Cambridge College
New England Institute of Business

Course Syllabus

MED 160 Medical Office Procedures

Syllabus Overview

This syllabus contains all relevant information about the course: its objectives and outcomes, the grading criteria, the texts and other materials of instruction, and weekly topics, outcomes, assignments, and due dates. Consider this your roadmap for the course. Please read through the syllabus carefully and ask questions if you would like anything clarified. Please print a copy of this syllabus for reference.

Course Description

3 Credits

Prerequisites: MED 101 Medical Terminology and MED 185 Medical Insurance Applications

Medical Office Procedures will provide those interested in setting up a medical office or who want to learn how to manage a medical office more efficiently with the basics and specialized concerns that face medical offices today. Students will also experience some of the principles of leadership and the importance of team building in a healthcare environment.

Course Outcomes

At the completion of this course, students should be able to:

1. Evaluate and implement improvements in Medical Office Procedures such as:
- Appointments and Registration
- Creating Claims
- Posting Payments and Creating Patient Statements
- Creating Reports
- Collections Process
- Cases, Transactions, and Claims
- Reports
- Entering Charge Transactions and Patient Payments
- Describe and explain the value of various medical office staff positions.
- Describe and explain the value of proper office design

Communication with Your Instructor

You will receive a welcome email from your instructor prior to the start of class. This email will contain your instructor's contact information. Your instructor will also be communicating with you via several methods in the course, including:

1. **Announcements** – This communication tool, located on the navigation menu within your course in Canvas, contains important updates. Be sure to check for new announcements from your instructor each time you access your course.
2. **Q&A** – Use this discussion board, located on the Home screen in your course, to communicate with your instructor and classmates regarding general course questions (i.e. missing links, assignment clarification, etc.).
3. **Inbox** – Use the Inbox, located in the top right corner of Canvas, to send a message to your instructor or classmates.

Required Textbook:

Bayes, N. 2015. Medical Office Procedures 8ed. McGraw Hill Education
This course requires McGraw Hill Connect

The bookstore is located in the left-hand navigation of all Canvas courses.

Library Services

Detailed information about the eLibrary can be found in the Student Resource Center. This is a course that all students have access to during their academic career.

Canvas Help Desk and Technical Questions

If you experience technical issues in your course, please contact the Canvas Help Desk by clicking the Help link (top right corner within Canvas). There are 3 ways to contact them:

4. Phone (888-628-2749)
5. Live chat
6. Report a problem (submit a ticket)

Be sure to notify your instructor of any technical difficulties you are experiencing.

Additional resources are available in the Student Resource Center and the Canvas Guides website: http://guides.instructure.com

Weekly Schedule

Week 1	The Administrative Medical Assistant's Career
Outcomes	1. Describe the tasks and skills required of an administrative medical assistant. 2. List three advantages of professional affiliation and certification. 3. Apply elements of good interpersonal communication to relationships with patients and others within the work environment 4. Define medical ethics, bioethics, and etiquette. 5. Identify and discuss several key components of the HIPAA Administrative Simplification Rule. 6. State the purpose of a medical compliance plan and explain compliant methods to safeguard against litigation
Learn Smart Readings	Chapters 1 and 2
Lectures	• Medical Ethics, Law, and Compliance • HIPAA – Privacy and Security Rules
Discussion	**Discussion:** HIPAA Security and Privacy Rules:
Assignment	Complete Tutorial Homework Assignment Chapters 1 and 2
Quiz	See Due Date in your course.

Week 2	Office Communications and Scheduling
Outcomes	1. List the steps of the communication cycle and give an example of a barrier for each. 2. Explain how verbal messaging is affected by nonverbal communication. 3. Apply effective written communication techniques to compost written medical office correspondence. 4. Recall and explain two different types of scheduling options and provide examples of practices that would be most suited to each of the schedules. 5. Recall the steps in processing incoming mail and discuss related safety recommendations.
Learn Smart Readings	Chapters 3 and 4
Lectures	• Office Communications, Phone, Scheduling and Mail
Discussion	Patient Registration:

Assignment	Complete Tutorial Homework Assignment Chapters 3 and 4
Quiz	See Due Date in your course.

Week 3	**Managing Health Information**
Outcomes	1. Classify various uses of computer technology 2. Recall reasons for maintaining a medical chart and documents that comprise the medical record. 3. Discuss the advantages and challenges of electronic health records implementation. 4. Distinguish among active, inactive and closed files. 5. Differentiate among records management systems that may be used in a medical office.
Learn Smart Readings	Chapter 5
Lectures	• Electronic Health Records • Ownership Quality Assurance and Record Retention
Interactive Activity	**Simulation #1 using MediSoft**
Discussion	**See Course for Requirements**
Assignments	Tutorial Homework Chapter 5
Quiz	See Due Date in your course.

Week 4	**Office Management**
Outcomes	1. Design a medical office waiting area that exhibits the priority of patient comfort. 2. Differentiate among three common leadership styles. 3. Explain why an administrative medical assistant needs to know how to collect and assimilate research data. 4. Justify why a policies and procedures manual should be developed and used in a medical office.
Learn Smart Readings	Chapter 6
Lectures	The Physical Environment – medical office design
Discussion	See Course for Requirement

Assignment	**See Course for Requirements**
Quiz	See Due Date in your course.

Week 5	**Insurance and Coding**
Outcomes	1. Define medical insurance and coding terminology 2. Explain the differences among the types of insurance plans 3. Compare and contrast PAR and non-PAR and the methods insurance companies use to determine how much a provider is paid. 4. Apply ICD-10-CM conventions and CPT conventions and guidelines. 5. Explain the effects of coding compliance errors on the revenue cycle in the medical office setting.
Learn Smart Readings	Chapter 7
Lectures	Participation and Payment Methods – Fee Setting
Discussion	See course for requirements
Assignments	**Tutorial Homework – Chapter 7**
Quiz	See Due Date in your course
Week 6	**Billing Reimbursement and Collections**
Outcomes	1. Recognize and calculate charges for medical services and process patient statements based on the patient encounter form and the physician's fee schedule. 2. Compare and contrast the process of completing and transmitting insurance claims using both hardcopy and electronic methods. 3. Describe the different types of billing options used by medical practices. 4. Paraphrase the procedures and options available for collecting delinquent accounts.
Learn Smart Readings	Chapter 8
Lectures	Billing Process – Delinquent Accounts
	MediSoft Billing Simulation
Discussion	See course for requirements
Assignments	Tutorial Homework Chapter 8
Quiz	See Due Date in your course.

Week 7	Practice Finances
Outcomes	1. Explain using accounting terminology, the procedures for maintaining two essential financial records. 2. Summarize the main focus of the Red Flag Requirements as they relate to the medical office as a business. 3. Explain how an employee's net salary is determined. 4. Revie and evaluate the learning you experienced in this course.
Learn Smart Readings	Chapter 9
Lectures	Identity Theft in the Medical Office – Implementing the Red Flag Rules
Interactive Activity	**Medisoft Simulation 3**
Discussion	See course for requirements
Assignments	Tutorial Homework Chapter 9
Quiz	See Due Date in your course.

Week 8	Preparing for Employment
Outcomes	1. List and explore visible and hidden career-employment resources 2. Compose a cover/application letter 3. Assemble personal and professional information to prepare for the interview process. 4. Compose a follow-up thank you letter.
Learn Smart Readings	Chapter 10
Lectures	The Job Interview
Discussion	Getting ready for employment interviews: Part One: Review multiple job sites on the internet (e.g. Indeed; Monster; Career Builders) Find one position that interests you and post the advertisement in your response. Based on the listed position description and requirements, create three probable interview questions. You must include one question for each of these three categories (Personal attributes, tasks, skills). Part Two: Respond to one of your classmate's interview questions and ask at least one follow-up question.

Assignment	1. Complete your post course self-evaluation, comparing what you knew at the beginning of class with what you know now.
	2. Complete the course evaluation survey.

Grading and Evaluation

Your grades will reflect the way in which you present and support your topics and positions in the various learning activities used in this course. The grades will be based on the quality and quantity of your comments and responses in the various activities.

Be sure to review the discussion and assignment rubrics in the course for specific grading criteria.

The various graded activities are weighted as follows:

Course Element	% of Final Grade
Assignments	30%
Discussions	30%
Quizzes	25%
Interactive Learning Activities	15%
Total	**100%**

Students will be expected to meet all the deadlines of the class as indicated throughout the course and in the syllabus. This is primarily so we don't get behind in the course. In addition, discussions cannot overlap from one week to the next. This is to ensure that all discussions and submissions take place within the week they are scheduled in order to be of value to the entire class as well as to help you not get behind. If there are extenuating circumstances, you will need to communicate that to the instructor and make arrangements accordingly, if appropriate.

Late Assignments: Exceptions are to be determined by the instructor on a case-by-case basis. There will be no opportunities for extra credit.

Learner Success Guidelines

These guidelines are provided to help you succeed in your coursework:
- Participate in the class introduction activity on the first day of class.
- Submit ALL assignments by the posted due dates and times.
- Check your emails daily.
- Contact Portal Help for logon problems or Canvas Help for technical issues with Canvas.
- Participate fully in all threaded discussions.
- Contact your instructor if you have questions about an assignment or need additional help completing your work successfully.

Academic dishonesty is grounds for dismissal from the program.

Academic Policies

The following Academic Polices can be found in the [Student Resource Center](#).

- Grading Criteria
- Reasonable Accommodations Policy
- Student Attendance Policy
- Academic Honesty and Integrity Policy

- Student Engagement and the Granting of Academic Credit
- Copyright Policy

Caveat

The above schedule, content, and procedures in this course are subject to change. All policies are superseded by the latest College Catalog available on our website: https://www.cambridgecollege.edu/student-rights-complaints-grievances/student-code-conduct