

MA-1503: ADMINISTRATIVE PROCEDURES FOR THE MEDICAL OFFICE

Cuyahoga Community College

Viewing: MA-1503 : Administrative Procedures for the Medical Office

Board of Trustees:

2017-03-30

Academic Term:

Fall 2020

Subject Code

MA - Medical Assisting

Course Number:

1503

Title:

Administrative Procedures for the Medical Office

Catalog Description:

Prepares students to handle the day-to-day front office operations in a medical facility. Office communications are simulated by typing various forms of correspondences seen in the physician's office. receiving and sorting of incoming mail, scheduling appointments and surgeries, setting up new offices, phone techniques and etiquette, maintaining medical records, and Health Insurance Portability and Accountability Act (HIPAA) emphasized. Learn the skills necessary to become an office manager, including terminations, hirings, bookkeeping and finances. Emphasis is placed on electronic technology used in today's medical office practices.

Credit Hour(s):

2

Lecture Hour(s):

2

Requisites

Prerequisite and Corequisite

ENG-1010 College Composition I, or ENG-101H Honors College Composition I; and MATH-0955 Beginning Algebra or appropriate math placement score; and MA-1010 Introduction to Medical Terminology or MA-1020 Medical Terminology I; and concurrent enrollment in MA-150L Administrative Procedures Laboratory, and departmental approval: admission to Medical Assisting program.

Outcomes

Course Outcome(s):

Explain the difference between a certified medical assistant (CMA), a registered medical assistant (RMA), and certified clinical medical assistant (CCMA).

Objective(s):

1. Select organizations from a list.
2. Summarize the purpose of each organization.
3. Compare and contrast each organization and its requirements.
4. Discuss licensure certification as they apply to healthcare providers.

Course Outcome(s):

Compare the use of electronic records and paper records regarding relocation, accessibility to resources, and patient information availability.

Objective(s):

1. Formulate an opinion about the use of the record systems.
2. Identify each record type.

Course Outcome(s):

Apply professionalism in the work field.

Objective(s):

1. Discuss the effect of personal morals on professional performance.
2. Analyze the impact that personal ethics and morals have on the delivery of health care.
3. Discuss the principles of self-boundaries.
4. Analyze legal and illegal applicant interview questions.
5. Evaluate personal and professional ethics.

Course Outcome(s):

Analyze the types of communication and theories used in a medical setting.

Objective(s):

1. Interpret styles and types of verbal and non-verbal communication.
2. Evaluate barriers in communication.
3. Differentiate between adaptive and non-adaptive coping mechanisms.
4. Analyze communication strategies to use regarding disparities (social-economy, gender, sexual identity, race, ethnicity, disability status, religion, geographic location).
5. Discuss the theories of: a. Maslow b. Erikson c. Kubler-Ross.
6. Discuss the principles of self-boundaries.

Course Outcome(s):

Explain the legal and ethical responsibilities of a medical assistant.

Objective(s):

1. Analyze the scope of practice, standards of care, and roles of a medical assistant.
2. Explain various medical legal terms such as: informed consent, implied consent, expressed consent, patient incompetence, emancipated minor, mature minor, subpoena duces tecum, respondent superior, res ipsa loquitur, locum tenens, defendant-plaintiff, deposition, arbitration-mediation, negligence, malpractice, statute of limitations, living will/advanced directives, medical durable power of attorney, and risk management.
3. Analyze ethics and morals in the healthcare setting.
4. Analyze sensitivity to patient's rights.
5. Explain the following regulations/laws: Genetic Information Nondiscrimination Act of 2008 (GINA); Americans with Disabilities Act Amendments Act (ADAAA); Patient Self Determination Act (PSDA); Uniform Anatomical Gift Act; and Good Samaritan laws.
6. Compare criminal civil law as they apply to the practicing medical assistant.
7. Discuss professional malpractice.

Course Outcome(s):

Analyze administrative duties.

Objective(s):

1. Elaborate on the process for completing an inventory.
2. Explain the importance of data back-up.

Course Outcome(s):

Analyze written and electronic messages.

Objective(s):

1. Discuss different types of electronic messages in multiple environments.
2. Apply fundamental writing skills.
3. Analyze and discuss written communication that includes assertive, aggressive, and passive behaviors.

Course Outcome(s):

Maximize the use of a scheduling management system.

Objective(s):

1. Identify different types of appointment scheduling methods.
2. Outline advantages and disadvantages of the manual and electronic appointment systems.

3. Identify critical information required for scheduling patient procedures.

Methods of Evaluation:

1. Written and computerized assignments
2. Quizzes
3. Examinations
4. Performance, classroom behavior, and attitude
5. Modeling of Demonstrations
6. Timed skills performances

Course Content Outline:

- A. Professionalism
- B. Recognizing and responding to all forms of Communication
 1. Verbal
 2. Non-verbal
 3. Active vs Passive
 4. Written
 5. Spoken
- C. Medical-Legal Concepts affecting the medical practice.
 1. Issues of confidentiality
 2. Legal and ethical boundaries
 3. Accurate documentation
- D. Utilize computer software to maintain office systems
- E. Telephone Techniques
 1. Response to verbal communication
- F. Scheduling appointments
 1. Inpatient and outpatient admissions and procedures scheduling
 2. Scheduling matrix
- G. Patient reception and processing
 1. Organization of the medical record
 2. Preparation of the reception area
 3. Preparation for patient arrival
 4. Preparation of the medical record
- H. Opening and closing the medical office
 1. Office cleaning
 2. Supply ordering
 3. Receipt of inventory
 4. Turning off appliances
- I. Professional Writing
 1. Composing letters, memos, notes, etc
- J. Medical Records Management
 1. Corrections in the medical record
 2. Types of filing
- K. HIPAA
 1. Disclosure of personal health information (PHI)
- L. Upper Management strategies
 1. Hiring and Terminations
 2. Staff Meetings
 3. Coping Skills for the Medical Assistant
 4. Orientations and Training of staff
 5. Performance Reviews
- M. Marketing and Customer Service
- M. Patient Education
 1. Critically ill patients
 2. Maslow's Hierarchy of Needs
 3. Education of the ill patient to gain compliance of physician's orders
 4. Factors that can hinder education

Resources

Adams, Alexandra P; Proctor, Deborah B. (2014) *Kinn's The Medical Assistant: Administrative and Clinical*, St. Louis: Elsevier.

Clayton, Thomas L., ed. *Taber's Cyclopedic Medical Dictionary*. 21th ed. Philadelphia : F.A. Davis Co, 2005.

Instructional Services

OAN Number:

CTAN Approved: Career Technical Assurance Guide CTMAT004 and CTMAT005 (1 of 2 courses for both CMTAT004 and CTMAT005, both must be taken)

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