DEPT. _____ADSM                   COURSE NUMBER: _____1120_____

NUMBER OF CREDITS: 3 (2/1)

COURSE TITLE: Medical Office Procedures

CATALOG DESCRIPTION: Introduces medical office career information with an emphasis on medical ethics and professional liability, medical receptionist tasks, working with medical records, word processing, and bookkeeping/billing.

AUDIENCE: Health careers students.

FULFILLS MN TRANSFER CURRICULUM AREA(S) (Leave blank if not applicable)
Area: by meeting the following competencies:
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PREREQUISITES OR NECESSARY ENTRY SKILLS/KNOWLEDGE:

LENGTH OF COURSE: Semester

THIS COURSE IS USUALLY OFFERED:
Every other year ☐    fall ☐ spring ☐ summer ☐ 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 assist students to improve his/her critical thinking skills through application and 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:
• The current healthcare industry; medical administrative assisting; professional
  behavior; interpersonal skills; medicolegal and ethical considerations;
  appointment scheduling; technology use; office management.

LIST OF EXPECTED COURSE OUTCOMES:
1. Understand the variety of healthcare settings in the current industry.
2. Identify administrative medical assisting roles and their contribution to the healthcare
  environment.
3. Understand and exhibit professional behavior and setting career goals.
4. Develop interpersonal skills and improve communication with diverse populations.
5. Understand professional scope and ethical boundaries.
6. Understand legal terms and requirements.
7. Understand and utilize computers, telephones, and other technologies appropriate to
  current healthcare settings.
8. Schedule an appointment and demonstrate knowledge of processing a patient’s visit.
9. Demonstrate office management skills to include mail, faxing, memos, etc.
10. Understand and demonstrate medical filing concepts and documentation
    procedures.
11. Understanding of privacy and confidentiality in medical settings.
12. Understand importance of proactive patient education re: billing and demonstrate
    skills.
13. Understand the pegboard system, and translate that concept to an electronic billing
    system.
14. Demonstrate knowledge of posting adjustments, processing balances, and collection
    follow-up.
15. Demonstrate preparation of a bank deposit and appropriate office documents.
17. Understand the importance of management in the medical office and demonstrate
    knowledge of human resource procedures.
18. Demonstrate a knowledge of customer service and marketing a medical practice.

UPON COMPLETION OF THIS COURSE, MEDICAL ASSISTANT STUDENTS WILL
HAVE SATISFACTORILY COMPLETED THE TASK, CONDITION, AND STANDARD
OF EACH OF THE FOLLOWING ENTRY-LEVEL COMPETENCIES ESTABLISHED BY
THE CURRICULUM REVIEW BOARD OF THE AMERICAN ASSOCIATION OF
MEDICAL ASSISTANTS ENDOWMENT (CRB-AAMAE):

*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
• Identify and respond to issues 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:

☐ Collaborative Learning ☑ Problem Solving
☐ Student Presentations ☑ Interactive Lectures
☐ Creative Projects ☐ Lecture ☑ Films/Videos/Slides
☐ Demonstrations ☐ Other (describe below)
☐ Lab

ASSIGNMENTS AND ASSESSMENTS FOR THIS CLASS INCLUDE:

☐ Reading ☑ Tests ☑ Individual Projects
☐ Oral Presentations ☐ Worksheets ☑ Collaborative Projects
☐ Textbook Problems ☐ Papers ☐ Portfolio
☐ Group Problems ☐ Term Paper
☐ Other (describe below)

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 via your preferred Telecommunications Relay Service.

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Revised 10/1/16