MED 107
MEDICAL OFFICE MANAGEMENT

COURSE DESCRIPTION

This course provides a study of the principles and practices of working in a medical office including and accounting procedures, billing methods, and office management.

4 Credits

COURSE FOCUS

This course focuses on the principles and practices of employment in a medical office including billing methods, and medical office management.

TEXT AND REFERENCES

Delmar’s Administrative Medical Assisting 5th Edition Lindh, Wilburta; Pooler, Marilyn; Tamparo, Carol ISBN: 978-1-133-60299-6 Delmar-Cengage Learning

COURSE GOALS

The following list of course goals addressed in the course. These goals relate to the performance objectives. (*designates a CRUCIAL goal)

1. Apply legal concepts
2. Apply legal terminology
3. Begin student portfolio
4. Demonstrate appropriate patient interactions
5. Demonstrate filing procedures
6. Demonstrate professional medical administrative assistant appearance
7. Describe student portfolio importance
8. Describe telephone equipment
9. Describe typical medical administrative assistant job duties
10. Differentiate ethics
11. Differentiate law
12. Discern financial medical practice management
*13. Discern office managerial responsibilities
14. Discuss confidentiality
*15. Discuss health care ethical dilemmas
*16. Discuss scheduling appointment systems
*17. Display reasonable attitude
*18. Display written correspondence
*19. Distinguish appointment-scheduling procedures
20. Distinguish traditional managed care
*21. Document ‘no show’ cancellations
*22. Explain ethical physician behavior
23. Explain health care team members’ roles
*24. Explain medical assistant’s ethical behavior
25. Expound Hippocratic medical oath
26. Expound physician ethical behavior
27. Identify cultural interacting with patients considerations
28. Identify employment information
29. Identify office positions titles
*30. Identify professional medical administrative assistant skills
31. Identify professional patient coworker’s communication
*32. Keep professional records
33. Know essential components contract law
34. Know health insurance accountability act components
35. Know injury-reporting requirements
*36. Know receptionist job skills
37. Learn banking procedures
38. Learn fee collection procedures
*39. Learn health insurance systems
*40. Maintain drug prescription records
*41. Maintain patient records
42. Master bookkeeping procedures
43. Note medical malpractice
*44. Note medical negligence
*45. Practice appointment scheduling
*46. Practice telephone procedures
*47. Prepare written appointment reminders
*48. Process mail telecommunications
49. Recall different types of law
50. Recognize common healthcare delivery settings
51. Recognize health care team members
52. Recognize various medical specialties
*53. Reduce language barriers
54. Review medical office opportunities
55. Seek administrative medical assistant employment
56. Understand advance directives
*57. Understand communication fundamentals
*58. Understand Good Samaritan statutes
59. Understand risk management
*60. Use appropriate medical terminology
STUDENT CONTRIBUTION

Each student will spend at least 4 hours per week preparing for class. Attendance is critical in this class.

COURSE EVALUATION

The final grade will be determined by the following:

<table>
<thead>
<tr>
<th></th>
<th>Points</th>
<th>Percentage</th>
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</thead>
<tbody>
<tr>
<td>Tests (4 tests at 50 points each)</td>
<td>200pts</td>
<td>20% of grade</td>
</tr>
<tr>
<td>Assignments (12)</td>
<td>500pts</td>
<td>50% of grade</td>
</tr>
<tr>
<td>Midterm Exam</td>
<td>100pts</td>
<td>10% of grade</td>
</tr>
<tr>
<td>Final Exam</td>
<td>200pts</td>
<td>20% of grade</td>
</tr>
</tbody>
</table>

A = 900-1000 pts.
B = 800-899 pts.
C = 700-799 pts.
D = 600-699 pts.
F = less than 599 pts.

COURSE SCHEDULE

The course meets as a four-credit course.

Approved by:  _Kenneth Flick____________________________________Developed/Revised: 9/15/2014
Ken Flick, Division Dean for Business/Industrial Division
ADA STATEMENT

The Technical College of the Lowcountry provides access, equal opportunity and reasonable accommodation in its services, programs, activities, education and employment for individuals with disabilities. To request disability accommodation, contact the counselor for students with disabilities at (843) 525-8228 during the first ten business days of the academic term.

ACADEMIC MISCONDUCT

There is no tolerance at TCL for academic dishonesty and misconduct. The College expects all students to conduct themselves with dignity and to maintain high standards of responsible citizenship.

It is the student’s responsibility to address any questions regarding what might constitute academic misconduct to the course instructor for further clarification.

The College adheres to the Student Code for the South Carolina Technical College System. Copies of the Student Code and Grievance Procedure provide in the TCL Student Handbook, the Division Office, and the Learning Resources Center.

ATTENDANCE

The College’s statement of policy indicates that students must attend ninety percent of total class hours or they will be in violation of the attendance policy.

- Students not physically attending class during the first ten calendar days from the start of the semester dropped from the class for NOT ATTENDING.
- Students taking an online/internet class must sign in and communicate with the instructor within the first ten calendar days from the start of the semester to indicate attendance in the class. Students not attending class during the first ten calendar days from the start of the semester must drop from the class for NOT ATTENDING.
- Reinstatement requires the signature of the division dean.

In the event it becomes necessary for a student to withdraw from the course OR if a student stops attending class, it is the student’s responsibility to initiate and complete the necessary paperwork. Withdrawing from class may have consequences associated with financial aid and time to completion.

When a student exceeds the allowed absences; the student is in violation of the attendance policy. The instructor MUST withdrawal the student with a grade of “W”, “WP”, or “WF” depending on the date the student exceeded the allowed absences and the student’s progress up to the last date of attendance or

Under extenuating circumstances and at the discretion of the faculty member teaching the class, allow the student to continue in the class and make-up the work. This exception is documented at the time the allowed absences.

Absences count from the first day of class. There are no "excused" absences. All absences count, regardless of the reason for the absence.

- A student must take the final exam or be excused from the final exam in order to earn a non-withdrawal grade.
A copy of TCL’s STATEMENT OF POLICY NUMBER: 3-1-307 CLASS ATTENDANCE (WITHDRAWAL) is on file in the Division Office and in the Learning Resources Center.

HAZARDOUS WEATHER

In case weather conditions are so severe that operation of the College may clearly pose a hardship on students and staff traveling to the College. Notification of closing will be made through the following radio and television stations: WYKZ 98.7, WGCO 98.3, WGZ 103.1, WFX 106.1, WWV 106.9, WLOW 107.9, WGZ 104.9, WFX 1130 AM, WLVH 101.1, WSOK 1230 AM, WAEV 97.3, WTOC TV, WTGS TV, WJWJ TV, and WSAV TV. Students, faculty and staff are highly encouraged to opt in to the Emergency Text Message Alert System. www.tcl.edu/textalert.asp

EMERGENCY TEXT MESSAGE ALERT

Students, faculty and staff are highly encouraged to opt in to the Emergency Text Message Alert System. Participants receive immediate notification of emergency events and weather cancelations via text messaging on their cell phones. Participants can also opt in to receive non-emergency news and announcements. Go to www.tcl.edu. On the homepage, click on “emergency TextAlert at TCL” and fill out the form or go to www.tcl.edu/textalert.asp