



**West Los Angeles College
Allied Health Division
Medical Assisting Program
Spring 2015
Medical Office Procedures I
Course Syllabus**

Prepared by Dr. Yervant Boghos

Course title: Medical Office Procedures I
Course #: HLTH OCC 052
Course units: 4
Class Location: Building SC Room 105
Instructor: Dr. Yervant Boghos
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Phone #: (818) 942-5194
Office hours: Tuesday 3:30---5:00 pm
Thursday 4:00---5:00 pm (SC Room 104)

Prerequisite: None
**Textbook and
Workbook:** Comprehensive Medical Assisting (Fourth Edition)
Author: Judy Kronenberger, Laura Southard Durham, and Denise Woodson
Publisher: Lippincott Williams & Wilkins

I. COURSE DESCRIPTION:

This course will cover the role of the Medical Assistant, office operations, communication, professionalism, legal/ethical issues and basic medical office procedures including patient reception, appointment scheduling, telephone techniques.

II. COURSE OBJECTIVES:

Upon completion of this course the students will be able to:

1. Describe the Medical Assistant role in a variety of medical settings.
2. Define and spell the key terms relating to the course topics.
3. Understand the Medical Assistants basic responsibilities for reception, scheduling, telephone, customer service, and data entry.
4. Define and describe professional behavior in the medical office.
5. List desirable qualities in a Medical Assistant.
6. Describe elements of professional attire.
7. Identify organizations associated with medical assisting.
8. Identify sources for continuing education.
9. Define American Association of Medical Assistants (AAMA) Code of Ethics.
10. Discuss ethical issues associated with medical offices.
11. Identify and describe processes for maintaining quality control in the office.
12. Define and describe three main areas that influence effective communication: Maslow's Hierarchy of Needs, Death and Dying, Self-awareness.

13. Demonstrate effective communication techniques.
14. Describe effective communication techniques for special cases or populations.
15. Describe how body language influences communication.
16. Demonstrate effective telephone communication techniques.
17. Describe communication techniques for “difficult” patients.
18. Define common legal terms.
19. Define Ethics
20. Identify ethical dilemmas that may arise in the medical office.
21. Define malpractice.
22. Describe role behaviors that may prevent malpractice in the office.
23. Define physician regulations that influence office practice.
24. Define and describe medical office legal procedures that affect patients and staff such as Living Will, Informed Consent, and Workers Compensation.
25. Define and describe medical office regulations according to OSHA guidelines.
26. Describe role of the Medical Assistant as it relates to legal/ethical issues in the medical office.

III. STUDENT LEARNING OUTCOMES: (SLO)

- Critical Thinking:
Analyze problem by differentiating fact from opinion, using evidence, and using sound reasoning to specify multiple solutions and their consequences.
- Communication:
Effectively communicate thought in a clear, well-organized manner to persuade, inform, and convey ideas in academic, work, family and community settings.
- Technical Competence:
Utilize the appropriate technology for informational, academic, personal, and professional needs.
Evaluate their affective behavior in the classroom, small groups and laboratories.
- Medical Ethics:
 - a. Render services with respect for human dignity.
 - b. Uphold the honor and high principles set forth by the AAMA.
 - c. Respect patient confidentiality and continually improve knowledge & skills

IV. STUDENT LEARNING OUTCOME ASSESSMENT:

Students will complete a case study reflecting Medical Assistant Administrative Policies and Procedures Guidelines and will be evaluated on their ability to communicate information contained within the medical record. In addition, students will be evaluated according to written tests, assignments and quizzes to confirm that the course objectives have been achieved.

V. METHODS OF INSTRUCTIONS:

- Lecture
- Videos. (subject to change)
- Group practice (role play)
- Assignment
- Quizzes

VI. CLASSROOM/LAB DRESS CODE AND GROOMING:

-Please refer to WLAC Allied Health Division Medical Assistant Handbook page 13 and 14.

VII. 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.

VIII. 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.**

IX. 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.

X. 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.

XI. 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.

XII. 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.

XIII. 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)

XIV. 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 <https://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 [Feb.20,2015]. The last day to drop without a "W" is [Feb.20,2015]. The last day to drop with a "W" is [May 8,2015].

XV. 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.

XVI. INSTRUCTIONAL SUPPORT AND MONITORING:

- For assistance with research projects, visit the Library on the second floor of the HLRC or access Library resources online at <http://www.wlac.edu/library/index.html>
- Monitor your academic progress online at <http://www.wlac.edu/online/counselingonline.asp> by clicking on the Degree Works icon, or contact an Online Counselor at onlinecounseling@wlac.edu

XVII. COURSE RESOURCES:

- Library and Learning Resources Center

XVIII. SYLLABUS CHANGE POLICY: This syllabus is a guide and every attempt is made to provide an accurate overview of the course. However, circumstances and events may make it necessary for modification of the syllabus during the semester.

XIX. GRADING AND EVALUATION:

- The grade in this course will be based upon:
 - a. Assignments (5) 50 points (10 points each)
 - b. Midterm Tests (4) 100 points (25 points each)
 - c. Final Test 50 points

- The maximum is 200 points = 100 %

90 % -----100 % = (180-----200 points) is **A** = Excellent
80 %----- 89 % = (160-----179 points) is **B** = Good
70 %-----79 % = (140-----159 points) is **C** = Average
60 %-----69 % = (120-----139 points) is **D**
50 % -----59 % = (100-----119 points) is **F**

Below 140 points or 69 % and less is non-passing grade. **Note:** There are **NO** make-up tests or quizzes
Extra credit: 10 points for additional assignment. To be announced.

XX. COURSE OUTLINE AND SCHEDULE (on the next pages)

Week	Day/Date	Time	Lecture Topics and Activities	Lec	Lab	Assignment (Study Guid)
1	Tue. 3/31/15	5:00pm 10: pm	Non- Instruction			
2	Mon. 4/6/15	5:00pm 10: pm	Spring Break			
	Tue. 4/7/15	5:00pm 10: pm				
3	Mon. 4/13/15	5:00pm 10: pm	1.Introduction to Syllabus 2.Enterance Test 3.Chapter 1: Medicine and Medical Assisting a. Key Terms b. History of Medicine c. Modern & Recent Medical History d. The American Health Care System e. The Medical Assisting Profession f. The Professional Medical Assistant g. The History & education of Medical Assisting h. Medical Assisting Credentials			Assignment # 1 Answer questions 23 to 57 On chapter 1 Page 7 to 12
	Tue. 4/14/15	5:00pm 10: pm				
4	Mon. 4/20/15	5:00pm 10: pm	-Test # 1, Monday (chapter 1) -Chapter 2: Medical Law and Ethics a. Key Terms b. Governmental & Legislative Regulation c. The American Legal System d. The Rise in Medical & Legal Cases e. Physician-Patient Relationship			Turn in Assign# 1 Assignment # 2 Answer questions 23 to 74 On chapter 2 Page 20 to 25
	Tue. 4/21/15	5:00pm 10: pm				
5	Mon. 4/27/15	5:00pm 10: pm	--Chapter 2: (cont'd) a. Specific Laws & Statutes that Apply to Health Professionals b. Basic of Medical Law -Tort Law - Negligence and Malpractice - Intentional Tort c. Defense for the Medical Assistant d. Employment and Safety Laws e. Medical Ethics f. Bioethics g. Professional and Ethical Conduct and Behavior			Case Study for Critical Thinking A (75,76 &78) On Page 26
	Tue. 4/28/15	5:00pm 10: pm				
6	Mon. 5/4/15	5:00pm 10: pm	-Test # 2, Monday (chapter 2) -Chapter 3: Communication Skills a. Key Terms b. Basic Communication Flow c. Forms of Communications d. Active Listening e. Interview Techniques f. Factors Affecting Communication g. Special Communication Challenges			Turn in Assign# 2 Assignment # 3 Answer questions 21 to 59 On chapter 3 Page 36 to 41
	Tue. 5/5/15	5:00pm 10: pm				

7	Mon. 5/11/15	5:00pm 10: pm	-Test # 3, Monday (chapter 3) -Chapter 4: Patient Education a. Key Terms b. The Patient Education Process c. Conditions Needed for Patient Education d. Factors That Can Hinder Education e. Teaching Specific Health Care Topics f. Stress Management g. Patient Teaching Plan			Answer questions 22 to 55 On chapter 4 Page 48 to 53
	Tue. 5/12/15	5:00pm 10: pm				
8	Mon. 5/18/15	5:00pm 10: pm	-Chapter 5: The first Contact: Telephone and Reception a. Key Terms b. Professional Image - Diplomatic Solutions to Common Challenges c. The Role of a Receptionist d. Telephone			Turn in Assign# 3 Assignment # 4 Answer questions 21 to 56 On chapter 5 Page 65 to 71
	Tue. 5/19/15	5:00pm 10: pm				
9	Mon. 5/25/15	5:00pm 10: pm	Memorial Day			
	Tue. 5/26/15	5:00pm 10: pm	Test # 4, Monday (chapter 4 & 5) -Chapter 6: Managing Appointments a. Key Terms b. Appointment Scheduling System c. Types of Scheduling d. Factors That Affect Scheduling			Turn in Assign# 4 Assignment # 5 Answer questions 24 to 71 On chapter 6 Page 83 to 89
10	Mon. 6/1/15	5:00pm 10: pm	-Chapter 6: Managing Appointments (cont'd) a. Scheduling Guidelines b. Preparing a Daily or Weekly Scheduling c. Adapting the Schedule			
	Tue. 6/2/15	5:00pm 10: pm	Final Exam			Turn in Assign# 5

This Syllabus is Subject to Changes or Revisions

Student Acknowledgment

(Please return this sheet to the instructor)

Course: HLTH OCC 052, section 3002, Medical Office Procedures I

Semester: Spring 2015

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

Student's Signature _____ Date _____