FORMAT 1

Submit original with signatures + 1 copy + electronic copy to Faculty Senate (Box 7500).
See *http://www.uaf.edu/uafgov/faculty-senate/curriculum/course-degree-procedures-/* for a
complete description of the rules governing curriculum & course changes.

TRIAL COURSE OR NEW COURSE PROPOSAL
(Attach copy of syllabus)

SUBMITTED BY:

Department	Allied Health	College/School	UAF Community and Technical College
Prepared by	Cathy Winfree	Phone	907-455-2876
Email Contact	cmwinfree@alaska.edu	Faculty Contact	Cathy Winfree

1. ACTION DESIRED (CHECK ONE): Trial Course [ ] New Course [X]

2. COURSE IDENTIFICATION: Dept: MA Course #: F144 No. of Credits: 6

Justify upper/lower division status & number of credits:

3. PROPOSED COURSE TITLE: Administrative Procedures for the Medical Assistant

4. To be CROSS LISTED? YES/NO: No If yes, Dept: Course #:

NOTE: Cross-listing requires approval of both departments and deans involved. Add lines at end of form for additional required signatures.

5. To be STACKED?* YES/NO: No If yes, Dept.: Course #:

How will the two course levels differ from each other? How will each be taught at the appropriate level?:

* Use only one Format 1 form for the stacked course (not one for each level of the course!) and attach syllabi. Stacked course applications are reviewed by the (Undergraduate) Curricular Review Committee and by the Graduate Academic and Advising Committee. Creating two different syllabi (undergraduate and graduate versions) will help emphasize the different qualities of what are supposed to be two different courses. The committees will determine: 1) whether the two versions are sufficiently different (i.e. is there undergraduate and graduate level content being offered); 2) are undergraduates being overtaxed?; 3) are graduate students being undertaxed? In this context, the committees are looking out for the interests of the students taking the course. Typically, if either committee has qualms, they both do. More info online - see URL at top of this page.

6. FREQUENCY OF OFFERING: Every Fall and Spring

Fall, Spring, Summer (Every, or Even-numbered Years, or Odd-numbered Years) — or As Demand Warrants

7. SEMESTER & YEAR OF FIRST OFFERING (Effective AY2015-16 if approved by 3/31/2015; otherwise AY2016-17) Fall 2017

8. COURSE FORMAT:

NOTE: Course hours may not be compressed into fewer than three days per credit. Any course compressed into fewer than six weeks must be approved by the college or school's curriculum council. Furthermore, **any core course compressed to less than six weeks must be approved by the Core Review Committee.**

COURSE FORMAT: (check all that apply)	1	2	3	4	5	X 6 weeks to full semester

OTHER FORMAT
(specify)

Mode of delivery
(specify lecture,
field trips, labs,
etc)

9. CONTACT HOURS PER WEEK:

5	LECTURE hours/weeks	2	LAB hours /week	0	PRACTICUM hours /week

Note: # of credits are based on contact hours. 800 minutes of lecture=1 credit. 2400 minutes of lab in a science course=1 credit. 1600 minutes in non-science lab=1 credit. 2400-4800 minutes of practicum=1 credit. 2400-8000 minutes of internship=1 credit. This must match with the syllabus. See http://www.uaf.edu/uafgov/faculty-senate/curriculum/course-degree-procedures-/guidelines-for-computing-/ for more information on number of credits.

OTHER HOURS (specify type)

10. **COMPLETE CATALOG DESCRIPTION** including dept., number, title, credits, credit distribution, cross-listings and/or stacking (50 words or less if possible):

Example of a **complete** description:

FISH F487 W, O   Fisheries Management
    3 Credits   Offered Spring
    Theory and practice of fisheries management, with an emphasis on strategies utilized for the management of freshwater and marine fisheries. *Prerequisites: COMM F131X or COMM F141X; ENGL F111X; ENGL F211X or ENGL F213X; ENGL F414; FISH F425; or permission of instructor.* Cross-listed with NRM F487. (3+0)

> MA F144 Administrative Procedures for the Medical Assistant
> 6 Credits
> 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 documentation but in all areas of medical assisting practice.
> Prerequisites: MA F100, MA F114, HLTH F116, English F111X, ~~test scores to place into English F111x~~ or permission of the instructor.
> Lecture + Lab = Other: 5 + 2 + 0

11. **COURSE CLASSIFICATIONS:** Undergraduate courses only. Consult with CLA Curriculum Council to apply S or H classification appropriately; otherwise leave fields blank.

H = Humanities		S = Social Sciences	

Will this course be used to fulfill a requirement for the baccalaureate core? **If YES, attach form.**	YES:		NO:	X

IF YES, check which core requirements it could be used to fulfill:

O = Oral Intensive, Format 6		W = Writing Intensive, Format 7		X = Baccalaureate Core	

11.A **Is course content related to northern, arctic or circumpolar studies?** If yes, a "snowflake" symbol will be added in the printed Catalog, and flagged in Banner.

YES		NO	X	

12. **COURSE REPEATABILITY:**

Is this course repeatable for credit?	YES		NO	X

Justification: Indicate why the course can be repeated (for example, the course follows a different theme each time).

How many times may the course be repeated for credit?		TIMES
If the course can be repeated for credit, what is the maximum number of credit hours that may be earned for this course?		CREDITS

If the course can be repeated with <u>variable</u> credit, what is the maximum number of credit hours that may be earned for this course? ☐ **CREDITS**

13. GRADING SYSTEM: *Specify only one.* *Note: Changing the grading system for a course later on constitutes a Major Course Change - Format 2 form.*

LETTER: [X]   PASS/FAIL: [ ]

RESTRICTIONS ON ENROLLMENT (if any)

14. PREREQUISITES

English F111X, MA F100, MA F114, HLTH F116 or permission of instructor.

These will be *required* before the student is allowed to enroll in the course.

15. SPECIAL RESTRICTIONS, CONDITIONS

No.

16. PROPOSED COURSE FEES [$0]

Has a memo been submitted through your dean to the Provost for fee approval?
Yes/No [ ]

17. PREVIOUS HISTORY

Has the course been offered as special topics or trial course previously?
Yes/No [Yes]

If yes, give semester, year, course #, etc.:

Fall 2016 and Spring 2017

18. ESTIMATED IMPACT
WHAT IMPACT, IF ANY, WILL THIS HAVE ON BUDGET, FACILITIES/SPACE, FACULTY, ETC.

No impact.

19. LIBRARY COLLECTIONS
Have you contacted the library collection development officer (kljensen@alaska.edu, 474-6695) with regard to the adequacy of library/media collections, equipment, and services available for the proposed course? If so, give date of contact and resolution. If not, explain why not.

No [X]   Yes [ ]

20. IMPACTS ON PROGRAMS/DEPTS
What programs/departments will be affected by this proposed action?
Include information on the Programs/Departments contacted (e.g., email, memo)

No impact.

21. POSITIVE AND NEGATIVE IMPACTS
Please specify positive and negative impacts on other courses, programs and departments resulting from the proposed action.

MA designator and combining the past Administrative classes will not affect other Allied Health students. The change clarifies which Administrative Procedures course Allied Health students are required to take for Medical Assisting degree.

JUSTIFICATION FOR ACTION REQUESTED

The purpose of the department and campus-wide curriculum committees is to scrutinize course change and new course applications to make sure that the quality of UAF education is not lowered as a result of the proposed change. Please address this in your response. This section needs to be self-explanatory. Use as much space as needed to fully justify the proposed course.

> MA F144 is focused on Administrative Procedures for the Medical Assistant with heavy focus on documentation and mastery of required competencies for their discipline. It will prepare them for the workforce but also for the National Certification Examination for Medical Assistants. Medical Assisting students will be able to focus on the Administrative aspect of the job without a break in the teaching process.

APPROVALS: Add additional signature lines as needed.

	Date	10/6/16
Signature, Chair, Program/Department of:	Allied Health	

	Date	10/7/16
Signature, Chair, College/School Curriculum Council for:	Rural Community Development	

	Date	10/11/16
Signature, Dean, College/School of:	CTC	

Offerings above the level of approved programs must be approved in advance by the Provost.

	Date	
Signature of Provost (if above level of approved programs)		

ALL SIGNATURES MUST BE OBTAINED PRIOR TO SUBMISSION TO THE GOVERNANCE OFFICE

	Date	
Signature, Chair Faculty Senate Review Committee:		

___Curriculum Review   ___GAAC

___Core Review   ___SADAC

ADDITIONAL SIGNATURES: (As needed for cross-listing and/or stacking)

	Date	
Signature, Chair, Program/Department of:		

	Date	
Signature, Chair, College/School Curriculum Council for:		

	Date	
Signature, Dean, College/School of:		

ATTACH COMPLETE SYLLABUS (as part of this application). This list is online at:
http://www.uaf.edu/uafgov/faculty-senate/curriculum/course-degree-procedures-/uaf-syllabus-requirements/
The Faculty Senate curriculum committees will review the syllabus to ensure that each of the items listed below are included. If items are missing or unclear, the proposed course (or changes to it) may be <u>denied</u>.

SYLLABUS CHECKLIST FOR ALL UAF COURSES
During the first week of class, instructors will distribute a course syllabus. Although modifications may be made throughout the semester, this document will contain the following information (as applicable to the discipline):

1. Course information:
  ❑Title, ❑ number, ❑credits, ❑prerequisites, ❑ location, ❑ meeting time (make sure that contact hours are in line with credits).

2. Instructor (and if applicable, Teaching Assistant) information:
  ❑ Name, ❑ office location, ❑ office hours, ❑ telephone, ❑ email address.

3. Course readings/materials:
  ❑ Course textbook title, ❑ author, ❑ edition/publisher.
  ❑ Supplementary readings (indicate whether ❑ required or ❑ recommended) and ❑ any supplies required.

4. Course description:
  ❑ Content of the course and how it fits into the broader curriculum;
  ❑ Expected proficiencies required to undertake the course, if applicable.
  ❑ Inclusion of catalog description is *strongly* recommended, and
  ❑ Description in syllabus must be consistent with catalog course description.

5. ❑ **Course Goals (general), and (see #6)**

6. ❑ **Student Learning Outcomes (more specific)**

7. Instructional methods:
  ❑ Describe the teaching techniques (eg: lecture, case study, small group discussion, private instruction, studio instruction, values clarification, games, journal writing, use of Blackboard, audio/video conferencing, etc.).

8. Course calendar:
  ❑ A schedule of class topics and assignments must be included. <u>Be specific</u> so that it is clear that the instructor has thought this through and will not be making it up on the fly (e.g. it is not adequate to say "lab". Instead, give each lab a title that describes its content). You may call the outline Tentative or Work in Progress to allow for modifications during the semester.

9. Course policies:
  ❑ Specify course rules, including your policies on attendance, tardiness, class participation, make-up exams, and plagiarism/academic integrity.

10. Evaluation:
  ❑ Specify how students will be evaluated, ❑what factors will be included, ❑ their relative value, and ❑how they will be tabulated into grades (on a curve, absolute scores, etc.) ❑ Publicize UAF regulations with regard to the grades of "C" and below <u>as applicable</u> to this course. (Not required in the syllabus, but is a convenient way to publicize this.) Link to PDF summary of grading policy for "C":
http://www.uaf.edu/files/uafgov/Info-to-Publicize-C_Grading-Policy-UPDATED-May-2013.pdf

11. Support Services:
  ❑ Describe the student support services such as tutoring (local and/or regional) appropriate for the course.

12. Disabilities Services: Note that the phone# and location have been **updated.**
http://www.uaf.edu/disability/faculty/   The Office of Disability Services implements the Americans with Disabilities Act (ADA), and ensures that UAF students have equal access to the campus and course materials.
  ❑ State that you will work with the Office of Disabilities Services (208 WHITAKER BLDG, 474-5655)to provide reasonable accommodation to students with disabilities.

Note: Optional Title IX syllabus statement may be used. See http://uaf.edu/oeo/aa-eo/   08/24/2016

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

Faculty:	Millie Castro, MA, PBT I
Email:	mcastro11@alaska.edu
Phone:	907-455-2575
Office:	604 Barnette St. Room 403

Instructor:	Tami Leroux, CMA (AAMA)
Email:	tmleroux@alaska.edu
Phone:	907-322-1130 cell
	907-490-2684 home – use this # evenings and weekends.

Program Assistant:	Monica Bettis, CMA (AAMA)
Email:	mebettis@alaska.edu
Phone:	907-378-8424 cell

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 of 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**

		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
9/5/17 Tuesday	**Lecture: Ch. 7 Safety and Patient Reception** **Lecture: Ch. 8 Office Equipment and Supplies** **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**	<u>Prior to Class:</u> Read Ch. 8 Office Equipment and Supplies CONNECT assignment for Chapter 8 <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** **Review for test**
9/7/17 Thursday	**Quiz: on Chapter 4, 5, 7 & 8** **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**	<u>**Prior to Class:**</u> Read Chapter 14 Complete Exam Prep Questions CONNECT assignment for Chapter 14 **In class:** Chapter 14 Student Workbook Discuss, practice and evaluate Procedures 14-1, 14-2, 14-3, 14-4, 14-5
9/12/17 Tuesday	**Lecture: chapter 14 Telephone Techniques** **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**	
9/14/17 Thursday	**Lecture on Ch. 58 Preparing for the World of Work** **Discuss, Practice and Evaluate 58-1** **Procedure: 58-1 Resume Writing**	In-Class Assignment Review for Exam
9/19/17 Tuesday	**Quiz: Chapters 14 & 58** **Complete evaluation and documentation of all above Procedures**	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**

		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	**Quiz: Ch. 10, 11, 12 & 13** **Practice, Evaluate and Document any of above Procedures students have not completed to date.**	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**
10/10/17 Tuesday	**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**	Study for Quiz on Chapters 15 & 16 Read Ch. 16 Schedule Management Homework: Complete questions in workbook and Connect Review Procedures16-1 thru 16-6 **16-1Creating 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**
10/12/17 Thursday	**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**	
10/17/17 Tuesday	**Quiz: Ch. 15 & 16** **Policy and Procedure Manual Check**	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**
10/19/17 Thursday	**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**	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**

	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