistants
12. Summarize the purpose of the following federal healthcare regulations HCQIA, False Claims Act, OSHA and HIPAA
13. Identify the six principles for preventing improper release of information from the medical office
14. Discuss the importance of ethics in the medical office
15. Explain the differences among the practice management models.
16. Identify common types of computers, the hardware components, explain their function and outline the basic care and maintenance required for office computer system.
17. Describe the types of software applications commonly used in healthcare offices.
18. Recall the steps involved in selecting new of upgrading existing office computer equipment including options available for learning the new software programs.
19. Describe the layout and features of a typical examination room and the importance of lighting, temperature and ventilation of the exam room
20. List the steps to prevent spread of infection

21. List the variety of documents used to communicate to other team members using written or electronic health care records
22. Outline the general guidelines to effective writing including the tasks involved in editing and proofreading a document
23. Identify the documents that constitute a patient medical record and the importance of that patient medical record
24. Compare SOMR, POMR, SOAP, and CHEDDAR medical record formats and the six Cs of charting.
25. Discuss the pros and cons of electronic health records (EHR)
26. Illustrate the steps in creating a new patient record and correcting an existing record using EHR software
27. Outline the security and safety measures that should be employed when working with all types of medical records
28. Contrast the methods used for various filing systems and how to set up a records retention program for the office, including active, inactive and closed files
29. Identify the benefits of patient education, the medical assistant role in providing education and the options available for providing education.
30. Explain the purpose of the telecommunication equipment commonly found in the medical office including effective communication in all patient/client interaction in person and when answering the telephone
31. Describe scheduling systems, how to schedule appointments, including how to handle special scheduling situations and office management in a single Practitioner office and large healthcare system.
32. Define basic terms used by insurance and billing industry and describe allowed charge, contracted fee, capitation, and the formula for RBRVs.
33. Compare fee-for-service plans, HMOs, PPOs, explain the new concept of patient centered medical home and outline the kepi requirements for coverage by the Medicare, Medicaid, TRICARE, and CHAMPVA programs.
34. Explain methods used to submit insurance claim forms electronically.
35. Recall the six ways the ICD codes are used and describe the conventions used in ICD-10.
36. Outline the steps to code a diagnosis and/or procedure.
37. Illustrate the unique coding applications for specific diagnoses.
38. List the sections of the PCT manual and describe each of the CPT's general guidelines.
39. Explain how to locate a HCPCS code using the HCPCS coding manual.
40. Summarize the importance of and how to establish good booking and banking practices.

39.

GRADING: Your final grade in this class will be based on the total points accumulated and using the following percentages.
Letter grades will be assigned as follows: (You must make a C or higher to pass this class)

Attendance/Participation:	10%	A=90%-100%
Quizzes:	20%	B=80%-89%
Project:	20%	C=70%-79%
Competencies/Homework	30%	D=60%-69%
Final	20%	F=59% and lower

Attendance/Participation: I cannot stress enough about the importance of attending and participating in discussions, competencies, and classroom assignments. It is important that you are present in order to understand and interact in all aspects of the class. Professionalism involves **demonstrating** behaviors and attitudes important in the medical workplace and participation involves **actively** responding to the classroom activities and assisting in creating a positive environment. Therefore, **10%** of your grade will consist of attendance and participation. Arriving late, not coming prepared, and leaving early is disruptive to the rest of the class and displays unprofessional behavior. Attendance/participation points are worth **10%** of your final grade.

Quizzes: Quizzes will be given as designated on the syllabus. The quizzes will constitute **20%** of your grade.

Project: You will be assigned an individual project of writing a Policy and Procedure Manual for a fictitious medical office. More details will be provided in a separate document. Deadline for this project is noted in the syllabus and is worth **20%** of your grade.

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Title IX: The University of Alaska Board Of Regents has clearly stated in BOR Policy that discrimination, harassment, and violence will not be tolerated on any campus of the University of Alaska. If you believe you are experiencing discrimination or any form of harassment including sexual harassment/misconduct/assault, you are encourage to report that behavior. If you report to a faculty member or any university employee, they must notify the UAF Title IX Coordinator about the basic facts of the incident. Your choices for report include:

1.) Access confidential counseling by contacting the UAF Health & Counseling Center at 474-7721;
2.) Access support and file a Title IX report by contacting the UAF Title IX Coordinator at 474-6600;
3.) File a criminal complaint by contacting the University Police Department at 474-7721

MA F144 Administrative Procedures for Medical Assistants
Fall 2017
Class content and Homework Schedule
Tuesday and Thursday
<u>**5:30 to 9:00**</u>

Date	Class Work	Class Preparation
8/22/17 Tuesday	Review Syllabus Discuss requirements of the class **Lecture: Chapter 1 Introduction to Medical Assisting** **Lecture: Chapter 2 Healthcare and the Healthcare Team**	**Prior to Class:** Read Chapter 1, 2 & 3 Complete Exam Prep Questions **In-Class**: Chapter 2 Student Workbook CONNECT assignment for Chapter 2
8/24/17 Thursday	**Lecture: Chapter 3 Professionalism and Success** **Discuss, Practice and Evaluate Procedures** **Procedure 3-1 Self-Evaluation of Professional Behaviors** **WP XI.P.2**	**Prior to Class:** Read Chapter 3 Complete Exam Prep Questions Read Chapter 4 Complete Exam Prep Questions **In-Class**: Chapter 3 Student Workbook CONNECT assignment for Chapter 3 Procedure 3-1 RewRewR c, Pract c, Pr.3 (3.6() 14()) 0.60 Td()Tj

		7-3 Creating a Pediatric Reception Area 7-4 Creating a Reception Area Accessible to Patients with Special Needs 7-5 Opening and Closing the Medical Office
9/5/17 Tuesday	**Lecture: Ch. 7 Safety and Patient Reception** **Lecture: Ch. 8 Office Equipment and Supplies** **Discuss, Practice and Evaluate Procedures: 7-1 through 7-5** **7-1 Handling a Fire Emergency** **7-2 Maintaining and Using an Eyewash Station** **7-3 Creating a Pediatric Reception Area** **7-4 Creating a Reception Area Accessible to Patients with Special Needs** **7-5 Opening and Closing the Medical Office** **WP XII.P.1** **WP XII.P.5**	<u>Prior to Class:</u> Read Ch. 8 Office Equipment and Supplies CONNECT assignment for Chapter 8 <u>In Class:</u> Chapter 8 Student Workbook Review Procedures: 8-1 Using a Facsimile Machine 8-2 Using a Photocopier Machine 8-3 Using a Postage meter 8-4 using a Check- Writing Machine 8-5 Step by step Overview of Inventory Review for test
9/7/17 Thursday	**Quiz: on Chapter 4, 5, 7 & 8** **Discuss, Practice and Evaluate Procedures: 8-1 through 8-5** 8-1 Using a Facsimile Machine 8-2 Using a Photocopier Machine 8-3 Using a Postage meter 8-4 using a Check- Writing Machine 8-5 Step by step Overview of Inventory	**Prior to Class:**

		10-2 Writing an Interoffice Memo 10-3 Composing a Professional E-mail Message 10-4 Composing an Electronic Patient Letter 105- Sorting and Opening Mail
9/21/17 Thursday	**Review Policy and Procedure Manual Project** **AAMA/CMA Today article on Policy and Procedure** **Manual.** **Video: "If we could see inside other people's Hearts."**	

	Watch movie: "Rainmaker"	
10/24/17 Tuesday	**Lecture on Ch. 18 Diagnostic Coding Review Ch. 18 homework Discuss, Practice and Evaluate Procedures 18-1 18-1 Locating an ICD-10-CM Code**	
10/26/17 Thursday	**Discuss, Practice and Evaluate Procedures 18-2 thru 18-3 18-2 Locating a Health Status (Z) Code 18-3 Locating an External Cause Code** **Codes Into an EHR Program**	

	Procedure 20-4 Processing a Payment Resulting in a Credit Balance	
11/14/17	**Discuss, Practice and Evaluate Procedures 20-5 thru 20-8** **Procedure 20-5 Processing Refunds to Patients** **Procedure 20-6 Preparing an Age Analysis** **Procedure 20-7 Referring an Account to a Collection Agency and Posting the Payment from the Agency** **Procedure 20-8 Completing a Truth in Lending Statement (Agreement)**	Work on Policy and Procedure Manuals
11/16/17	**Discuss, Practice and Evaluate Procedures 20-9 thru 20-11** **Procedure 20-9 Making a Bank Deposit** **Procedure 20-10 Reconciling the Bank Statement** **Procedure 20-11 Setting Up the Disbursements Journal** **Lecture on Ch. 56 Practice Management** **Review Homework**	Work on Policy 423.46