



West Los Angeles College
Allied Health Division
Medical Assisting Program
Spring 2015

Health Occupation 051
Course Syllabus

Prepared by Dr. Yervant Boghos

Course title:	Medical Office Microcomputer Management Applications
Course #:	HLTH OCC 051, Section # 3001
Course units:	1
Class Location	Building CE, Room 104
Instructor:	Dr. Yervant Boghos
E-Mail:	boghosy@wlaac.edu
Phone #:	(310) 287-7232
Office hours:	Thursday 3:00 pm to 5:00 pm (Building SC, Room 104)
Prerequisite:	None
Textbook:	Computer in the Medical Office (medisoft) (8TH Edition)
Author:	Susan M. Sanderson
Publisher:	Mc Craw Hill, ISBN: 978-0-07-340213-0

I. Course Descriptions:

This course introduces the student to common financial and administrative procedures necessary in family practice, medical specialty offices and large medical facilities. Students will learn to input various patient information, submit insurance claims to various companies, and schedule office visits, laboratory, and specific diagnostic and procedural testing appointments. The student will be able to run common reports associated with the medical practice. Day sheets, patient ledgers, and other financial reports important to the day-to-day financial operations of the medical facility.

II. Institutional Student Learning Outcomes:

Technical Competence: Utilize the appropriate technology effectively for informational, academic, personal, and professional needs. Use competent technique in a musical performance.

Assessment:

Utilize computer software to maintain office systems and patient demographic information used in the ambulatory health care setting.

III. Program Student Learning Outcomes:

Medical Assistants graduating from WLAC allied health program will demonstrate critical thinking based on knowledge of academic subject matter required for competence in the profession.

- Demonstrate professional standards and work ethics required in the ambulatory healthcare setting.
- Demonstrate maintenance of the computer and work area.
- Identify and demonstrate use of basic computer hardware and basic computer commands used in the ambulatory healthcare setting.
- Demonstrate use of software and data entry used in the ambulatory healthcare setting.
- Identify, understand and demonstrate the reliability, security of patient information, computer information and use of the internet and email information used in the ambulatory healthcare setting.
- Demonstrate the use of storage and output devices used in the healthcare ambulatory setting.

IV. Student Performance Objective :

Upon successful completion of the course the student will be able to:

- a. Explain why the use of technology in healthcare is increasing.
- b. Describe the functions of practice management programs.
- c. Identify the core functions of electronic health record programs.
- d. List the steps in medical documentation and billing cycle that occurs before, during and after a patient encounter.
- e. Discuss how HIPAA Privacy Act and Security protect patient health information.
- f. Explain how the health information Technology for economic and Clinical Health (HITECH) Act and Affordable Care Act (ACA) promote health information technology and explore new models of delivering healthcare.
- g. Navigate within the Medisoft practice management program by accessing the various menus and commands found on the toolbar.
- h. Identify the six databases Medisoft uses to store information.
- i. Explain how to enter and modify data in Medisoft.
- j. Discuss two types of help available in Medisoft.
- k. Describe how to create and restore backup files and the function of the file maintenance utilities in Medisoft.
- l. Describe the Medisoft security features used to ensure compliance with HIPAA and HITECH regulations.
- m. List the four main areas of the Office Hours window.
- n. Perform the following appointment scheduling functions using Office Hours:
 - i. Enter an appointment.
 - ii. Schedule a follow-up appointment
 - iii. Search for an available time slot
 - iv. Book an appointment for a new patient and for repeating appointments.
 - v. Reschedule an appointment.
- o. Demonstrate how to verify a patient's insurance eligibility.
- p. Demonstrate how to check in a patient for an appointment.

- q. Create and submit the following from the Office Hours Program:
 - i. Overdue balance report for upcoming appointments.
 - ii. A recall list.
 - iii. Enter provider breaks in the schedule.
 - iv. Preview and print a provider's schedule
- r. Explain how patient information is organized, entered and edited in Medisoft and how to search for a patient.
- s. Review the eleven tabs in the Case dialog box and the purpose of each tab.
- t. Discuss information contained and recorded in the eleven tabs in the Case dialog box.
- u. Describe how to edit information in a case.
- v. Describe the three types of transactions recorded in Medisoft.
- w. Discuss how to select a patient and case in the Transaction Entry dialog box.
- x. Demonstrate how to enter charge transactions, payments and make adjustments to patient accounts in Medisoft.

V. Methods of Instruction:

- Lectures
- Demonstrations
- Computer application procedures/Lab

VI. ATTENDANCE POLICY:

Students are expected to participate in all classes for which they are registered. Students who are unable to participate in class regularly, regardless of the reason or circumstance, should withdraw from the class. Instructors may exclude a student from a class whenever a student is not participating on a regular basis. Participation in class discussion is required. Complete assignments during the allotted time.

- Please refer to WLAC Allied Health Division Medical Assistant Handbook page 7 and 8.

VII. WALKING IN AND OUT OF CLASS:

When you arrive to class, make sure you have used the restroom, had a chance to eat, check your messages, etc. Walking in and out is rude and disruptive. If you need to leave early, or have some other problem, you need to notify me in advance. **Any student who makes a habit of walking in and out of class may be asked to leave.**

VIII. CELL PHONES, IPODS, TABLETS, AND OTHER COMMUNICATION DEVICES:

- **Turn them off and put them away when class begins.** Although it may not seem possible, you can survive without talking and texting on your cell phone, or listening to your iPod. Talking and texting on cell phones not only distract you, but they are a distraction for me and your peers. Distractions interrupt/disrupt the class and I will not tolerate interruptions. **You will be asked to leave if this occurs.**

Taking Photos in the classroom is **NOT** allowed without prior consent of the instructor.

IX. FOOD AND DRINKS POLICIES:

- Food and drinks are **NOT** allowed during the lecture and lab.
- Please refer to WLAC Allied Health Division Medical Assistant Handbook Board Rule 9805.10, page 11.

X. ACADEMIC INTEGRITY:

Students are responsible for the honest completion and representation of their work, for the appropriate citation of sources, and for respect of others' academic endeavors. When there is evidence of cheating or plagiarism in classroom work, the instructor may assign a failing grade, "F," or zero points to the examination or assignment in which the alleged cheating or plagiarism occurred. Before a substandard grade is issued the instructor will provide the student with supporting documentation of the plagiarism or cheating charge. Instructors have the authority to use plagiarism detecting instruments such as "Turn It In" to detect academic dishonesty.

Forms of Behavior which Violate Academic Integrity:

- **Cheating.** Using any materials or devices or strategies which provide undue advantage on any exam, assignment, activity or other method of assessment for a course. This includes, but is not limited to, copying content from the Web, textbooks or other sources, buying content, reusing materials produced in other courses, or any other system of inappropriate "help." Exams are to be measures of what YOU, as an individual, have learned.
- **Collaboration.** Working together on projects, papers, exams or other forms of assessment which are to be completed individually.
- **Plagiarism.** Taking anyone else's work as one's own. Presenting another's words, ideas, forms of expression, materials, or labor without proper citation, referencing, and declaration that this material originated outside the student's own work.

XI. STANDARDS OF STUDENT CONDUCT:

The West LA College faculty, staff and administrators are dedicated to maintaining an optimal learning environment and will not tolerate any disruptive behavior in or outside of the classroom or any academic dishonesty. These standards apply to all students.

Disruptive, disrespectful, or obstructive behavior will be dealt with in accordance with the LACCD Standard of Student conduct. Disciplinary action can be taken if student behavior interferes with instruction. Please refer to the Schedule of Classes.

XII. RECORDING DEVICES:

State Law in California prohibits the use of any electronic listening or recording device in a classroom without prior consent of the instructor and college administration. Any student who needs to use electronic aids must secure the consent of the instructor. If the instructor agrees to the request, a notice of consent must be forwarded to the Vice President of Academic Affairs for approval (WLAC College Catalog).

For more information refer to the attached link:

[http://www.wlac.edu/academics/pdf/WLAC 12-14Catalog Policies.pdf](http://www.wlac.edu/academics/pdf/WLAC%2012-14Catalog%20Policies.pdf)

XII. DROPPING THE COURSE:

According to college policy, you will be excluded for non-participation or for not following the Standards of Student Conduct (printed in the Schedule of Classes). If you drop the course, be sure to do so using the Student Information System at <http://www.laccd.edu> and keep the confirmation code. Pay attention to drop dates in the Schedule of Classes. The last day to drop for this class with no fee owed is [Apr.20, 2015]. The last day to drop without a "W" is [Apr. 20, 2015]. The last day to drop with a "W" is [May 22, 2015].

XIV. DISABLED STUDENT SERVICES:

If you know or think that you have any learning or physical disabilities, please contact Dr. Duke in the Disabled Student Programs and Services (DSPS) Office in the Student Services Building room 320 or at (310) 287-4423. The DSPS will then contact your instructors to notify them of needed accommodations, such as additional testing time, or a note taker. If you require an accommodation for this class, please speak with me.

XV. Method of Evaluation:

The grade in this course will be based upon:

- a. Assignments (5) = 50 points (10 points each)
- B. Midterm exam (1) = 50 points
- C. Final exam = 50 points

- The maximum is 150 points = 100%

135---150 points = 90%-----100% is A = Excellent

120---134 points = 80%-----89% is B = Good

105---119 points = 70%-----79% is C = Average

Below 105 points or 69% and less is non-passing grade.

Note: There are **NO make-up** tests, assignments, quizzes, or discussions.

XVI. Syllabus is subject to revision and/or change with advance notice.

XVII.COURSE OUTLINE AND SCHEDULE

Week	Day/Date	Time	Topics/Activities	Lec	Lab	Assignment
1	Thursday 4/02/15	5:00-9:00 pm	<ul style="list-style-type: none"> • Introduction to syllabus • Initial test 			Read chapter one
2	4/09/15	No class	Spring Break			
3	Thursday 4/16/15	5:00-9:00 pm	Chapter 1 & 2 <ul style="list-style-type: none"> • Introduction to Health Info Tech and Medical Billing • Intro to Medisoft 	x	x	Assign. # 1 Answer questions On pages 40---43 & 85---88
4	Thursday 4/23/15	5:00-9:00 pm	Chapter 3 & 4 <ul style="list-style-type: none"> • Scheduling • Entering Pt info 	x	x	Assign. # 2 Answer questions On pages 130---133 & 160-- 161
5	Thursday 4/30/15	5:00-9:00 pm	Chapter 5 & 6 Working w/ Cases <ul style="list-style-type: none"> • Entering charge transactions and pt payments 	x	x	Assign. # 3 Answer questions On pages 199---201 & 241-- 243
6	Thursday 5/7/15	5:00-9:00 pm	Midterm Exam (chapters 1---6) Chapter 7 & 8 <ul style="list-style-type: none"> • Creating Claims • Posting payments and creating patient statements 	x	x	Turn in Assign. 1--3 Assign. # 4 Answer questions On pages 276---279 & 331-- 335
7	Thursday 5/14/15	5:00-9:00 pm	Chapter 9 &10 <ul style="list-style-type: none"> • Creating reports • Collections in the Medical Office 	x	x	Assign. # 5 Answer questions On pages 379---382 & 416-- 418
8	Thursday 5/21/15	5:00-9:00 pm	Chapter 11 & 12 <ul style="list-style-type: none"> • Appointments and registration • Cases, transactions and claims 	x	x	Turn in Assignments # 4 & 5
9	Thursday 5/28/15	5:00-9:00 pm	Chapter 13 & 14 <ul style="list-style-type: none"> • Reports and collections • Putting it all together 	x	x	Review
10	Thursday 6/04/15	5:00-9:00 pm	Final Exam			Final Exam

Student Acknowledgment

(Please return this sheet to the instructor)

Course: Health OCC 051, Section # 3001, Medical Office Microcomputer Management
Applications

Semester: Spring 2015

"I _____, have completely read this syllabus and understand and agree to the course requirements".

Student's Signature _____ Date _____