

Student Course Syllabus

BERGEN COMMUNITY COLLEGE DIVISION OF HEALTH PROFESSIONS MEDICAL OFFICE ASSISTANT PROGRAM

Course Number/Title: MOA-203 Medical Assistant Administrative Procedures I

Co-requisites: INF-119, Microsoft Word for Windows, Comprehensive
MOA-140, Medical Terminology

Course Description/General Purpose:

MOA-203 emphasizes the practical aspects of administrative medical assisting. In addition, students are trained in electronic health records and medical transcription and are provided with reinforcement instruction in word processing. (4 hours, 3 credits)

Textbook 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. *Electronic Health Record Booster Kit for the Medical Office with Practice Partner, 2nd Edition* By Carol J. Buck, MS, CPC, CPC-H, CCS-P, Elsevier, Copyright 2012
3. *Medical Office Practice. 8th Edition*, Atkinson, Miller, Publisher: Cengage, Copyright 2010
4. Recommended but not required: Standard medical dictionary, such as Taber's, Dorland's, Stedman's, or Mosby's.
3. Supplies: Flash Drive storage device.

Student Learning Outcomes:

1. To provide instruction regarding various administrative tasks and procedures performed by the medical assistant.
2. To provide further development of previously acquired keyboarding and word processing skills.

3. To provide training in the use of transcribing equipment.

Specific Outcomes:

At the completion of the course the student will:

1. Prepare documents, (correspondence, patient records, and reports) utilizing Microsoft Word for Windows.
2. Perform alphabetic filing.
3. At the completion of the Medical office simulation the student will:
 - a) Set up and maintaining patient files
 - b) Schedule patients
 - c) Use diagnostic and procedural codes and fee schedule
 - d) Prepare health insurance claim forms
 - e) Process telephone messages left on answering machine
 - f) Record and prove patient charges and payments
 - g) Prepare patients' monthly bills
 - h) Use reference materials for guidance in transcribing reports
 - i) Format reports for easy reading and reference
 - j) Use proofreaders' marks for editing work
 - k) Draft letters based on gathered information
 - l) Compute an office payroll
 - m) S
 - n) imulate realistic interaction with EHR software and provide hands-on practice creating patient records, importing health history records, reading and interpreting patient files.
 - o) Use medical terminology correctly

4.

Note: The simulation may not be completed during the first semester, and some jobs may carry over into MOA-204 during the second semester. The instructor will retain the simulation packets till the end of MOA-204.

Accreditation Competencies:

3. Competencies

The Entry-Level Competencies for the medical assistant include, but are not limited to:

a. Administrative Competencies:

- (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
- (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
- (4) **Patient Care**
 - (a) Perform telephone and in-person screening
- c. **General Competencies**
 - (1) **Professional Communications**
 - (a) Respond to and initiate written communications
 - (b) Recognize and respond to verbal communications
 - (c) Recognize and respond to nonverbal communications
 - (d) Demonstrate telephone techniques
 - (2) **Legal Concepts**
 - (a) Identify and respond to issues of confidentiality
 - (b) Perform within legal and ethical boundaries
 - (c) Establish and maintain the medical record
 - (d) Document appropriately
 - (3) **Patient Instruction**
 - (a) Explain general office policies
 - (4) **Operational Functions**
 - (c) Utilize computer software to maintain office systems

Evaluation and Grading:

The semester grade will be determined by grading selected jobs from the simulation kit, supplementary word processing and transcription assignments, and filing and medical terminology quizzes. Student must produce work in a timely manner, as where productivity in a medical

office is simulated. The Instructor will time limit projects of the simulation.

Grades from tests on chapters from the Administrative Medical Assistant textbook.

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

Tests	50%
Selected Jobs	50%

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

Attendance Policy:

Student must be present for 90% of class time. If student fall below 90% their grade will drop 10%. Students with attendance problems should contact the class instructor and present documentation of missing class time.

Students who are late or leave early for 5 classes will be considered as 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 student's dropped grade and the student must attend all future tests dates. Final Test is mandatory.