



TECHNICAL COLLEGE OF THE LOWCOUNTRY

Technical College of the Lowcountry
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AOT 220 MEDICAL OFFICE ADMINISTRATIVE PROCEDURES

COURSE DESCRIPTION

This course provides a study of insurance processing, medical insurance coding, electronic health records, computer applications and the use of other business machines for medical receptionist and other front-office medical personnel. Lec. 4 Lab. 0 Cr. 4. Prerequisite: CPT 101 or 170, ENG 100, MAT 101, RDG 100.

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

Medical Office Procedures. 9th edition. Bayes. McGraw-Hill.

No purchase necessary. This course is an Inclusive Access (IA) course. The cost of your e-text has already been added to the tuition of this course (ISBN# 978-0134-7883-26). When you log into this class on the first day of the semester, follow the instructions to access your pre-paid e-text.

COURSE GOALS

The list of course goals is part of the course. These goals relate to the performance objectives.

1. Analyze the difference between stress and stressors
2. Analyze the different forms of living wills and health care directives
3. Apply legal concepts
4. Apply legal terminology
5. Apply methods of creating a comfortable, welcoming, pleasing reception area
6. Apply rules for using proper telephone technique
7. Define and understand durable power of attorney for health care
8. Define key terms of the medical office
9. Define the four basic elements of the communication cycle
10. Demonstrate body language and nonverbal communication behaviors
11. Demonstrate filing procedures
12. Demonstrate knowledge of computers and various software in the medical office setting

13. Describe the five Ps of ethical power
14. Describe the function of the health care team
15. Differentiate management and leadership styles
16. Discern office managerial responsibilities
17. Discuss confidentiality
18. Discuss ethics
19. Discuss legal and ethical guidelines in accounting practices
20. Document “no show” cancellations
21. Evaluate the effects of culture on medicine
22. Explain basic bookkeeping computations
23. Expound on ethical behavior
24. Identify and explain the major scheduling systems
25. Identify employment information
26. Identify office positions
27. Identify potential role(s) of the medical assistant in emergency preparedness
28. Identify professional medical administrative assistant skills
29. Identify security measures for transmitting confidential information
30. Identify steps to build trust with patients
31. Identify stress management techniques
32. Identify the importance of communication
33. Identify the nine administrative law acts important to the medical profession
34. Identify the three primary medical management models
35. Keep professional records
36. Know essential components of contract law
37. Know health insurance accountability act components
38. Know injury-reporting requirements
39. Know medical terminology for coding of medical insurance claims
40. Know receptionist job skills
41. Know the letter styles for correspondence
42. Learn banking procedures
43. Learn fee collection procedures
44. Learn health care insurance systems
45. Learn to recognize, prepare for, and respond to emergencies in the ambulatory care setting
46. List and characterize the 4Ds of negligence
47. List the five sources of law
48. List the purpose of medical records
49. Maintain patient records
50. Master bookkeeping procedures
51. Outline the implications of HIPAA for the medical assistant
52. Practice appointment scheduling
53. Summarize reasons for Code of Ethics

STUDENT CONTRIBUTIONS

Students must complete all required assignments, quizzes, tests, and simulations.

COURSE EVALUATION

The final grade will be determined by the following:

Chapter Tests	200 points
Assignments	500 points
Midterm Exam	100 points

Final Exam	200 points
Total Points	1000 points

The grading scale is as follows:

900 – 1000 =	A
800 – 899 =	B
700 – 799 =	C
600 – 699 =	D
Below 599 =	F

COURSE SCHEDULE

The schedule for this course is provided on Blackboard.

Approved by: Kelli Boniecki Developed/Revised: 4/30/2019
Division Dean for Business & Industrial Divisions

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 are provided 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 must be 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 be dropped 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** withdraw 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 must be documented at the time the allowed absences are exceeded.
- Absences are counted from the first day of class. There are no "excused" absences. All absences are counted, 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.

ONLINE ATTENDANCE PROCEDURE

For all online courses, students must complete an assignment designated by the instructor during the first week of classes. The instructor will drop the student from the course if the initial assignment is not completed.

Instructors will withdraw students from the class when 90% attendance is not maintained. Attendance in an online course is defined by regular course access and by timely 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 90% of assignments on time. Additional access is encouraged and may be necessary for successful completion of classes.

Failure to log in and complete assignments will result in the student being withdrawn from the course. The instructor will assign a grade of "W," "WP," or "WF" based upon the student's academic standing as the last date of attendance, which is the last login. Students are responsible for any financial matters associated with an administrative withdrawal. If a student fails to email the instructor (using the my.tcl.edu email account) requesting to be dropped from the course and has not submitted the initial assignment required during the first week of class, the instructor will assign a "Never Attended" code in the student information system (web-advisor) no later than ten calendar days after the first day of the class. Students who are dropped as a result of never attending the course are still responsible for all fees associated with the course.

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, WLVA 101.1, WSOK 1230 AM, WAEV 97.3, WTOG 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

EXTRA:

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 cancellations 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

GRADING METHODOLOGY

The final grade must be 70 or more (a grade “C” or better) in order to pass the course and progress to the next course. Students absent from an examination or presentation will receive a “O” grade for the examination unless other arrangements are made with the individual instructor prior to the examination or presentation day or on the examination or presentation day before the test/presentation is scheduled to be given.

The student is responsible for notifying the instructor for the reason of the absence. It is also the responsibility of the student to contact the appropriate instructor to arrange to make up the examination. Arrangements may be completed by telephone.

If the instructor is not available, a message should be left on the instructor’s voice mail AND with another member of the faculty or administrative assistant. The make-up exam will be scheduled and the instructor will decide the method of examination. Messages sent by other students are unacceptable.

Syllabus Safety Addendum

Purpose

The purpose of this safety addendum is to provide each student with safety guidelines during an incident, emergency, or disaster at TCL. In addition, it provides students guidelines for lockdown procedures, evacuation procedures, and active shooter.

Definition

An incident is any event, potential or actual, that may impact normal operations but has no immediate health or life threatening consideration or serious effect on the overall functional capacity of the College. An event of this nature should be reported to the Office of the Vice President for Administrative Services. Also notify the off-site campus administrator if applicable.

An emergency is any incident, potential or actual, which may endanger life or health or which affects an entire building or buildings, and will disrupt the overall operations of the College. Outside emergency services will probably be required, as well as major efforts from campus support services. Major policy considerations and decisions will usually be required from the college administration during times of crises. An emergency should be reported immediately by directly using **911** if life or health/injury considerations exist and then to the Office of the President or Vice President for Administrative Services as quickly as possible. Also notify the off-site campus administrator if applicable.

A disaster is any event or occurrence that has taken place and has seriously impaired or halted the operations of the College. In some cases, mass personnel casualties and severe property damage may be sustained. A coordinated effort of all campus-wide resources is required to effectively control the situation. Outside emergency services will be essential. In all cases of disaster, an Emergency Control Center will be activated, and the appropriate support and operational plans will be executed. The disaster should be immediately reported, first by calling **911** and then to the Office of the President or Vice President for Administrative Services. Also notify the off-site campus administrator if applicable.

Types of Emergencies

- Hurricane
- Tornado
- Fire
- Biochemical or Radiation Spill
- Explosion/Bomb
- Downed Aircraft (crash which directly impacts campus operations)

- Utility Failures
- Violent or criminal behavior
- Psychological Crisis

Procedures

Active Shooter

Run/hide/fight (<http://www.fbi.gov/about-us/cirg/active-shooter-and-mass-casualty-incidents/run-hide-fight-video>)

Building Evacuation

1. Building evacuations occur when an alarm sounds and/or upon notification by Security or the Emergency Director.
2. When the building evacuation alarm is activated during an emergency, individuals should exit according to the building evacuation plan and alert others to do the same.
3. Once outside, individuals should proceed to a clear area that is at least 500 feet away from the affected building. Streets, fire lanes, hydrant areas and walkways should be kept clear for emergency vehicles and personnel.
4. Individuals should not return to an evacuated building unless told to do so by Security or the Emergency Director.
5. Individuals should assist persons with disabilities in exiting the building. Elevators are reserved for disabled persons

Campus Evacuation

1. A uniformed Security Guard, the Emergency Director, or an Emergency Resource Team member will announce evacuation of all or part of the campus grounds.
2. All persons (students and staff) are to immediately vacate the campus, or in the case of a partial evacuation relocate to another part of the campus grounds as directed.

Lockdown

1. Clear the halls
2. Report to the nearest classroom/office
3. Assist those needing special assistance
4. Ensure classroom/office doors are closed and locked
5. Turn off lights
6. Stay away from doors and windows (out of the line of sight)
7. BE QUIET and follow instructor's directions
8. Silence cell phones
9. Wait for the "All Clear" before leaving

Updated 1/28/19