Technical College of the Lowcountry
Medical Assisting Program
SPRING, 2019

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COURSE SYLLABUS / Spring 2019
MED 109 Medical Business Records

Course Number & Title: MED 109 Medical Assisting Administrative Procedures
Course Length: 15 weeks
LEC. 2 LAB. 3 CR. 3
Section: Spring 2018
Class Meeting Days/Times: Wednesday/ (Beaufort), Thursday/ (New River) Friday 830-10 am (Online)
Location: Wednesday-Beaufort Campus Room: 4-125 and Thursday and Friday-New River Campus
Room: online

Prerequisites: AHS 102, BIO 112, MED 112, MED 103, MED 104, MED 112

Corequisites: MED 113, MED 114, CPT 170/101, ENG 101

Required Texts
Medical Assisting: Administrative and Clinical Procedures with Anatomy and Physiology, 6th ed., Booth, Kathryn A., Whicker, Leesa G., Wyman, Terri D., McGraw-Hill Education, 2016. ISBN: 1259197743

Student Workbook for use with Medical Assisting, 6th ed. Booth, Kathryn A., Whicker, Leesa G., Wyman, Terri D., McGraw-Hill Education, 2016. ISBN: 1259731901

All required online assignments and the SmartBook for this course are available in Connect. To access and purchase Connect, go to (instructor provided URL). Purchasing Connect online is the best value for your required course materials – typically half the price of the printed textbook bundle—and is usually cheaper than buying a rental or used book and a Connect access code separately.

In Connect, every question links directly to the SmartBook. This means that when you are struggling with a question you can go directly to the explanation in the SmartBook for help without carrying around a heavy textbook! You can access the SmartBook from any computer, any time. If you change your mind and decide to purchase a print text, you can buy a discounted looseleaf version of your book with the click on a button. Remember, Connect is worth part of your total grade in this course.

Supplemental Materials used in class:

Medical extend tab folders
Labels

Required Equipment
Flash drive / thumb drive to save work on
Working calculator (no phone calculators allowed)

Course Aims and Objectives
This course provides a study of record keeping procedures (including paper charting procedures) utilized in physicians' offices and other clinical facilities. Work world preparation.

Specific Learning Objectives (*denotes crucial objective)
By the end of this course, students will:
11.1 Explain the importance of patient medical records.*
11.2 Identify the documents that constitute a patient medical record.*
11.3 Compare SOMR, POMR, SOAP, and CHEDDAR medical record formats.
11.4 Recall the six Cs of charting, giving an example of each.
11.5 Describe the need for neatness, timeliness, accuracy, and professional tone in patient records.
11.6 Illustrate the correct procedure for correcting and updating a medical record.*
11.7 Describe the steps in responding to a written request for release of medical records.
12.1. List four medical mistakes that will be greatly decreased through the use of EHR.
12.2. Differentiate among electronic medical records, electronic health records, and personal health records.*
12.3 Explain the concept of meaningful use, identifying at least two of its goals.
12.4. Contrast the advantages and disadvantages of electronic health records.
12.4. Illustrate the steps in creating a new patient record and correcting an existing record using EHR software.*
12.5. Describe some of the capabilities of EHR software programs.*
12.6 Explain how you might alleviate a patient's security fears surrounding the use of EHR.
13.1 Identify the common equipment used to file and store paper medical records.*
13.2 Outline the security and safety measures that should be employed when working with paper medical records.*
13.3 List the common filing supplies used in the medical office.
13.4 Contrast the methods used for various filing systems and how color-coding can assist with the filing system.*
13.5 Recall the steps in the filing process.
13.6 Compare active, inactive, and closed files and how to set up a records retention program for the office.*
14.1 Explain the purpose of the telecommunications equipment commonly found in the medical office.
14.2 Relate the five Cs of effective communication to telephone communication skills.
14.3. Define the following terms involved in making a good impression on the telephone: telephone etiquette, pitch, pronunciation, enunciation, and tone.*
14.4 Describe how to appropriately handle the different types of calls coming into the medical practice.*
14.5 Summarize the purpose of the office routing list with regard to call screening.
14.6 Carry out the procedure for taking a complete telephone message.

14.7 Outline the preparation required prior to making outgoing calls and the skills used in making the phone call.

20.1 Summarize the importance of and how to establish good bookkeeping and banking practices.*

20.2 Compare single-entry, double-entry, and write-it-once bookkeeping systems and explain accounts receivable and accounts payable.

20.3 Describe the common payment methods accepted in medical practices today.*

20.4 Identify the different types of documents used as statements to bill patients and how these documents are used in cycle billing.*

20.5 Compare open-book, written-contract, and single-entry accounts and the purpose of creating an accounts receivable aging.

20.6 Explain the purposes of the following credit and collections acts: ECOA, FCRA, FDCPA, and TLA.*

20.7 Relate the required components of a Truth in Lending Statement to credit practices in the medical office.

20.8 Summarize two common types of problem collection accounts in the medical office.*

20.9 Identify negotiable instruments and the items that must be present for a check to be negotiable.

20.10 Describe the different types of check endorsements and the steps in creating a bank deposit.

20.11 Carry out the process of reconciling the office bank statement.*

20.12 List several advantages to electronic banking.

20.13 Implement setting up, classifying, and recording disbursements in a disbursements journal.*

56.1 Explain the basic organizational designs of the medical office and the relationship of the physician and the medical assistant with the practice manager and direct supervisors.*

56.2 Describe the responsibilities of the practice manager.

56.3 Summarize the basic human resources functions in practice management.

56.4 Distinguish four of the possible traits of someone with leadership skills and the importance of these skills to the healthcare team.

56.5 Compare risk management and quality assurance in a medical facility.*

56.6 Calculate an employee's gross earnings, deductions, and net earnings for a pay period.

56.7 Describe the tax forms commonly used in the medical office and the purpose of the office tax liability account.

58.1 Carry out professionalism in all applied training scenarios.

58.2 Summarize the necessary steps for obtaining professional certification.

58.3 Describe an appropriate strategy for finding a position.

58.4 Explain key factors for a successful interview.*

58.5 Describe ways of becoming a successful employee.

Professional Objectives
1. Demonstrate self-discipline and a positive attitude by being on time, being prepared for class, and submitting all assignments on time and in a neat and professional manner.
2. Be respectful, and not disruptive, to your peers and instructor.
3. Demonstrate effective oral and written communication skills by participating in class discussions, projects, problem solving, and by following verbal instructions, etc.
4. Demonstrate accuracy by following directions explicitly when completing assignments.
5. Adhere to HIPAA regulations by maintaining patient/student confidentiality.

Grading Procedures

At the end of each course, each student's final grade is determined as follows:

Unit Assignments and Quizzes(7):	25%
Professionalism (see Grading Methodology)	5%
Exams(6) and Projects	30%
Final (1)	5%
Competencies	35%
Total	100%

Grading Policy

Grading scale
90% - 100% A
82% - 89% B
75% - 81% C
70% - 74% D
Below 70% F
W   withdraw
WP   withdraw with passing grade
WF   withdraw with failing grade
I   Incomplete

Grading Methodology

1.   Honorlock Online Proctoring and Technology Requirements
TCL uses an online test proctoring service called Honorlock to monitor some online tests as an alternative to in-person proctoring. Your instructor may elect to have some of your tests proctored using Honorlock. If so, you will need to make sure that you have access to the necessary equipment in order to take your online-proctored tests:

-A computer with access to a high-speed Internet connection
-A webcam and microphone. A functioning webcam and microphone are required to complete proctored online tests.
-Microsoft Office. Microsoft Office can be downloaded free by accessing the Office 365 link in you TCL email account.
- The ability to install the Honorlock extension on Google Chrome

2.   All assignments are due on the date scheduled and no late assignments will be accepted. A grade of "0" will be given if projects or assignments are not turned in on time. If you are not going to attend class then you must turn the assignment in to the instructor prior to date due or scan and email it by the day it is due.
3.   A grade of '0' will be recorded for missed tests except under extenuating circumstances. In order for a makeup test to be considered, a written excuse must be presented to the instructor (i.e. doctor, ER physician, jury duty, accident report).

4.   If a lecture by a guest speaker is missed the student will be required to write a comprehensive term paper on the information covered. The term paper will be due within 1 week of the time missed.

5.   If a student is absent on an assigned presentation date, a zero will automatically be given for the presentation grade except under extenuating circumstances which must be approved by the instructor.

6.   A minimum score of 80% must be met on all psychomotor and affective domain objectives (skill). Three (3) attempts will be allowed per skill / objective. The student must successfully complete the 3rd objective attempt before the end of the semester.

7.   If the objective is to be repeated, the highest possible recorded grade will be an 80%. If the objective is not passed on the third attempt, the grade received is the grade recorded.

8.   Repeat attempts of any psychomotor and affective objectives (skills) will be scheduled at the instructor's discretion. The final grade must be 75.000 or more in order to pass the course and progress in the program.

9.   Grades are posted on Blackboard within one week of administration of tests and examinations.

10.   Students enrolled in classes taught online or have an online component are expected to attend on campus activities, such as testing, labs, and/or presentations as determined by program faculty.

11.   Professionalism grades are based on adherence to professional objectives, dress code policies, and academic integrity. Students who show academic or social misconduct based on behaviors outlined in the Professional Objectives and Academic Misconduct sections of this syllabus or have an infraction of Dress Code and Professionalism section outlined in the program handbook can lose up to 5 points per incident of a total of 100 class per semester. Professionalism is worth 5% of the total class grade for the semester.

All students are required to remove ALL watches of any kind during exams and quizzes and place them in the front of the classroom with personal belongings and electronics.

During on campus examinations, only answers transferred and completed on Scantron sheets will be graded electronically to count towards the test score.

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, WGZO 103.1, WFXH 106.1, WWVV 106.9, WLOW 107.9, WGZR 104.9, WFXH 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.

With TCL's Text Alerts you can receive immediate notification of emergency events via text messaging on your cell phone. All students are strongly encouraged to register their cell phones with this service. Signing up is easy, just fill out the simple form on the TCL website (https://tcl.regroup.com/signup).

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 are provided in the TCL Student Handbook, the Division Office, and the Learning Resources Center.

Health care professionals hold the public trust. Academic misconduct by health science students calls that trust into question and academic integrity is expected.

It is a fundamental requirement that any work presented by students will be their own. Examples of academic misconduct include (but are not limited to):

1.   Copying the work of another student or allowing another student to copy working papers, printed output, electronic files, quizzes, tests, or assignments.

2.   Completing the work of another student or allowing another student to complete or contribute to working papers, printed output, electronic files, quizzes, tests, or assignments.

3.   Viewing another student's computer screen during a quiz or examinations.

4.   Talking or communicating with another student during a test.

5.   Violating procedures prescribed by the instructor to protect the integrity of a quiz, test, or assignment.

6.   Plagiarism in any form, including, but not limited to: copying/pasting from a website, textbook, previously submitted student work, or any instructor-prepared class material; obvious violation of any copyright-protected materials.

7.   Knowingly aiding a person involved in academic misconduct.

8.   Providing false information to staff and/or faculty.

9.   Entering an office unaccompanied by faculty or staff.

10.   ***Misuse of any electronic devices including "cheating watches". All students are required to remove ALL electronic watches of any kind during exams & quizzes and should be placed with their personal belongings in the back of the classroom.***

*During paper examinations, only answers transferred and completed on Scantron sheets will be graded electronically to count towards the test score.

Classroom Computer Policy
Only assigned computer activity will be conducted during class time. If a student is observed accessing a computer for any reason other than assigned activities, the instructor can administer a pop quiz to the

entire class. Exceptions will be made on an individual basis and must be discussed with the instructor prior to the start of class.

Cell Phone and Electronic Devices Policy
All cell phones and electronic devices will be turned off and stored before class starts. If a student's cell phone rings or if a student is observed texting or engaging in any other cell phone activity during class time, the instructor can deduct attendance time from the student.

Exceptions will be made on an individual basis and must be discussed with the instructor prior to the start of class.

Attendance
1. Students will be expected to accept their responsibility for successful completion of course objectives and to demonstrate sincere interest in professional development by attendance at every scheduled class and lab.

   When a student is unable to attend class due to illness, death in the family, etc., that student will be responsible for notifying the instructor (**not sending a message with another student**) prior to the class or lab from which the student will be absent.

   Any student absent from class is responsible for:
   a. Obtaining all handouts
   b. Acquiring material discussed in the missed class by contacting a classmate before class to assist with notes taken, etc.
   c. Assignments
   d. Understanding that pop quizzes cannot be made up.

2. A total of 2 absences from lecture, lab or a combination of these will be permitted without penalty. (See tardy and early departure policy below.) Each absence, tardy or early departure thereafter from either lecture or lab will result in the deduction of 2 points from the student's final grade.

3. Any student who is late for class should enter quietly as to not disrupt activities already in progress or other students in the learning process. The program faculty expects that students will be on time for each and every class and lab. A student will be counted tardy if they are 1 to 10 minutes late for class (according to clock in room where exam is being held). Tardiness of more than 10 minutes is considered an absence of one class period. Faculty expects students to remain in class for the entire period. An early departure is defined as leaving class before class is dismissed by the instructor. Two instances of tardy, or two of early departure or one tardy and one early departure will equal one absence.

4. If a student never attends or is absent for more than 10% of a class the student will be withdrawn per the attendance policy in the student handbook. Failure to attend class and/or withdrawal from class can negatively impact your financial assistance.

==*Attendance in an online course is defined by; at least once weekly course access and by completion of assignments as required by the instructor. Each student will be expected to access the web class at==

==least once a week and complete weekly assignments on time. Additional access is encouraged and may be necessary for successful completion of classes.==

Withdrawals and Incompletes

- **Reinstatement of programs require the signature of the Division Dean**

In this course, the instructor *will* withdraw a student during the course of the class for non-attendance. It is the responsibility of the student to email the instructor that you will not be attending and withdraw from the class if that becomes necessary. Failure to attend class and/or withdrawal from class may impact your financial assistance.

While withdrawing from a course is sometimes necessary, it is advisable to discuss this with the instructor before withdrawing. Additionally before withdrawing, consider whether this course is a prerequisite for another course; whether the course will be offered again in the future; whether withdrawing will delay plans to transfer graduation; or whether withdrawing will affect eligibility for honors designation, health insurance benefits or other financial arrangements. Students are strongly encouraged to consult with Financial Aid prior to withdrawing from any class, particularly if the student is currently on a warning or probation status.

When a student determines that he/she will be unable to complete courses in which he/she is currently enrolled, it is the student's responsibility to initiate procedures leading to a formal withdrawal ("W") in order to avoid a failing ("F") grade.

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. Students are strongly encouraged to consult with Financial Aid prior to withdrawing from any class, particularly if the student is currently on a warning or probation status.

Progression Policy
Progression in the Medical Assisting program is dependent on satisfying course prerequisites, co-requisites and maintaining a grade of "C" or better for all courses in the curriculum. No course in the Medical Assisting curriculum may be taken more than twice.

Student Academic Integrity Policy
Students are expected to maintain absolute integrity and high standards of individual honor in their academic work. Students are expected to do their own work in this course. It is a violation of policy for any student to share work with another. This includes but is not limited to, homework, papers, other written reports, tests and exams. In addition, conduct that violates the standards of academic honesty and integrity and is subject to disciplinary action may include but is not limited to cheating, fabrication

and falsification, plagiarism, abuse of academic materials, installation of a computer virus, and complicity in academic dishonesty.

Accommodations for Students with Disabilities

Refer to school policy and Health Division handbook for further clarification. Students who have a documented disability or who may think that they may have learning problem must contact the proper school administration personnel each semester and provide proper documentation. Instructors will provide the necessary accommodations upon the advice of the proper school administration personnel.

Netiquette

If you communicate with your classmates or instructor in writing through the discussion forum, e-mail, message link, or chat sessions. "Online manners" are generally known as "netiquette." As a general rule, you should adhere to the same classroom conduct that you would "off-line" in a face-to-face course. Some examples of proper netiquette are:

- Avoid writing messages in all capital letters. THIS IS GENERALLY UNDERSTOOD AS SHOUTING.
- Be careful what you put in writing. Even if you are writing a message to one person, assume that anyone could read it. Though you may send a message to a single person, it is very easy to forward your message to many other people.
- Grammar and spelling matter. Online courses demand the same standard of academic communication and use of grammar as face-to-face courses.
- Never use profanity in any area of an online course. The transcripts of online course message boards, email, discussion forums, and chat sessions may be saved by the instructor and/or school administration.
- When responding to e-mail messages, only use "Reply to All" when you really intend to reply to all.
- Avoid unkindly public criticism of others.
- Use sarcasm cautiously. In the absence of nonverbal cues such as facial expressions and voice inflections, the context for your sarcasm may be lost, and your message may thus be misinterpreted.

Course Coordinator:	**Jaclyn Valenti, RMA, AS, BA, MEd.**
OFFICE LOCATION:	**Building 4 Room 111**
PHONE NUMBER:	**(843) 525-8228**
OFFICE HOURS:	**As posted, by appointment**
Email:	**Jvalenti@tcl.edu**

TECHNICAL COLLEGE
OF THE LOWCOUNTRY

PROFESSIONALISM GRADE

I, _____, understand that in [Name or Number of Course], a professionalism grade will be assigned to me. I will start out with 100 points. If I do not meet daily professionalism objectives or breach any of the "Dress Code and Professionalism" policies as stated in the Medical Assisting Program Handbook, a minimum of 5 points can be deducted per day of occurrence.

Student Signature _____ Date_____

SUGGESTED 16-WEEK ADMINISTRATIVE COURSE OUTLINE

WEEK	TOPIC(S)*	CHAPTER(S)	SUGGESTED COMPETENCIES**

1-3	VI.C.4. Define types of information contained in the patient's medical record
	"VI.C.5. Identify methods of organizing the patient's medical record based on:
	    a. problem-oriented medical record (POMR)
	    b. source-oriented medical record (SOMR)"
	"V.P.1. Use feedback techniques to obtain patient information including:
	    a. reflection
	    b. restatement
	    c. clarification"
	X.P.3. Document patient care accurately in the medical record
	"VI.P.3. Create a patient's medical record
	VI.P.4. Organize a patient's medical record"
	"X.P.2. Apply HIPAA rules in regard to:
	    a. privacy
	    b. release of information"
		11	PROCEDURE 11-1 Preparing a New Patient Paper Medical Record
			PROCEDURE 11-2 Correcting Paper Medical Records
			PROCEDURE 11-3 Entering (Adding) Information into a
			Paper Medical Record

| 4 | VI.C.8. Differentiate between electronic medical records (EMR) and a practice management system
VI.C.12. Explain meaningful use as it applies to EMR

"VI.P.6. Utilize an EMR
"X.C.10. Identify:
    a. Health Information Technology for Economic and Clinical Health (HITECH) Act"
    VI.P.7. Input patient data utilizing a practice management system
"VI.P.3. Create a patient's medical record
VI.P.4. Organize a patient's medical record
X.P.3. Document patient care accurately in the medical record"
X.C.3. Describe components of the Health Insurance Portability and Accountability Act (HIPAA) | 12 | PROCEDURE 12-1 Creating a New Patient Record
Using EHR Software

PROCEDURE 12-2 Making an Addition or Addendum (Correction) to an Electronic Health Record
PROCEDURE 12-3 Creating an Appointment Matrix for an Electronic Scheduling System
PROCEDURE 12-4 Scheduling a Patient Appointment
Using an Electronic Scheduler |
| 5 | "VI.C.6. Identify equipment and supplies needed for medical records in order to:
    a. Create
    b. Maintain
    c. Store"
VI.C.7. Describe filing indexing rules
XII.P.3. Use proper body mechanics | 13 | PROCEDURE 13-1 Creating a Filing System for Paper Medical Records
PROCEDURE 13-2 Setting Up an Office Tickler File
PROCEDURE 13-3 Developing a Records Retention Program |

	VI.P.5. File patient medical records X.A.2. Protect the integrity of the medical record		

6	V.P.6. Demonstrate professional telephone techniques
	V.P.7. Document telephone messages accurately
	"V.A.1. Demonstrate:
	    a. empathy
	    b. active listening"
		14	PROCEDURE 14-1 Using a Telecommunications Device for the Deaf (TDD)
			PROCEDURE 14-2 Renewing a Prescription by Telephone
			PROCEDURE 14-3 Screening and Routing Telephone Calls
			PROCEDURE 14-4 Handling Emergency Calls
			PROCEDURE 14-5 Retrieving Messages from an Answering Service or System

7-9	VII.C.2. Describe banking procedures as related to the ambulatory care setting
	"VII.C.1. Define the following bookkeeping terms:
	    a. charges
	    b. payments
	    c. accounts receivable
	    d. accounts payable
	e. adjustments
		20	PROCEDURE 20-1 Posting Charges, Payments, and Adjustments
			PROCEDURE 20-2 Using the Superbill as Bill/Receipt
			PROCEDURE 20-3 Posting a Nonsufficient Funds (NSF) Check
			PROCEDURE 20-4 Processing a Payment Resulting in a Credit Balance

	VII.C.4. Describe types of adjustments made to patient accounts including:
	    a. non-sufficient funds (NSF) check
	    b. collection agency transaction
	    c. credit balance
	VII.C.6. Explain patient financial obligations for services rendered"
	"
	VII.C.3. Identify precautions for accepting the following types of payments:
	    a. cash
	b. check
	    c. credit card
	    d. debit card"
	VII.C.5. Identify types of information contained in the patient's billing record
	VII.C.4. Describe types of adjustments made to patient accounts including:
	b. collection agency transaction
	"VII.C.3. Identify precautions for accepting the following types of payments:
	b. check"
	"VII.P.1. Perform accounts receivable procedures to patient accounts including posting:
			PROCEDURE 20-5 Processing Refunds to Patients
			PROCEDURE 20-6 Preparing an Age Analysis
			PROCEDURE 20-7 Referring an Account to a Collection Agency and Posting the Payment from the Agency
			PROCEDURE 20-8 Completing a Truth in Lending Statement (Agreement)
			PROCEDURE 20-9 Making a Bank Deposit
			PROCEDURE 20-10 Reconciling the Bank Statement
			PROCEDURE 20-11 Setting Up the Disbursements Journal

	a. charges b. payments c. adjustments VII.P.3. Obtain accurate patient billing information" VII.P.4. Inform a patient of financial obligations for services rendered VII.C.2. Prepare a bank deposit "VII.A.1. Demonstrate professionalism when discussing patient's billing record VII.A.2. Display sensitivity when requesting payment for services rendered."		

10,11	X.C.9. Discuss legal and illegal applicant interview questions
	XI.C.3. Identify the effect of personal morals on professional performance
	X.C.3. Describe components of the Health Insurance Portability and Accountability Act (HIPAA)
	"V.P.4. Coach patients regarding:
	    a. office policies"
	X.P.7. Complete an incident report related to an error in patient care
	"V.A.1. Demonstrate:
	    a. empathy
	    b. active listening"
		56	PROCEDURE 56-1 Preparing a Travel Expense Report
			PROCEDURE 56-2 Preparing an Agenda
			PROCEDURE 56-3 Completing an Incident Report
			PROCEDURE 56-4 Generating Payroll

13-15	V.P.8. Compose professional correspondence utilizing electronic technology	58	PROCEDURE 58-1 Résumé Writing
16.	Course Review	Final Exam	All required competencies must be completed

* Utilize correlated content activities and questions including Videos, Animations, ACTIVSim, LearnSmart, and EHR SpringCharts.

** Competencies are found at the end of the chapter in the textbook and check-off sheets are found in the workbook.