MINNESOTA WEST COMMUNITY & TECHNICAL COLLEGE
COURSE OUTLINE

Faculty is required to have the outline submitted to the Academic Affairs Office. The course outline is the form used for approval of new courses by the Academic Affairs and Standards Council.

DEPT: ADSM COURSE NUMBER: 1125    NUMBER OF CREDITS: 3

COURSE TITLE: Medical Office Procedures II

CATALOG DESCRIPTION: Continues Medical Office Procedures I. Medical topics covered include: medical insurance, DRGS, HMOs, CPT and HCPCS coding. This also covers the integration of medical office tasks: basics of computer operation, mail handling, medical document production, insurance forms completion, and making meeting and travel arrangements.

AUDIENCE: Students interested in understanding medical administrative assisting.

FULFILLS MN TRANSFER CURRICULUM AREA(S) N/A

PREREQUISITES OR NECESSARY ENTRY SKILLS/KNOWLEDGE: ADSM 1120

LENGTH OF COURSE: 1 Semester (continued from Medical Office Procedures I).

THIS COURSE IS USUALLY OFFERED:
Every other year fall X spring X summer X undetermined

Four goals are emphasized in course at Minnesota West Community & Technical College:

1) ACADEMIC CONTENT: The academic objectives of this course are to enforce organizational skills and to train students to have a working knowledge of the requirements of assisting in a medical office setting.

2) THINKING SKILLS: This course will help students improve the effectiveness of their thinking skill through critical thinking exercises and scenario discussions.

3) COMMUNICATIONS SKILLS: This course will help students improve their oral and written communication skills through: a. Participation in class discussions b. Cooperative attitude with other students and instructor c. Ability to communicate via D2L through email, discussion groups, and class materials.
4) HUMAN DIVERSITY: This course will help students recognize, understand, and appreciate human diversity through: a. Understanding the need to communicate with a diverse population.
   b. Gaining a self-awareness regarding the feelings toward people regardless of culture, values, or socioeconomic status.

TOPICS TO BE COVERED:
Medical Records Management; Health Information Management; Privacy/Confidentiality; Basics of Diagnostic and Procedural Coding; Health Insurance; Professional fees and billing; Financial and Practice Management. Will also integrate topics from Medical Office Procedures I.

LIST OF EXPECTED COURSE OUTCOMES:
1. Understand and demonstrate medical filing concepts and documentation procedures.
2. Understanding of privacy and confidentiality in medical settings.
3. Understand and apply the basic coding rules in the use of the ICD-9-CM.
4. Understand apply coding conventions for procedural coding (CPT) and demonstrate an understanding of the process and procedure for code selection.
5. Differentiate among various insurance types, interpret the procedure for verifying benefits, and demonstrate obtaining managed care referrals and precertification.
6. Understand importance of proactive patient education re: billing and demonstrate skills.
7. Understand the pegboard system, and translate that concept to an electronic billing system.
8. Demonstrate knowledge of posting adjustments, processing balances, and collection follow-up.
9. Demonstrate preparation of a bank deposit and appropriate office documents.
10. Understand the basics of accounting in practice finances.
11. Understand the importance of management in the medical office and demonstrate knowledge of human resource procedures.
12. Demonstrate a knowledge of customer service and marketing a medical practice.


- Organize a patient’s medical record
- File medical records
- Prepare a bank deposit
- Post entries on a daysheet
- Perform accounts receivable procedures
• Perform billing and collection procedures
• Post adjustments
• Process a credit balance
• Process refunds
• Post non-sufficient fund (NSF) checks
• Post collection agency payments
• Apply managed care policies and procedures
• Apply third party guidelines
• Perform procedural coding
• Perform diagnostic coding
• Complete insurance claim forms
• Identify and respond to issue of confidentiality
• Perform within legal and ethical boundaries
• Establish and maintain the medical record
• Document appropriately
• Demonstrate knowledge of federal and state health care legislation and regulations

LEARNING/TEACHING TECHNIQUES used in the course are:
(can include any of the below).
✓ Collaborative Learning
  Student Presentations
  Creative Projects
  Lecture
  Demonstrations
  Lab

Problem Solving
Interactive Lectures
Individual Coaching
Films/Videos/Slides
Other (describe below)

ASSIGNMENTS AND ASSESSMENTS FOR THIS CLASS INCLUDE:
(will include any of the below).
✓ Reading
  Oral Presentations
  Textbook Problems
✓ Tests
  Worksheets
  Papers

✓ Individual Projects
  Collaborative Projects
  Portfolio
EXPECTED STUDENT LEARNING OUTCOMES: Achieve expected course outcomes and a percentage score acceptable to respective program.

Veteran Services: Minnesota West is dedicated to assisting veterans and eligible family members in achieving their educational goals efficiently. Active duty and reserve/guard military members should advise their instructor of all regularly scheduled military appointments and duties that conflict with scheduled course requirements. Instructors will make every effort to work with the student to identify adjusted timelines. If you are a veteran, please contact the Minnesota West Veterans Service Office.

The information in this course outline is subject to revision
To receive reasonable accommodations for a documented disability, please contact the campus Student Services Advisor or campus Disability Coordinator as arrangements must be made in advance. In addition, students are encouraged to notify their instructor.

This document is available in alternative formats to individuals with disabilities by contacting the Student Services Advisor or by calling 800-658-2330 or Minnesota Relay Service at 800-627-3529 or by using your preferred relay service.

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