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 <u>or</u> ENG 011 Basic Writing or ENG 010A Basic Writing REA 011 Fundamentals of College Reading <u>or</u> 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
 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

	NG OUTCOMES	LEARNING ACTIVITIES	EVALUATION METHOD
2. Perform office finance party proce codin mana health and p	rm various medical administrative, cial, insurance, third reimbursement, edural and diagnostic g, practice agement, and electronic n record management protection functions in a ated medical setting.	Lecture Laboratory Multimedia Demonstrations Oral Report Small Group Projects Written Assignment Research Resources Competency Demonstration	Competency Demonstration Quizzes and Exams
3. Apply and e prepa	the principles of safety emergency aredness within a ated medical office.	Lecture Laboratory Case Studies Multimedia Demonstrations Oral Report Small Group Projects Written Assignment Research Resources	Project Competency Demonstrations Quizzes and Exams
comn coach reach	e concepts of effective nunication,patient ning and navigation to an identified goal in a ated 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 VPAA/Provost or designee Compliance Verification:		10/2015
Victoria L. Bastecki-Perez, Ed.D.	Date:	1/27/2016
Revised by: Kathleen Schreiner VPAA/Provost or designee Compliance Verification:		8/01/2017
Victoria L. Bastecki-Perez, Ed.D.	Date:	1/8/2018
Revised by: Kathleen Schreiner and Shauna LaMagna VPAA/Provost or designee Compliance Verification:		11/1/2018 12/19/2018

Whit-feos

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.