

NORTHWESTERN CONNECTICUT COMMUNITY COLLEGE
COURSE SYLLABUS

Course Title: Administrative Medical Assisting

Course # MED 111

Course Description: (3 credits)

This course covers the theory, practice and techniques of fundamental medical office management and an overview of the profession of medical assisting and its role in providing quality health care will be discussed. Healthcare administrative functions, including office responsibilities, safety in the office environment, communication techniques, medical records management, schedule management, professionalism and legal and ethical issues will be emphasized.

Pre-requisite/ Co-requisite: None

Goals: The student is presented with information to allow an understanding of the role of an administrative medical assistant and healthcare team member and to develop entry level competencies for all administrative skills.

Outcomes: With satisfactory completion of this course, the student will be able to:

1. Written, verbal, and non-verbal communications

- Identify styles and types of verbal and nonverbal communication. (IV.C 1, IV.C2) □
Recognize communication barriers and identify techniques for overcoming them. (IV.C3, IV.C4)
- Recognize the elements of oral communication using a sender-receiver process. (IV.C5)
- Identify resources and adaptations that are required based on individual needs, i.e., culture and environment, developmental life stage, language, and physical threats to communication. (IV.C7)
- Recognize elements of fundamental writing skills. (IV.C8)
- Discuss applications of electronic technology in effective communication. (IV.C9)
- Organize technical information and summaries. (IV.C12)
- Identify the role of self-boundaries in the health care environment. (IV.C13)
- Recognize the role of patient advocacy in the practice of medical assisting. (IV.C14)
- Discuss the role of assertiveness in effective professional communication. (IV.C15)
- Differentiate between adaptive and non-adaptive coping mechanisms. (IV.C16)

2. Medical records, scheduling, and filing

- Discuss pros and cons of various types of appointment management systems. (V.C1)
- Describe scheduling guidelines. (V.C2)
- Recognize office policies and protocols for handling appointments. (V.C3)
- Identify critical information required for scheduling patient admissions and/or procedures. (V.C4)

- Identify systems for organizing medical records. (V.C5)
- Describe various types of content maintained in a patient's medical record. (V.C6)
- Discuss pros and cons of various filing methods. (V.C7)
- Identify both equipment and supplies needed for filing medical records. (V.C8)
- Describe indexing rules. (V.C9)
- Discuss filing procedures. (V.C10)
- Identify types of records common to the healthcare setting (V.C12)
- Identify time management principles (V.C13)
- Discuss the importance of routine maintenance of office equipment. (V.C14)

3. Basic office finances

- Describe banking procedures. (VI.C3)
- Discuss precautions for accepting checks. (VI.C4)
- Compare types of endorsement. (VI.C5)
- Differentiate between accounts payable and accounts receivable. (VI.C6)

4. Medical law and ethics

- Discuss legal scope of practice and explore issues of confidentiality as it applies to the medical assistant. (IX.C1, IX.C2)
- Describe the implications of HIPAA for the medical assistant in various medical settings. (IX.C3)
- Summarize the Patient Bill of Rights. (IX.C4)
- Discuss licensure and certification as it applies to healthcare providers. (IX.C5)
- Compare and contrast physician and medical assistant roles in terms of standard of care. (IX.C7)
- Compare criminal and civil law as it applies to the practicing medical assistant. (IX.C8)
- Provide an example of tort law as it would apply to a medical assistant. (IX.C9)
- Explain how the following impact the medical assistant's practice and give examples of negligence, malpractice, statute of limitations, Good Samaritan Act, Uniform Anatomical Gift Act, living will and advanced directives, and medical power of attorney. (IX.C.10)
- Identify how the American with Disabilities Act (ADA) applies to the medical assisting profession. (IX.C11)
- Describe the process to follow if an error is made in patient care. (IX.C14)

5. Safety in the healthcare environment

- Describe fundamental principles for evacuation of a healthcare setting. (XI.C7)
- Discuss fire safety issues in a healthcare environment. (XI.C8)

All outcomes and objectives in relation to the above cognitive competencies will be assessed via questions on tests, quizzes, and/or Learnsmart interactive adaptive learning system.

This course includes the following psychomotor/affective competencies:

IV. Concepts of Effective Communication

- IV.P.4 Explain general office policies

- IV.P.7 Demonstrate telephone techniques
- IV.P.10 Compose professional/business letters
- IV.P.11 Respond to nonverbal communication
- IV.P.12 Develop and maintain a current list of community resources related to patients' healthcare needs
- IV.P.13 Advocate on behalf of patients

V. Administrative Functions

- V.P.1 Manage appointment schedule, using established priorities
- V.P.2 Schedule patient admissions and/or procedures
- V.P.3 Organize a patient's medical record
- V.P.4 File medical records
- V.P.5 Execute data management using electronic healthcare records such as EMR
- V.P.6 Use office hardware and software to maintain office systems
- V.P.7 Use internet to access information related to the medical office
- V.P.8 Maintain organization by filing
- V.A.1 .1 .1 (11). Consider staff needs and limitations in establishment of a filing system
- V.A.2 .2 .2 (12). Implement time management principles to maintain effective office function

VI. Basic Practice Finances

- VI.P.1. Prepare a bank deposit

VII. Managed Care/Insurance

- VII.P.2. Apply third party guidelines
- VII.P.4. Obtain precertification, including documentation
- VII.P.5. Obtain preauthorization, including documentation
- VII.P.6. Verify eligibility for managed care services
- VII.P.9. Communicate in language the patient can understand regarding managed care and insurance plans

IX. Legal Implications

- IX.P.1 Respond to issues of confidentiality
- IX.P.2 Perform within scope of practice
- IX.P.3 Apply HIPAA rules in regard to privacy/release of information
- IX.P.4 Practice within the standard of care for a medical assistant
- IX.P.5 Incorporate the Patient's Bill of Rights into personal practice and medical office policies and procedures
- IX.P.7 Document accurately in the patient record
- IX.P.9 Demonstrate sensitivity to patient rights
- IX.P.10 Demonstrate awareness of the consequences of not working within the legal scope of practice
- IX.P.11 Recognize the importance of local, state and federal legislation and regulations in the practice setting

X. Ethical Considerations

X.P.1. Report illegal and/or unsafe activities and behaviors that affect health, safety and welfare of others to proper authorities

X.P.2. Develop a plan for separation of personal and professional ethics

X.A.1(3). Apply ethical behaviors, including honesty/integrity in performance of medical assisting practice

X.A.2(4). Examine the impact personal ethics and morals may have on the

individual's practice X.A.3(5). Demonstrate awareness of diversity in providing patient care

XI. Protective Practices

XI.P.3. Develop a personal (patient and employee) safety plan

XI.P.4. Develop an environmental safety plan

XI.P.7. Explain an evacuation plan for a physician's office

XI.P.8. Demonstrate methods of fire prevention in the healthcare setting

XI.P.12. Maintain a current list of community resources for emergency preparedness

XI.P.13. Recognize the effects of stress on all persons involved in emergency situations

All psychomotor and affective competencies will be assessed through role playing, generation of a report, creation of a project, simulation, or skill performance.

Each individual competency must be completed with a grade of 80 or higher to pass the course.