

MA-150L: ADMINISTRATIVE PROCEDURES LABORATORY

Cuyahoga Community College

Viewing: MA-150L : Administrative Procedures Laboratory

Board of Trustees:

2017-03-30

Academic Term:

Fall 2020

Subject Code

MA - Medical Assisting

Course Number:

150L

Title:

Administrative Procedures Laboratory

Catalog Description:

Laboratory component of Administrative Procedures for the Medical Office course. Practice handling the day-to-day operations in the front office of a medical practice. Communicate both verbally and non-verbally, receiving and sorting mail, appointment scheduling (both manually and electronically), filing, handling prescription refills, telephone techniques, maintaining medical records, finances and banking of the practice, human resources, marketing and customer service techniques. Protection of patient information and records, including the Health Insurance Portability and Accountability Act (HIPAA). Strong emphasis in teaching and learning the Electronic Medical Health Record.

Credit Hour(s):

1

Lecture Hour(s):

0

Lab Hour(s):

3

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, or concurrent enrollment in MA-1503 Administrative Procedures for the Medical Office and departmental approval: admission to Medical Assistant program.

Outcomes

Course Outcome(s):

Illustrate preparedness for a professional career.

Objective(s):

1. Build a resume.
2. Build a cover letter.
3. Take part in a professional evaluation.

Course Outcome(s):

Utilize an EMR.

Objective(s):

1. Create a patient's medical record
 2. Discuss how to file a patients medical record.
 3. Apply HIPAA rules in regard to privacy and release of information.
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Course Outcome(s):

Coach patients appropriately given communication barriers

Objective(s):

1. Identify patient literacy components in the health care setting
2. Utilize empathy, active listening, and nonverbal communication.
3. Demonstrate sensitivity to culture diversity in the health care setting.
4. Recognize different developmental life stages.
5. Recognize the disparities (low-income, gender, sexual identity, race, ethnicity, disability status, geographic location) a patient may exhibit.

Course Outcome(s):

Demonstrate appropriate response(s) to ethical issues.

Objective(s):

1. Coach patients regarding office policies.
2. Locate legal scope of practice for medical assistants.
3. Apply HIPAA rules in regards to privacy and release of information.
4. Report an illegal activity in the health care setting.
5. Complete an incident report related to an error in patient care.

Course Outcome(s):

Perform routine administrative duties.

Objective(s):

1. Analyze the process for managing a medical office.
2. Assess administrative equipment.

Course Outcome(s):

Demonstrate professional telephone techniques.

Objective(s):

1. Translate telephone messages accurately.
2. Apply established protocols for patient screening.
3. Compose telephone messages accurately utilizing an EMR or paper medical record.

Course Outcome(s):

Demonstrate professional scheduling techniques.

Objective(s):

1. Construct appointment schedules using established priorities.
2. Make use of scheduling techniques in order to triage and/or schedule a patient procedure(s).
3. Report relevant information concisely and accurately.

Course Outcome(s):

Construct a professional correspondence utilizing technology.

Objective(s):

1. Draft a memo for the purpose of a medical office.
2. Attach a message to patient document.
3. Construct a letter on behalf of another health care professional.
4. Constructing appropriate email based on levels of hierarchy in the healthcare setting.

Course Outcome(s):

Model appropriate office policies.

Objective(s):

1. Simplify separation of personal and professional ethics.
2. Explain office policies to patients and employees.

3. Apply appropriate response (s) to ethical issues.
 4. Develop a plan for separation of personal and professional ethics.
 5. Determine principles of self-boundaries.
 6. Explain Risk Management and Quality Assurance.
 7. Utilize Payroll.
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Methods of Evaluation:

METHODS OF STUDENT EVALUATION MAY INCLUDE ANY OF THE FOLLOWING:

- A. Written and computer assignments
- B. Quizzes
- C. Tests
- D. Correct modeling of CAAHEP competencies

Course Content Outline:

- A. Written and electronic communications
 1. Report formatting
 2. Types of medical reports
 3. Writing tips
 4. Components of a business letter
- B. Processing outgoing and incoming mail
 1. Formats for efficient processing
- C. Professional Writing
 1. Sending electronic and written communications.
 2. Letter styles
 3. proof reading
- D. Computers in the ambulatory care setting
 1. Types of computers
 2. Software and Hardware
 3. Common software applications
 - a. Word processing
 - b. Graphics
 - c. Spreadsheets
 - d. Databases
 - e. Virus protection
- E. Patient confidentiality in the computerized medical office
- F. Telephone techniques
- G. Communication skills
 1. Cultural influence on communication
 2. Communication cycles
 3. Listening skills - verbal/non-verbal
 4. Roadblocks to communication
 5. Communication challenges
- H. Coping skills for the MA
- I. Telephone techniques
- J. Patient Scheduling
 1. Manual and electronic scheduling
 2. Making a matrix
 3. Inpatient and outpatient scheduling
 4. Surgery and office scheduling
- K. Filing procedures
- L. Medical office managers
 1. Qualities of a manager
 2. Importance of teamwork
 3. Supervising personnel
 4. Travel arrangements
 5. Time management
 6. Procedures, policy, and office manuals
 7. Orientating and training new personnel
 8. Maintaining personnel records
 9. Hiring and terminating employees
 10. Maintaining personnel records
 11. Special policy considerations
 12. Conflict resolution
- M. Risk management

Resources

Alexandra Young, Deborah Proctor. *Kinn's The Medical Assistant An Applied Learning Approach*. 13. St. Louis: Elsevier, 2014.

Alexandra Young, Deborah Proctor. *Kinn's The Medical Assistant An Applied Learning Approach, Study Guide*. 12. St. Louis: Elsevier, 2014.

Resources Other

CMA Today, American Association of Medical Assistants, publisher

Instructional Services

OAN Number:

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

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