



West Los Angeles College
Allied Health Division
Medical Assisting Program
Fall 2013
Medical Office Procedures II
Course Syllabus

Prepared by Dr. Yervant “Eric” Boghos

Course title:	Medical Office Procedures
Course #:	HLTHOCC 053
Course units:	4
Instructor:	Dr. Yervant “Eric” Boghos
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Phone #:	(310)287-7232
Office hours:	Tuesday 3:30—5:00 pm Thursday 4:00—5:00 pm (SC Room 104)
Prerequisite:	None
Textbook and Workbook:	Medical Assisting Foundation & Practice
Author:	Margaret Schell Frazer, Christine Malone and Connie Morgan
Publisher:	Pearson

I. COURSE DESCRIPTION:

This course will cover the role of the Medical Assistant, medical ethical and legal implications, and office procedures including patient processing, reception, appointment scheduling, telephone techniques, interpersonal relations, basic computer usage, written communication, records management and insurance/billing.

II. COURSE OBJECTIVES:

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

1. Define and spell the key terms relating to the course topics.
2. Define abbreviations and medical terminology used on a medical chart.
3. Describe the medical assistant’s role as it pertains to medical law and ethics.
4. Clarify varied law as they apply to healthcare.
5. Explain the tasks and skills required of an administrative medical assistant
6. Discuss medical ethics, bioethics, etiquette and the legal responsibilities of physician
7. Discuss the legal scope of practice for medical assistant.
8. Describe the medical assistant’s role in communicating with patients.
9. Compose written communications, applying correct letter formatting and letter styles.
10. Describe Employment Opportunities.
11. Discuss the importance of maintain accurate medical records and compare alphabetic, numeric, and subject filing system.
12. Explain how to handle incoming and outgoing telephone calls.
13. Define medical assistant’s role in written and oral communication.
14. Clarify mail, including its size and postage requirements.
15. Define medical assistant role in medical record management.
16. Explain various charting styles.
17. Discuss how to chart patient communication

18. Discuss alphabetic, numeric, subject and color-coded filing system.
19. Define the medical assistant's role in billing, collection, and credit.
20. Describe the functions of a manual billing system, including the use of day sheets and charge slips.
21. Review the medical office's accounts receivable, and manage those account effectively. **1**
22. Discuss methods for scheduling appointments.
23. Discuss how to overcome scheduling issues.
24. Interpret the skills, abilities, and responsibilities of the medical assistant in the role of office manager

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 be evaluated on their ability to complete a case study reflecting medical record communication
- Students will turn in a written assignment that will be evaluated according to a grading rubric.
- Students will be evaluated according to written examinations, assignments and quizzes to confirm that the course objectives have been achieved.

V. METHODS OF INSTRUCTIONS:

- Lecture
- Computer lab. (subject to change)
- Group discussion (role play)
- Assignment(5)
- Quizzes (5)

VI. CLASSROOM/LAB DRESS CODE AND GROOMING:

- Please refer to WLAC Allied Health Division Medical Assistant Handbook page 15 and 16.

VII. FOOD, DRINKS AND CELL PHONE POLICIES:

- Food and drinks are **NOT** allowed during the lecture and lab.
- Cell phones and other communication devices are **NOT** allowed to use during the lecture and lab.

VIII. ATTENDANCE, TARDINESS AND ABSENCES POLICIES:

- Attendance is mandatory and required at all sessions.
- Be in the classroom on time.
- Unexcused absences, tardiness or left early will be handled with the WLAC Policy.

IX. ACADEMIC DISHONESTY:

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

X. GRADING AND EVALUATION:

- The grade in this course will be based upon:
 - a. Assignment (5 x 10 points) 50 points (10 points each)
 - b. Quizzes (5 x 20 points) 100 points (20 points each)
 - c. Final exam 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 Quizzes or Tests.

If a test or a quiz is not taken, the student will receive a failing grade for that test or quiz.

Extra credit: *15 points for additional assignment. (Project Presentation)*

XI. COURSE OUTLINE AND SCHEDULE

Week	Day & Date	Time	Lecture Topics and Activities	Hours		Assignment (Workbook)
				Lec	Lab	
1	Tue. Aug.27.13	6:45-10:00pm	I. Entrance Test II. Introduction to syllabus III. Introduction to Administrative Medical Assistant	X		Read chapter 4
	Thur. Aug.29.13	6:45-8:50pm	Chapter 4: Medical Law and Ethics - Key Terminology	X		
2	Tue. Sep.03.13	6:45-10:00pm	Chapter 8: Written Communication a. Key Terminology b. The MA's Role in Written Communications	X		Answer questions on pages 65 & 66
	Thur. Sep.05.13	6:45-8:50pm	Chapter 8: Continued a. Component of Business Letter b. Creating Memos for the Office c. Managing Mail and Correspondence		X	Answer questions on Pages 67 & 68 Critical Thinking Page 71
3	Tue. Sep.10.13	6:45-10:00pm	Chapter 11: Patient Scheduling. a. Key Terminology b. Methods of Appointment scheduling.	X		Answer questions on Pages 93 --95
	Thur. Sep.12.13	6:45-8:50pm	Quiz # 1 (chapters 4 & 8) Chapter 11: Continued a. Managing the Physician' Professional Schedule b. Scheduling Hospital Services and Admissions c. Practice (Role Play)	X		I. Quiz # 1 (chapters 4 & 8) II. Turn in Assig. # 1 II. Critical thinking on ages 101
4	Tue. Sep.17.13	6:45-10:00pm	Chapter 12: Medical Record Management. - Key Terminology	X		Answer questions on Pages 104 & 105
	Thur. Sep.19.13	6:45-8:50pm	Chapter 12: Continued a. Information Contained in the Medical Record b. The five Cs of medical charting. c. The Purpose of the Medical Record		X	Answer questions on Pages 106 & 107
5	Tue. Sep.24.13	6:45-10:00pm	Chapter 12: Continued a. Forms of Charting. - The narrative Style - Charting with SOAP (Practice) - Problem Oriented Medical Record(POMR) charting - Progress Notes Page 198 b. Filing Systems. -Alphabetic -Numeric c. Active, Inactive, and Closed Patient Files. d. Converting Paper Records to Electronic Storage.		X	Practice: a. SOAP b. Progress Notes Pages: 108 & 109
	Thur. Sep.26.13	6:45-8:50pm	Chapter 12: Continued a. Filing Systems. -Alphabetic -Numeric b. Active, Inactive, and Closed Patient Files. c. Converting Paper Records to Electronic Storage.		X	Practice: Filing
6	Tue. Oct.01.13	6:45-10:00pm	Chapter 13: Electronic Medical Records. a. Key Terminology b. The MA's Role in Using Electronic Medical Records	X		Answer questions on Pages 113--115

	Thur. Oct.3.13	6:45-8:50pm	Quiz # 2 (chapters 11 & 12) Chapter 13: Continued a. How Does Paper Charting Differ from Electronic charting. b. Electronic Health records and HIPAA Compliance c. Benefits of Electronic Medical Records	X		Quiz # 2 (chapters 11 & 12) Turn in Assig. # 2
7	Tue. Oct.08.13	6:45-10:00pm	Chapter 14: A. Computer in the Medical Office. Key Terminology.	X		
	Thur. Oct.10.13	6:45-8:50pm	Chapter 14: Continued a. Components of the Computer System. -Hardware -Software -Peripheral b. Main Computer System c. Computer Peripherals		X	Answer questions on Pages 119 & 120
8	Tue. Oct.15.13	6:45-10:00pm	Chapter 14: Continued a. Personal Digital Assistant (PDA) b. Computer Ergonomic c. Computer Lab.(subject to Change)	X		Answer questions on Pages 121 & 122
	Thur. Oct.17.13	6:45-8:50pm	Quiz # 3 (chapters 13 & 14) Chapter 15: Equipment Maintenance, and Supply Inventory a. Key Terminology b. The MA's Role in Equipment Maintenance and Supply	X		Quiz # 3 (chapters 13 & 14) Turn in Assig. # 3
9	Tue. Oct.22.13	6:45-10:00pm	Chapter 15: Continued a. Working with Medical Office Equipment b. Logging Medical Office Supply		X	Answer questions on Pages 127 & 129
	Thur. Oct.24.13	6:45-8:50pm	Chapter 20: Billing, Collection, and Credit. a. Key Terminology,	X		
10	Tue. Oct.29.13	6:45-10:00pm	Chapter 20: Continued b. Identifying Payment Basics. c. Manual Billing System d. Computerized Billing System		X	Answer questions on Pages 188---192
	Thur. Oct.31.13.	6:45-8:50pm	Chapter 20: Continued a. Collection in Managed Care b. Collection Through Small Claims Court		X	Critical Thinking Page 196
11	Tue. Nov.05.13	6:45-10:00pm	Quiz # 4 (chapters 15 & 20) Chapter 21: Payroll, Account Payable, and Banking Procedures -Key Terminology	X		Quiz # 4 (chapters 15 & 20) Turn in Assig. # 4
	Thur. Nov.07.13	6:45-8:50pm	Chapter 21: Continued -Processing Payroll		X	Answer questions on Pages 199 & 200
12	Tue. Nov.12.13	6:45-10:00pm	Chapter 21: Continued a. Accounts Payable b. Accessing Bank Accounts Via Internet	X		Answer questions on Page 201
	Thur. Nov.14.13	6:45-8:50pm	Chapter 22: Managing The Medical Office a. Key Terminology b. The MA's Role in Managing Medical Office	X		Answer questions on Page 208 & 209
13	Tue. Nov.19.13	6:45-10:00pm	Chapter 22: Continued a. Characteristics of the Medical Office Manager b. Responsibilities of the Office Manager	X	X	Answer questions on Page 210--212
	Thur. Nov.21.13	6:45-8:50pm	Chapter 22: Continued a. Conducting Effective Staff Meetings b. Overcoming Scheduling Issues	X		Applied Practice Page 214

			c. Sexual Harassment In the Medical Office			
14	Tue. Nov.26.13	6:45-10:00pm	I. Review Chapters 21 & 22 II. Quiz # 5	X		Quiz # 5 (Chapter 21 and 22) Turn in Assig. # 5
	Thur. Nov.28.13	Thanksgiving Holiday				
15	Tue. Dec.03.13	6:45-10:00pm	Critical Thinking Presentations		X	Critical Thinking
	Thur. Dec.05.13	6:45-8:50pm	Review: Chapters 4, 8, 11,and 12	X	X	Q & A
16	Tue. Dec.10.13	6:45-10:00pm	Review: Chapters 13, 14, 15, and 20	X		Q & A
	Thur. Dec.12.13	6:45-8:50pm	Final Exam		X	Final Exam
This Syllabus is Subject to Change						