



**West Los Angeles College
Allied Health Division
Medical Assisting Program**

**Medical Office Procedures II
Course Syllabus
Summer 2016**

Prepared by Dr. Yervant Boghos

Course title: Medical Office Procedures II
Course #: HLTH OCC 053
Course units: 4
Class Location: Building MSA, Classroom 211
Instructor: Dr. Yervant Boghos
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Phone #: (310) 287-7232
Office hours: Tuesday 3:00---5:00 pm (SC Room 104)

Prerequisite: None

**Textbook and
Workbook:** Comprehensive Medical Assisting (Fifth 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, medical ethical and legal implications, and office procedures including patient processing, reception, Medical records maintenance, interpersonal relations, basic computer usage, written communication, records management and managing the finance in the practice.

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. Explain the tasks and skills required of an administrative medical assistant
5. Define areas where computers are used in the medical office and discuss ways of keeping up with changing office technology.
6. Illustrate the use of computers through computer application.
7. Compose written communications, applying correct letter formatting and letter styles.
8. Identify the types of incoming written communication seen in a physician's office
9. Define medical assistant's role in written and oral communication.
10. Discuss the legal scope of practice for medical assistant.

11. Discuss the importance of maintain accurate medical records and compare alphabetic, numeric, subject, and color-coded filing systems.
12. Clarify mail, including its size and postage requirements.
13. Define medical assistant role in medical record management.
14. List the components that make up medical records and discuss their importance to the practice, including their role as legal documents.
15. Explain various charting styles.
16. Discuss how to chart patient communication
17. Define the medical assistant's role in billing, collection, and credit.
18. Describe the functions of a manual billing system, including the use of day sheets and charge slips.
19. Describe the different types of billing options used by medical practices for billing patients and compute charges for medical services.
20. Review the medical office's accounts receivable, and manage those account effectively.
21. Demonstrate an understanding of accounting principles by explaining the procedures for maintaining essential financial records.
22. 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 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%2012-14CatalogPolicies.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 <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 [June.20, 2016]. The last day to drop without a "W" is [June.20, 2016]. The last day to drop with a "W" is [July 22, 2016].

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

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

Week	Day/Date	Time	Topic	Lec	Lab	Assignments (Study Guide)
1	Mon 06/13/16	5:20— 7:50 pm	-Introduction to Syllabus -Initial Test -Chapter 7:Written Communications -key terms	X		Read Chapter 7 Assignment # 1 Answer questions 1----- 22
	Tu. 06/14/16	5:20— 7:50 pm	-Guidelines for Producing Professional and Medical Document.	X		Answer questions 23 -----41
	Wed 06/15/16	5:20— 7:50 pm	-Professional Letter Development -Memorandum Development	X		Answer questions 45-----63
	Thu 06/16/16	5:20— 7:50 pm	-Composing Agenda and Minutes -Sending Written Communication -Receiving and Handling Incoming Mail		X	Case Study for Critical Thinking Q.# 64---66
2	Mon 06/20/16	5:20— 7:50 pm	Test # 1 (chapter 7) -Chapter 8: Health Information Management and Protection -Key Terms -HIPAA of 1996	X		Turn in Assign. # 1 Assignment # 2 (chapter 8) Answer questions 1-----20
	Tu. 06/21/16	5:20— 7:50 pm	-Releasing Records to Patients -Standard Medical Records -Content of the Medical Record -Electronic Health Records	X		Answer questions 21 ----- 48
	Wed 06/22/16	5:20— 7:50 pm	-Billing and Coding Using Electronic Health Records -Medical Record Organization -Medical record Entries	X		Answer questions 54-----71
	Thu 06/23/16	5:20— 7:50 pm	-Storing Medical Records -Filing System -Storing Health Information -Medical Record Retention -Disposal of Medical Records		X	Case Study for Critical Thinking A & B Q. # 72---- 77
3	Mon 06/27/16	5:20— 7:50 pm	Test # 2 (chapter 8) -Chapter 9: Electronic Application in the Medical Office -Key Terms -The Computer	X		Turn in Assign. # 2 Assignment # 3 (chapter 9) Answer questions 1 -----22
	Tu. 06/28/16	5:20— 7:50 pm	-Internet Basic -Electronic Mail		X	Answer questions 23-----38
	Wed 06/29/16	5:20— 7:50 pm	-Medical Applications of the Internet -Medical Software Applications		X	Answer questions 42----- 50

	Thu 06/30/16	5:20— 7:50 pm	-Adopting Electronic Health Record Technology -Computer Ethics	X		Case Study for Critical Thinking Q. # 51---53
4	Mon 07/04/16	5:20— 7:50 pm	Test # 3 (chapter 9) -Chapter 10: Medical Office Management, Safety, and Emergency Preparedness -Key Terms -Overview of Medical Office Management	X		Turn in Assign. # 3 Assignment # 4 (chapter 10) Answer questions 1 -----20
	Tu. 07/05/16	5:20— 7:50 pm	-Responsibilities of the Medical office Manager.	X		Answer questions 21-----41
	Wed 07/08/16	5:20— 7:50 pm	-Financial Concerns -Management of Inventory and Supplies		X	Answer questions 42 ----- 49
	Thu 07/06/16	5:20— 7:50 pm	-Risk management -Regulatory Agencies	X		Answer questions 50----- 55
5	Mon 07/11/16	5:20— 7:50 pm	-Developing a Quality Improvement Program	X		Answer questions 56----- 60
	Tu. 07/12/16	5:20— 7:50 pm	-Safety in the Medical office	X		Answer questions 61 ----- 65
	Wed 07/13/16	5:20— 7:50 pm	-Emergency Preparedness	X		Case Study for Critical Thinking Q. # 66 & 67
	Thu 07/14/16	5:20— 7:50 pm	-Epidemics and pandemics -MA Role in Emergency Preparedness		X	
6	Mon 07/18/16	5:20— 7:50 pm	Test # 4 (chapter 10) -Chapter 15 : Credit and Collections -Key Terms -Fee Schedule	X		Turn in Assign. # 4 Assignment # 5 (chapter15) Answer questions 1-----20
	Tu. 07/19/16	5:20— 7:50 pm	-Credit -Collections	X		Answer questions 21----- 49
	Wed 07/20/16	5:20— 7:50 pm	-Chapter 14: Accounting Responsibilities -Key Terms -Account Receivable and Daily Bookkeeping -Manual Accounting	X		Assignment # 5 (cont'd) Answer questions (chapter 14) 1----- 20
	Thu 07/21/16	5:20— 7:50 pm	-Computerized Accounting		X	Answer questions 21-----51
7	Mon 07/25/16	5:20— 7:50 pm	-Banking Responsibilities -Petty Cash	X		Answer questions 52 ----57
	Tu. 07/26/16	5:20— 7:50 pm	-Overview of Accounting -Record-Keeping Components	X		Answer questions 58 -----65

	Wed 07/27/16	5:20— 7:50 pm	-Account Payable		X	Case Study for Critical Thinking Q. # 66
	Thu 07/28/16	5:20— 7:50 pm	-Preparing of Report			Turn in Assign. # 5
8	Mon 08/01/16	5:20— 7:50 pm	Review Chapter 7 & 8			Review Q & A
	Tu. 08/02/16	5:20— 7:50 pm	Review Chapter 9 & 10			Review Q & A
	Wed 08/03/16	5:20— 7:50 pm	Review Chapter 14 & 15			Review Q & A
	Thu 08/04/16	5:20— 7:50 pm	Final Test			Final Test

Student Acknowledgment

(Please return this sheet to the instructor)

Course: HLTH OCC # 053 Medical Office Procedures II

Summer: 2016

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

Student's Signature _____ Date _____