



Department of Allied Health
Course Syllabus
MA144 Administrative Procedures for the Medical Assistant
6 Credits Fall 2017

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Class Location: UAF Community and Technical College
604 Barnette Street, Room 411

Class Dates: 8/24/17 through 12/14/17
Class Hours: Tuesday & Thursday 5:30pm – 9:00pm

Office Hours: By appointment

Course Description: This is an in-depth examination of the administrative medical assistant office duties to include: reception, telephone procedures, public relations, professionalism, medical practice and financial management in the health care setting, written communications, paper and EHR, HIPAA, and billing and coding procedures. This course emphasizes the importance of accuracy and attention to detail, not only in documentation, but in all areas of medical assisting practice.

Course Methodology: Course instruction may include lecture, audio visual presentations, class work, quizzes, homework, small group activities, games, tests, demonstration, hands on computer skills with electronic medical records charting, and practice and instructor sign off on procedures in classroom.

Course Goals:

All students must successfully complete 100% of the MAERB core curriculum procedures. A minimum of 85% is required on each of the procedures in order for the students to pass the course. Students will document the Administrative competencies on the Procedure forms found in the Student Workbook. Procedures will be observed, assessed and verified by an instructor and kept in the individual student file.

Text: Booth, Whicker and Wyman (2017) Medical Assisting, Administrative and Clinical Procedures with Anatomy and Physiology (6th ed.)

Student Learning Objectives: Students will be able to:

1. Recognize duties, role and professional responsibilities of the medical assistant
2. Discuss their scope of practice and compare their role with other member of the healthcare team
3. Describe the various National Medical Assisting Certifying agencies
4. Explain the professional behaviors that should be exhibited by medical assistants and identify strategies to be successful as a MA student and professional
5. Identify elements and types of communication including but not limited to positive and negative communication
6. Model ways to improve listening, interpersonal skills and assertiveness skills with patients, co-workers including supervisors/providers
7. Carry out therapeutic communication skills with all patients including those in special circumstances
8. Differentiate between law and ethics
9. Identify the responsibilities of the patient and physician in a physician-patient contract, including the components for informed consent that must be understood by the patient
10. Describe the four Ds of negligence required to prove malpractice and explain the four Cs of malpractice prevention
11. Relate the term credentialing and explain the importance of the FCA and DEA to administrative procedures performed by medical assistants
12. Summarize the purpose of the following federal healthcare regulations HCQIA, False Claims Act, OSHA and HIPAA
13. Identify the six principles for preventing improper release of information from the medical office
14. Discuss the importance of ethics in the medical office
15. Explain the differences among the practice management models.
16. Identify common types of computers, the hardware components, explain their function and outline the basic care and maintenance required for office computer system.
17. Describe the types of software applications commonly used in healthcare offices.
18. Recall the steps involved in selecting new or upgrading existing office computer equipment including options available for learning the new software programs.
19. Describe the layout and features of a typical examination room and the importance of lighting, temperature and ventilation of the exam room
20. List the steps to prevent spread of infection

21. List the variety of documents used to communicate to other team members using written or electronic health care records
22. Outline the general guidelines to effective writing including the tasks involved in editing and proofreading a document
23. Identify the documents that constitute a patient medical record and the importance of that patient medical record
24. Compare SOMR, POMR, SOAP, and CHEDDAR medical record formats and the six Cs of charting.
25. Discuss the pros and cons of electronic health records (EHR)
26. Illustrate the steps in creating a new patient record and correcting an existing record using EHR software
27. Outline the security and safety measures that should be employed when working with all types of medical records
28. Contrast the methods used for various filing systems and how to set up a records retention program for the office, including active, inactive and closed files
29. Identify the benefits of patient education, the medical assistant role in providing education and the options available for providing education.
30. Explain the purpose of the telecommunication equipment commonly found in the medical office including effective communication in all patient/client interaction in person and when answering the telephone
31. Describe scheduling systems, how to schedule appointments, including how to handle special scheduling situations and office management in a single Practitioner office and large healthcare system.
32. Define basic terms used by insurance and billing industry and describe allowed charge, contracted fee, capitation, and the formula for RBRVs.
33. Compare fee-for-service plans, HMOs, PPOs, explain the new concept of patient centered medical home and outline the kepi requirements for coverage by the Medicare, Medicaid, TRICARE, and CHAMPVA programs.
34. Explain methods used to submit insurance claim forms electronically.
35. Recall the six ways the ICD codes are used and describe the conventions used in ICD-10.
36. Outline the steps to code a diagnosis and/or procedure.
37. Illustrate the unique coding applications for specific diagnoses.
38. List the sections of the PCT manual and describe each of the CPT's general guidelines.
39. Explain how to locate a HCPCS code using the HCPCS coding manual.
40. Summarize the importance of and how to establish good booking and banking practices.
41. Explain the basic organizational designs of the medical office, the relationship of the physician the medical assistant with the practice manage and direct supervisors and summarize the basic human resources functions in practice management.

GRADING: Your final grade in this class will be based on the total points accumulated and using the following percentages.

Letter grades will be assigned as follows: (You must make a C or higher to pass this class)

Attendance/Participation:	10%	A=90%-100%
Quizzes:	20%	B=80%-89%
Project:	20%	C=70%-79%
Competencies/Homework	30%	D=60%-69%
Final	20%	F=59% and lower

Attendance/Participation: I cannot stress enough about the importance of attending and participating in discussions, competencies, and classroom assignments. It is important that you are present in order to understand and interact in all aspects of the class. Professionalism involves **demonstrating** behaviors and attitudes important in the medical workplace and participation involves **actively** responding to the classroom activities and assisting in creating a positive environment. Therefore, **10%** of your grade will consist of attendance and participation. Arriving late, not coming prepared, and leaving early is disruptive to the rest of the class and displays unprofessional behavior. Attendance/participation points are worth **10%** of your final grade.

Quizzes: Quizzes will be given as designated on the syllabus. The quizzes will constitute **20%** of your grade.

Project: You will be assigned an individual project of writing a Policy and Procedure Manual for a fictitious medical office. More details will be provided in a separate document. Deadline for this project is noted in the syllabus and is worth **20%** of your grade.

Competencies/Homework: During the semester you will be assigned homework as well as class work/competencies/projects. It is your responsibility to follow the syllabus and turn in all work on time before class. During class is not the time to finish homework. Homework/class assignments will be worth **30%** of your grade. All competencies will be taught, practiced and evaluated by instructors. Instructor will not accept late assignments.

Final Exam: Your final exam will be worth **20% of your grade.**

Confidentiality: Due to the confidential and medical/legal issues incorporated in the content of the class and the medical field, it is imperative to maintain discretion and confidentiality.

Social Media: All cell phones should be turned off during the class, skills lab, and practice of competencies. There should be absolutely no sharing of information or photographs during the class with anyone, including no posting on social media sites, such as Facebook. Non-compliance will result in removal from the class and an "F" recorded as a final grade. All students will sign a Social Media Agreement.

IMPORTANT! CELL PHONES ARE TO BE TURNED OFF DURING CLASS AND TEXTING WILL NOT BE TOLERATED. Most places of employment prohibit personal cell phone use. This class is no different.

Title IX: The University of Alaska Board Of Regents has clearly stated in BOR Policy that discrimination, harassment, and violence will not be tolerated on any campus of the University of Alaska. If you believe you are experiencing discrimination or any form of harassment including sexual harassment/misconduct/assault, you are encourage to report that behavior. If you report to a faculty member or any university employee, they must notify the UAF Title IX Coordinator about the basic facts of the incident. Your choices for report include:

- 1.) Access confidential counseling by contacting the UAF Health & Counseling Center at 474-7721;
- 2.) Access support and file a Title IX report by contacting the UAF Title IX Coordinator at 474-6600;
- 3.) File a criminal complaint by contacting the University Police Department at 474-7721

The Honor Code of the University of Alaska Academic Regulations will be strictly enforced and I encourage you to familiarize yourself with them. Cheating will not be tolerated and will result in immediate dismissal from this course as well as a failing grade.

Disability Services: Instructors teaching in the Allied Health Programs will work with the Office of Disability Services to provide reasonable accommodation to students with disabilities. Disability Services provide a variety of services to assure equal access for all students. The staff of Disability Services works with faculty in arranging appropriate serves in the classroom Questions should be directed to the Director of Disability Services at (907)-474-5655. <http://www.uaf.edu/disability/>.

10/28/2016

MA F144 Administrative Procedures for Medical Assistants
Fall 2017
Class content and Homework Schedule
Tuesday and Thursday
5:30 to 9:00

Date	Class Work	Class Preparation
8/22/17 Tuesday	Review Syllabus Discuss requirements of the class Lecture: Chapter 1 Introduction to Medical Assisting Lecture: Chapter 2 Healthcare and the Healthcare Team	Prior to Class: Read Chapter 1, 2 & 3 Complete Exam Prep Questions In-Class: Chapter 2 Student Workbook CONNECT assignment for Chapter 2
8/24/17 Thursday	Lecture: Chapter 3 Professionalism and Success Discuss, Practice and Evaluate Procedures Procedure 3-1 Self-Evaluation of Professional Behaviors WP XI.P.2	Prior to Class: Read Chapter 3 Complete Exam Prep Questions Read Chapter 4 Complete Exam Prep Questions In-Class: Chapter 3 Student Workbook CONNECT assignment for Chapter 3 Procedure 3-1 Review for TEST
8/29/17 Tuesday	Quiz: Chapters 1, 2, & 3 Lecture: Chapter 4 Interpersonal Communication Discuss, Practice and Evaluate Procedures: Procedure 4-1 Communicating with the Anxious Patient Procedure 4-2 Communication with the Angry patient Procedure 4-3 Communicating with use of an Interpreter WP V.P.2	Prior to Class: Read Chapter 5 Complete Exam Prep Questions In-Class: Chapter 5 Student Workbook CONNECT assignment for Chapter 5 Procedures 5-1, 5-2, 5-3 In-Class: Chapter 4 Student Workbook CONNECT assignment for Chapter 4 Procedure 4-1, 4-2, 4-3
8/31/17 Thursday	Lecture: Chapter 5 Legal and Ethical Issues Discuss, Practice and Evaluate Procedures: Procedure 5-1 Obtaining Signature for Notice of Privacy Practices and Acknowledgement Procedure 5-2 Completing a Privacy Violation Complaint Form Procedure 5-3 Obtaining Authorization to Release Health Information WP XI.P.1	Prior to Class: Read Chapter 7 Complete Exam Prep Questions Connect assignment for Chapter 7 IN CLASS Ch. 7 Student Workbook For Monday: Read Ch. 7 Review Procedures: 7-1 Handling a Fire Emergency 7-2 Maintaining and Using an Eyewash Station

		<p>7-3 Creating a Pediatric Reception Area 7-4 Creating a Reception Area Accessible to Patients with Special Needs 7-5 Opening and Closing the Medical Office</p>
<p>9/5/17 Tuesday</p>	<p>Lecture: Ch. 7 Safety and Patient Reception Lecture: Ch. 8 Office Equipment and Supplies</p> <p>Discuss, Practice and Evaluate Procedures: 7-1 through 7-5 7-1 Handling a Fire Emergency 7-2 Maintaining and Using an Eyewash Station 7-3 Creating a Pediatric Reception Area 7-4 Creating a Reception Area Accessible to Patients with Special Needs 7-5 Opening and Closing the Medical Office WP XII.P.1 WP XII.P.5</p>	<p><u>Prior to Class:</u> Read Ch. 8 Office Equipment and Supplies CONNECT assignment for Chapter 8</p> <p><u>In Class:</u> Chapter 8 Student Workbook Review Procedures: 8-1 Using a Facsimile Machine 8-2 Using a Photocopier Machine 8-3 Using a Postage meter 8-4 using a Check- Writing Machine 8-5 Step by step Overview of Inventory</p> <p>Review for test</p>
<p>9/7/17 Thursday</p>	<p>Quiz: on Chapter 4, 5, 7 & 8</p> <p>Discuss, Practice and Evaluate Procedures: 8-1 through 8-5 8-1 Using a Facsimile Machine 8-2 Using a Photocopier Machine 8-3 Using a Postage meter 8-4 using a Check- Writing Machine 8-5 Step by step Overview of Inventory</p>	<p><u>Prior to Class:</u> Read Chapter 14 Complete Exam Prep Questions CONNECT assignment for Chapter 14</p> <p><u>In class:</u> Chapter 14 Student Workbook Discuss, practice and evaluate Procedures 14-1, 14-2, 14-3, 14-4, 14-5</p>
<p>9/12/17 Tuesday</p>	<p>Lecture: chapter 14 Telephone Techniques</p> <p>Review Procedures 14-1 thru 14-5 14-1 Using a Telecommunications Device for the Deaf 14-2 Renewing a Prescription by Telephone 14-3 Screening and Routing Telephone Calls 14-4 handling Emergency Calls 14-5 Retrieving Messages from an Answering Service or Systems</p>	
<p>9/14/17 Thursday</p>	<p>Lecture on Ch. 58 Preparing for the World of Work</p> <p>Discuss, Practice and Evaluate 58-1 Procedure: 58-1 Resume Writing</p>	<p>In-Class Assignment Review for Exam</p>
<p>9/19/17 Tuesday</p>	<p>Quiz: Chapters 14 & 58</p> <p>Complete evaluation and documentation of all above Procedures</p>	<p>Read Ch. 10 Written and Electronic Communication Homework: Complete review questions in workbook and Connect Review Procedures 10-1 thru 10-5 10-1 Creating a Professional Letter</p>

		10-2 Writing an Interoffice Memo 10-3 Composing a Professional E-mail Message 10-4 Composing an Electronic Patient Letter 105- Sorting and Opening Mail
9/21/17 Thursday	Review Policy and Procedure Manual Project AAMA/CMA Today article on Policy and Procedure Manual. Video: “If we could see inside other people’s Hearts.” Youtube video’s: Dr. Brene Brown: “Blame and Empathy?” Ch. 10 Written and Electronic Communication Discuss, Practice and Evaluate procedures 10-1 through 10-5 10-1 Creating a Professional Letter 10-2 Writing an Interoffice Memo 10-3 Composing a Professional E-mail Message 10-4 Composing an Electronic Patient Letter 105- Sorting and Opening Mail	Read Ch. 11 Medical Records and Documentation Homework: Complete review questions in workbook and Connect Review Procedures 11-1 thru 11-3 11-1 Preparing a New Patient Paper Medical Record 11-2 Correcting Paper Medical Record 11-3 Entering (Adding) Information into a Paper Medical Record Read Ch. 12 Electronic Health Records Homework: Complete review questions in workbook and Connect Review Procedures 12-1 thru 12-4
9/26/17 Tuesday	Lecture on Ch. 11 Medical Records and Documentation Discuss, Practice and Evaluate Procedures 11-1 thru 11-3 11-1 Preparing a New Patient Paper Medical Record 11-2 Correcting Paper Medical Record 11-3 Entering (Adding) Information into a Paper Medical Record WP X.A.2	12-1 Creating a New patient Record Using EHR Software 12-2 Making an Addition or Addendum(Correction) to an Electronic Health Record 12-3 Creating an Appointment Matrix for an Electronic Scheduling System 12-4 Scheduling a Patient Appointment Using an Electronic Scheduler
9/28/17 Thursday	Lecture on Ch. 12 Electronic Health Records Review Ch. 12 Homework Discuss, Practice and evaluate Procedures 12-1 thru 12-4 12-1 Creating a New patient Record Using EHR Software 12-2 Making an Addition or Addendum(Correction) to an Electronic Health Record 12-3 Creating an Appointment Matrix for an Electronic Scheduling System 12-4 Scheduling a Patient Appointment Using an Electronic Scheduler Review videos from ebook Ch. 12: Creating a new Patient in HER & Ordering and Tracking Medical Test Results. Review youtube videos: “Difference between EMR & EHR” and “What is Meaningful Use?”	Read Ch. 13 Managing Medical Records Homework: Complete review questions in workbook and Connect Review Procedures 13-1 thru 13-3 13-1 Creating a Filing System for Paper Medical Records 13-2 Setting Up an Office Tickler File 13-3 Developing a Records Retention Program
10/3/17 Tuesday	Ch. 13 Managing Medical records Review youtube bideo’s: “Ted the Records Manager” and “Interventions-Records Retention” Discuss, Practice and Evaluate Procedures 13-1 thru 13-3 13-1 Creating a Filing System for Paper Medical Records 13-2 Setting Up an Office Tickler File 13-3 Developing a Records Retention Program	Study for Quiz on Chapters: 10, 11, 12 & 13

10/5/17 Thursday	<p>Quiz: Ch. 10, 11, 12 & 13</p> <p>Practice, Evaluate and Document any of above Procedures students have not completed to date.</p>	<p>Read Ch. 15 Patient Education Homework: Complete review questions in workbook and Connect Review Procedures 15-1 thru 15-5 15-1 Creating Electronic Patient Instructions 15-2 Identifying Community Resources 15-3 Locating Credible Patient Education Information on the Internet 15-4 Developing a Patient Education Plan 15-5 Outpatient Surgery Teaching</p>
10/10/17 Tuesday	<p>Review Quiz results Lecture Ch. 15 Patient Education Discuss, Practice and Evaluate Procedures 15-1 thru 15-5 15-1 Creating Electronic Patient Instructions 15-2 Identifying Community Resources 15-3 Locating Credible Patient Education Information on the Internet 15-4 Developing a Patient Education Plan 15-5 Outpatient Surgery Teaching</p>	<p>Study for Quiz on Chapters 15 & 16 Read Ch. 16 Schedule Management Homework: Complete questions in workbook and Connect Review Procedures 16-1 thru 16-6 16-1 Creating an Appointment Matrix 16-2 Scheduling Appointments 16-3 Completing the Patient Appointment Card 16-4 Placing Appointment Confirmation Calls 16-5 Scheduling Outpatient Surgical Appointments 16-6 Scheduling Inpatient Surgical Appointments</p>
10/12/17 Thursday	<p>Lecture on Ch. 16 Schedule Management Discuss, Practice and Evaluate Procedures 16-1 thru 16-6 16-1 Creating an Appointment Matrix 16-2 Scheduling Appointments Discuss, Practice and Evaluate Procedures 16-2 thru 16-3 16-3 Completing the Patient Appointment Card 16-4 Placing Appointment Confirmation Calls 16-5 Scheduling Outpatient Surgical Appointments 16-6 Scheduling Inpatient Surgical Appointments Review for Quiz</p>	
10/17/17 Tuesday	<p>Quiz: Ch. 15 & 16</p> <p>Policy and Procedure Manual Check</p>	<p>Read Ch. 17 Insurance and Billing Homework: Complete review questions in workbook and Connect Review Procedures 17-1 thru 17-4 17-1 Verifying Workers' Compensation Coverage 17-2 Submitting a Request for Prior Authorization 17-3 Completing the CMS-1500 Claim Form 17-4 Tracking Insurance Claims Submissions</p>
10/19/17 Thursday	<p>Review Quiz Lecture on Ch. 17 Insurance and Billing Review Homework Ch. 17 Discuss, Practice and Evaluate Procedures 17-1 thru 17-4 17-1 Verifying Workers' Compensation Coverage 17-2 Submitting a Request for Prior Authorization 17-3 Completing the CMS-1500 Claim Form 17-4 Tracking Insurance Claims Submissions Review ebook video: "Completing the CMS 1500 Form." WP VIII.A.1 thru 3</p>	<p>Read Ch. 18 Diagnostic Coding Homework: Complete review questions in workbook and Connect Review Procedures 18-1 thru 18-3 18-1 Locating an ICD-10-CM Code 18-2 Locating a Health Status (Z) Code 18-3 Locating an External Cause Code</p>

	Watch movie: "Rainmaker"	
10/24/17 Tuesday	Lecture on Ch. 18 Diagnostic Coding Review Ch. 18 homework Discuss, Practice and Evaluate Procedures 18-1 18-1 Locating an ICD-10-CM Code	
10/26/17 Thursday	Discuss, Practice and Evaluate Procedures 18-2 thru 18-3 18-2 Locating a Health Status (Z) Code 18-3 Locating an External Cause Code Codes Into an EHR Program	Read Ch. 19 Procedural Coding Homework: Complete review questions in workbook and Connect Review Procedures 19-1 thru 19-3 Procedure 19-1 Locating a CPT Code Procedure 19-2 Locating a CCPCS Code Procedure 19-3 Entering CPT/HCPCS and ICD
10/31/17 Tuesday	Lecture: Ch. 19 Procedural Coding Review homework Ch. 19 Discuss, Practice and Evaluate Procedures 19-1 Procedure 19-1 Locating a CPT Code	
11/2/17 Thursday	Review and practice procedures	
11/7/17 Tuesday	Quiz: Chapters: 17, 18 7 19 Discuss, Practice and Evaluate Procedures 19-2 and 19-3 Procedure 19-2 Locating a CCPCS Code Procedure 19-3 Entering CPT/HCPCS and ICD Codes Into an EHR Program WP IX.A.1	Read Ch. 20 Patient Collections and Financial Management Homework: Complete review questions in workbook and Connect Review Procedures 20-1 thru 20-11 Procedure 20-1 Posting Charges, Payments, and Adjustments Procedure 20-2 Using the Superbill as Bill/Receipt Procedure 20-3 Posting a Nonsufficient Funds (NSF) Check Procedure 20-4 Processing a Payment Resulting in a Credit Balance Procedure 20-5 Processing Refunds to Patients Procedure 20-6 Preparing an Age Analysis Procedure 20-7 Referring an Account to a Collection Agency and Posting the Payment from the Agency Procedure 20-8 Completing a Truth in Lending Statement (Agreement) Procedure 20-9 Making a Bank Deposit Procedure 20-10 Reconciling the Bank Statement Procedure 20-11 Setting Up the Disbursements Journal
11/9/17	Difficult Patients PPT Lecture: Ch. 20 Patient Collections and Financial Management Review Ch. 20 Homework Discuss, Practice and Evaluate Procedures 20-1 thru 20-4 Procedure 20-1 Posting Charges, Payments, and Adjustments Procedure 20-2 Using the Superbill as Bill/Receipt Procedure 20-3 Posting a Nonsufficient Funds (NSF) Check	Work on Policy and Procedure Manuals

	Procedure 20-4 Processing a Payment Resulting in a Credit Balance	
11/14/17	Discuss, Practice and Evaluate Procedures 20-5 thru 20-8 Procedure 20-5 Processing Refunds to Patients Procedure 20-6 Preparing an Age Analysis Procedure 20-7 Referring an Account to a Collection Agency and Posting the Payment from the Agency Procedure 20-8 Completing a Truth in Lending Statement (Agreement)	Work on Policy and Procedure Manuals
11/16/17	Discuss, Practice and Evaluate Procedures 20-9 thru 20-11 Procedure 20-9 Making a Bank Deposit Procedure 20-10 Reconciling the Bank Statement Procedure 20-11 Setting Up the Disbursements Journal Lecture on Ch. 56 Practice Management Review Homework	Work on Policy and Procedure Manuals Read Chapter 56 Homework: Complete review questions in workbook and Connect Review Procedures 56-1 thru 56-4 56-1 Preparing a Travel Expense report 56-2 Preparing an Agenda 56-3 Completing an Incident Report 56-4 Generating a Payroll
11/21/17	Social Media PPT Review videos from ebook Ch. 56: Petty Cash and Incident Reporting	Work on Policy and Procedure Manuals
11/28/17	Review for Quiz Procedure 56 1-4 56-1 Preparing a Travel Expense report 56-2 Preparing an Agenda 56-3 Completing an Incident Report 56-4 Generating a Payroll	Study for Quiz: Ch. 19, 20 & 56
11/30/17	Quiz: Ch. 20 & 56 Policy and Procedure Manual checks Evaluation and Documentation Completed on all Procedures	
12/5/17	FIRST AID	
12/7/17	Presentation of Policy and Procedure Manuals	
12/12/17	Knowledge Bowl	
12/14/17	Final Examination Evaluation and Documentation Completed on all Procedures	

10/1/16