TECHNICAL COLLEGE
OF THE LOWCOUNTRY

Technical College of the Lowcountry
Medical Assisting Program
Summer, 2019

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COURSE SYLLABUS / Summer 2019
MED 124 MEDICAL COMPUTER PRACTICUM
Course Number & Title: MED 124 MEDICAL COMPUTER PRACTICUM
Course Length: 10 weeks
LEC. 2 LAB. 1 CR. 3
Section: Summer 2019
Class Meeting Days/Times: Friday/8:30-11:30
Location: 5/220

Prerequisites: AHS 102, BIO 112, MED 103, MED 104, MED 112, CPT 170/101, ENG 101, MED 109, MED 114
Corequisites: MED 117

I.   Course Description
This course presents the use of an integrated medical practice management and electronic health record system (PM/EHR) in a medical office setting. Students first learn the conceptual framework both for the medical billing and for the use of electronic health records in medical documentation and patient management. Then by working through exercises of increasing difficulty that simulate use of a PM/EHR, students develop transferable skills needed to manage the required software tasks across the total patient encounter.

II.   Course Topics

• Outpatient medical documentation and billing cycle utilizing health information technology
• HIPAA/HITECH concepts related to privacy and security of protected health information
• Medical billing concepts: insurance terminology, appointment scheduling, legal requirements, claim management, reports, and patient billing
• Revenue cycle management: financial policies, accounts receivable follow up, collections, and use of financial and clinical reports
• Functions and use of an electronic health record system
• Functions and use of a practice management program
• Use of Medisoft Clinical, an integrated medical billing and electronic health records program

III. Course Objectives *(*denotes vital objective)*
Upon completion of this course, the student will be able to:

1. Describe the medical documentation and billing cycle in a medical office
2. Discuss the HIPAA/HITECH rules governing protection of patients' health information
3. Describe the administrative features and functions of Medisoft Clinical that are used to manage the patient encounter
4. Discuss the preregistration process used to schedule patients' appointments with Office Hours*
5. Enter patient demographic and clinical data using the appropriate cases*
6. Perform charting tasks during patient intake and examination*
7. Use an electronic encounter form to assign procedure and diagnosis codes after the examination
8. Discuss patients' insurance coverage and financial responsibility for encounters
9. Describe the charge capture process used to verify coding/billing compliance and post charges/time-of-service payments from patients
10. Process insurance claims (CMS-1500, HIPAA 837P) and explain the importance of clean claims*
11. Post deposits, payments, and adjustments from third-party payers and create and print patient statements*
12. Understand and create basic financial reports and productivity-related clinical reports*
13. Describe accounts receivable follow-up and collections procedures

IV.   Course Prerequisites/Co-Requisites

AHS 102 Medical Terminology
BIO 112 Basic Anatomy and Physiology
CPT 170 Microcomputer Applications
ENG 101 Composition I
MED 103 Medical Assisting Introduction
MED 104 Medical Assisting Administrative Procedures
MED 112 Medical Assisting Pharmacology
MED 109 Medical Business Records
MED 113 Basic Medical Laboratory Procedure
MED 114 Medical Assisting Clinical Procedures
MED 117 Medical Computer Practicum (Co-Requisite)

V.   Course Credits

3 credit hours

VI.   Required Texts and Materials

Required Text: Practice Management and EHR: A Total Patient Encounter for Medisoft Clinical, First Edition, Sanderson
Equipment/Resources: Computer/Storage device/Printer/Internet access

All required online assignments and the interactive eBook for this course are available in Connect Plus. To access and purchase Connect Plus, go to (*instructor provided URL*). Purchasing Connect Plus online is the

best value for your required course materials – typically half the price of the printed textbook bundle, and usually cheaper than buying a rental or used book + Connect Plus access code separately.

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

LearnSmart/SmartBook creates a personalized reading experience by highlighting the most impactful concepts a student needs to learn at that moment in time. As a student engages with *LearnSmart*/*SmartBook*, the reading experience continuously adapts by highlighting content based on what the student knows and doesn't know. This ensures that the focus is on the content he or she needs to learn, while simultaneously promoting long-term retention of material. To access your assignments in LearnSmart/Smartbook, go to the Connect Plus URL (instructor provided URL)

VII. Basis for Final Grade (Course Evaluation)
Provide a listing of assessments and their weighting in the semester total.

Assessment	Percent of Final Grade
Assignments – Connect & LearnSmart/Smartbook	25%
Professionalism	5%
Quizzes	20% (~8-10)
Exams	40% (`~9)
Final	10%(1)
	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

VIII. **Course Policies: Grades**

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

1. 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.
2. 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).
3. 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.
4. 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.
5. 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.
6. 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.
7. 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.
8. Grades are posted on Blackboard within one week of administration of tests and examinations.
9. ***According to TCL policy, a***ttendance in an online course is defined by; at least <u>once weekly</u> course access and by completion of assignments as required by the instructor. Each student will be expected to access the web class at least <u>once a week</u> and complete weekly assignments on time. Additional access is encouraged and may be necessary for successful completion of classes.
10. 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 a minimum of 5 points per incident of a total of 100 per semester. Professionalism is worth 5% of the total class grade for the semester.

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.

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.

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.

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 (Externship class and lab =hours agreed upon by site, handing in timesheets, journal assignments, and completing all other work assigned for review).

   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.

Withdrawals and Incompletes
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**

*This syllabus is subject to change at any point in the semester at the instructor's discretion

OUTLINE: Subject to change

WEEKS	Part 1 Managing the Revenue Cycle
1-2	Chapter 1 A Total Patient Encounter
	Chapter 2 HIPAA, HITECH, and Medical Records
	Chapter 3 Introduction to Medisoft Clinical

WEEKS	Part 2 Documenting Patient Encounters
3-4	Chapter 4 Scheduling
	Chapter 5 Check-in Procedures
	Chapter 6 Office Visit: Patient Intake
	Chapter 7 Office Visit: Examination and Coding

WEEKS	Part 3 Charge Capture and Billing Patient Encounters
5-7	Chapter 8 Third-Party Payers
	Chapter 9 Checkout Procedures
	Chapter 10 Claim Management
	Chapter 11 Posting Payments and Creating Statements

WEEKS	Part 4 Producing Reports and Following up
8-9	Chapter 12 Financial and Clinical Reports
	Chapter 13 Accounts Receivable Follow-up and Collections

WEEK 10	FINAL EXAMINATION

Note: All work for the unit/chapter must be completed and checked off with the instructor before the unit test may be taken.

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<u>Syllabus Acknowledgement</u>

I confirm that I have read, understand and agree to the above document. I also agree that I have reviewed and continue to agree to both the division and program handbooks and therefore agree to follow all policies and procedures associated with successful completion of MED 124.

Printed Name:_____

Student Signature:_____

Date:_____