Montgomery County Community College
HCP/MAS 117
Medical Office Administration
4-4-0

COURSE DESCRIPTION:
This course builds a solid foundation in Medical Office Administrative skills and introduces students to the administrative procedures and business practices commonly performed in the medical office. Emphasis on financial practices, health insurance, reimbursement, therapeutic communication and patient education will help prepare the student for entry level office administration. Course specific competency evaluations must be successfully completed by the student.

REQUISITE(S):
Previous Courses
ESL 011 ESL Basic Writing or ENG 011 Basic Writing or ENG 010A Basic Writing
REA 011 Fundamentals of College Reading or ESL/ REA 017 Vocabulary & Reading Comprehension Development II

Previous or Concurrent Courses
HCP 224 Medical Terminology
HCP 100 Medical Office Technologies and the EHR
HCP 114 Medical Law and Ethics

LEARNING OUTCOMES Upon successful completion of this course, the student will be able to:	LEARNING ACTIVITIES	EVALUATION METHODS
1. Demonstrate entry level competence in all the identified competencies.	Lecture Laboratory Case Studies Multimedia Demonstrations Oral Report Small Group Projects Written Assignment Research Resources Competency Demonstration	Competency Demonstrations

LEARNING OUTCOMES	LEARNING ACTIVITIES	EVALUATION METHOD
2. Perform various medical office administrative, financial, insurance, third party reimbursement, procedural and diagnostic coding, practice management, and electronic health record management and protection functions in a simulated medical setting.	Lecture Laboratory Multimedia Demonstrations Oral Report Small Group Projects Written Assignment Research Resources Competency Demonstration	Competency Demonstration Quizzes and Exams
3. Apply the principles of safety and emergency preparedness within a simulated medical office.	Lecture Laboratory Case Studies Multimedia Demonstrations Oral Report Small Group Projects Written Assignment Research Resources	Project Competency Demonstrations Quizzes and Exams
4. Utilize concepts of effective communication,patient coaching and navigation to reach an identified goal in a simulated medical setting.	Lecture Laboratory Multimedia Demonstrations Oral Report Small Group Projects Written Assignment Research Resources	Project Competency Demonstrations Quizzes and Exams

At the conclusion of each semester/session, assessment of the learning outcomes will be completed by course faculty using the listed evaluation method(s). Aggregated results will be submitted to the Associate Vice President of Academic Affairs. The benchmark for each learning outcome is that *70% of students will meet or exceed outcome criteria.*

SEQUENCE OF TOPICS

1. Healthcare Organization/Administration/Medical Assisting Profession
2. Communication Skills
3. Patient Education
4. The First Contact: Telephone and Reception
5. Managing Appointments
6. Health Information Management and Protection
7. Medical Office Management, Safety and Emergency Preparedness
8. Credit and Collections
9. Accounting Responsibilities
10. Health Insurance and Reimbursement
11. Diagnostic Coding

12.	Outpatient Procedural Coding

LEARNING MATERIALS:
Kronenberger, Judy, Durham, Laura and Woodson, Denise. 2016. Comprehensive
	Medical Assisting (5th ed.). Philadelphia, PA: Lippincott Williams and Wilkins.

Kronenberger, Judy, Durham, Laura and Woodson, Denise. 2016. Comprehensive
	Medical Assisting Study Guide (5th ed.). Philadelphia, PA: Lippincott Williams and
	Wilkins.

Other learning materials may be required and made available directly to the student
and/or via the College's Libraries and/or course management system.

COURSE APPROVAL:
Prepared by: Kathleen Schreiner and Shauna LaMagna		Date: 10/2015
VPAA/Provost or designee Compliance Verification:
		Victoria L. Bastecki-Perez, Ed.D.			Date: 1/27/2016

Revised by: Kathleen Schreiner				Date: 8/01/2017
VPAA/Provost or designee Compliance Verification:
		Victoria L. Bastecki-Perez, Ed.D.			Date: 1/8/2018

Revised by: Kathleen Schreiner and Shauna LaMagna		Date: 11/1/2018
VPAA/Provost or designee Compliance Verification:		Date: 12/19/2018

*This course is consistent with Montgomery County Community College's mission. It
was developed, approved and will be delivered in full compliance with the policies and
procedures established by the College.*