

McLennan
C O M M U N I T Y
COLLEGE

WACO, TEXAS

COURSE SYLLABUS

AND

INSTRUCTOR PLAN

Administrative Procedures

MDCA 1421.02

Alyssa Van Vleet

NOTE: This is a 16-week course.

NOTE: This is a Blended/Hybrid course.

COVID 19 Notice:

McLennan Community College is committed to providing you with every resource you need to reach your academic goals. We are also concerned for your safety. We are working through COVID-19 guidelines to make sure we offer a safe environment for you and our faculty. This will include smaller class sizes to manage social distancing and proper cleaning techniques. You will have the advantage of a physical classroom experience but may also need to work part of the time online as we adjust to limited classroom capacity. This will also allow us the flexibility to move online if so directed by federal, state and/or local COVID 19 guidelines. Faculty and staff are preparing now to ensure that you have the best experience in the midst of these uncertain times.

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Course Description:

Medical office procedures including appointment scheduling, medical records creation and maintenance, interpersonal communications, financial processes, coding, billing, collecting, third party reimbursement, credit arrangements, and computer use in the medical office.

Prerequisites and/or Corequisites:

Pre-requisite: Successful completion of required pre-requisites with a grade of “C” or better

Corequisites: MDCA 1343 Medical Insurance

Semester Hours: 4 (2 lecture/4 lab)

Course Notes and Instructor Recommendations:

This course will be taught in a blended/hybrid format. This means that we will meet every Tuesday for a Zoom lecture, then meet in the classroom every Thursday. To be successful in this class, it will require several things:

- Spending time outside of class, preparing for the lectures by (GASP) reading the chapters in the book and reviewing the PowerPoints.
- Deadlines are important. Deadlines are just that “deadlines.” Therefore, the students need to make sure that they read the tentative schedule to know when deadlines are. The students need to organize their time to meet those deadlines.
- Study for tests. Students need to set aside a certain time of the day to study for the exams given in this class. It is also important to advise family and friends when this time is to avoid distractions from becoming a problem.

Instructor Information:

Instructor Name: Alyssa Van Vleet

MCC Email: avanvleet@mclennan.edu

Office Phone Number: 254-299-8319

Office Location: HP Bldg. Rm. 129

Office/Teacher Conference Hours: Monday/Wednesday: 2:30 PM - 4:30 PM

Tuesday/Thursday: 2:30 PM - 4:30 PM

Other Instruction Information: Office hours will be conducted via Zoom until further notice. If a meeting is needed, it will need to be scheduled in advance so I can send the Zoom meeting link.

*****INSTRUCTOR NOTE:*****

When contacting your professor by email for this course, you must follow these rules:

1. Write using formal English only (as if to the president of the company where you work). This means no slang, or being “lazy” with your wording. You are in college, preparing for your future, please communicate like it!
2. Use your MCC student email address
3. I check my email several times a day and try to respond as quickly as possible. However, I still have my own schedule and may not be able to respond instantly.
4. I do not respond to emails after 9 PM. If you need to contact me, please do it before then.

Required Text & Materials:

Title: Medical Office Administration

Author: Potter

Edition: 4th

Publisher: Elsevier

ISBN: 9780323400756

MCC Bookstore Website: <http://www.mclennan.edu/bookstore/>

Methods of Teaching and Learning:

Because this is a blended course, class will be held Tuesdays on Zoom and Thursdays will be in a face-to-face format in a classroom. Methods of teaching include (but not limited to): lectures, discussion groups, lab exercises, student performances, exams, quizzes and tutorial software (EHR Go Activities which we will start after Spring Break.)

Course Objectives and/or Competencies:

The CAAHEPs core competencies listed must be met by each student with a minimum score of 70%.

Cognitive Domain

Foundations for clinical practice

C.IV: Concepts of Effective Communications

1. Identify styles and types of verbal communication

2. Identify nonverbal communication
3. Recognize communication barriers
4. Identify techniques for overcoming communication barriers
5. Recognize the elements of oral communication using a sender receiver process
6. Differentiate between subjective and objective information
7. Identify resources and adaptations that are required based on the individual's need, I.E. culture and environment, developmental life stage, language, and physical threats to communication
8. Recognize elements of fundamental writing skills
9. Discuss applications of electronic technology in effective communication
10. Diagram medical terms, labeling the word parts
11. Define both medical terms and abbreviations related to all body systems
12. Organize technical information and summaries
13. Identify the roles of self boundaries in the health care environment.
14. Recognize the role of patient advocacy in the practice of medical assisting
15. Discuss the role of assertiveness in effective professional communication
16. Differentiate between adaptive and non-adaptive coping mechanisms

C.V Administrative functions

1. Discuss pros and cons of various types of appointment management systems
2. Describe scheduling guidelines
3. Recognize office policies and protocols for handling appointments
4. Identify critical information required for scheduling patient admissions and/or procedures
5. Identify systems for organizing medical records
6. Describe various types of content maintained in a patient's medical record
7. Discuss pros and cons of various filing methods
8. Identify both equipment and supplies needed for filing medical records
9. Describe indexing rules
10. Discuss filing procedures
11. Discuss principles of using Electronic Medical Records (EMR)
12. Identify types of records common to the healthcare setting
13. Identify time management principles
14. Discuss the importance of routine maintenance of office equipment

C.VI Basic Practice Finances

1. Explain basic bookkeeping computations
2. Differentiate between bookkeeping and accounting
3. Describe banking procedures
4. Discuss precautions for accepting checks

5. Compare types of endorsements
6. Differentiate between accounts payable and accounts receivable
7. Compare manual and computerized bookkeeping systems used in ambulatory healthcare
8. Describe common periodic financial reports
9. Explain both billing and payment options
10. Identify procedure for preparing patient accounts
11. Discuss procedures for collecting outstanding accounts
12. Describe the impact of both the Fair Debt Collection Act and the Federal Truth in Lending Act of 1968 as they apply to collections
13. Discuss types of adjustments that may be made to a patient's account

Psychomotor Domain

IV. Concepts of Effective Communications

1. Use reflection, restatement and clarification techniques to obtain a patient history
2. Report relevant information to others succinctly and accurately
3. Use medical terminology, pronouncing medical terms correctly to communicate information, patient history, data and observations
4. Explain general office procedures
5. Instruct patients according to their needs to promote health maintenance and disease prevention
6. Prepare a patient for procedures and/or treatment
7. Demonstrate telephone techniques
8. Document patient care
9. Document patient education
10. Compose professional/business letters
11. Respond to nonverbal communication
12. Develop and maintain a current list of community resources related to a patients' healthcare needs
13. Advocate on behalf of patients

V. Administrative Functions

1. Manage appointment schedule, using established priorities
2. Schedule patient admissions and/or procedures
3. Organize a patient's medical record
4. File medical records
5. Execute data management using electronic healthcare records such as the EMR
6. Use office hardware and software to maintain office systems

7. Use internet to access information related to the medical office
8. Maintain organization by filing
9. Perform routine maintenance of office equipment with documentation
10. Perform an office inventory

VI Basic Practice Finances

1. Prepare a bank deposit
2. Perform accounts receivable including
 - a. Post entries on a daysheet
 - b. Perform billing procedures
 - c. Perform collection procedures
 - d. Post adjustments
 - e. Process a credit balance
 - f. Process refunds
 - g. Post non-sufficient fund (NSF) checks
 - h. Post collection agency payments
3. Utilize computerized office billing systems

Affective Domain

IV. Concepts of Effective Communication

1. Demonstrate empathy in communicating with patients, family, and staff
2. Apply active listening skills
3. Use appropriate body language and other nonverbal skills in communicating with patients, family, and staff
4. Demonstrate awareness of the territorial boundaries of the person with whom communicating
5. Demonstrate sensitivity appropriate to the message being delivered
6. Demonstrate awareness of how an individual's personal appearance affects anticipated responses
7. Demonstrate recognition of the patients' level of understanding in communications
8. Analyze communications in providing appropriate responses/feedback
9. Recognize and protect personal boundaries in communicating with others
10. Demonstrate respect for individual diversity, incorporating awareness of one's own biases in areas including gender, race, religion, age, and economic status

V. Administrative Functions

1. Consider staff needs and limitations in establishment of a filing system
2. Implement time management principles to maintain effective office function

VI. Basic Practice Finances

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1. Demonstrate sensitivity and professionalism in handling accounts receivable activities with patients

Course Outline or Schedule:

Week 1: Tuesday: Zoom meet- Orientation.

Thursday: Lecture over Ch. 1 and 2

Week 2: Tuesday: Zoom-Lecture over Ch. 3

Thursday: Lecture over Ch. 4

Week 3: Tuesday: Zoom- Lecture over Ch. 5

Thursday: **Exam #1: Chapters 1-4.** Lecture over Ch. 6

Week 4: Tuesday: Zoom- Lecture over Ch. 7

Thursday: Lecture over Ch. 8

Week 5: Tuesday: Zoom- Lecture over Ch. 9

Thursday: **Exam #2: Chapters 5-8.** Lecture: Ch. 10

Week 6: Tuesday: Zoom- Lecture over Ch. 11 and Ch. 12

Thursday: Lecture Ch. 13

Week 7: Tuesday: Lecture Ch. 14 and Ch. 15

Thursday: **Exam #3: Chapters 9-12**

Week 8: Tuesday: Lecture Ch. 16

Thursday: **Exam #4: Chapters 13-16**

SPRING BREAK

Week 9: Tuesday: EHR Go

Thursday: EHR Go

Week 10: Tuesday: EHR Go

Thursday: EHR Go

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Week 11: Tuesday: EHR Go

Thursday: EHR Go

Week 12: Tuesday: EHR Go

Thursday: EHR Go

Week 13: Tuesday: EHR Go

Thursday: EHR Go

Week 14: Tuesday: EHR Go

Thursday: EHR Go

Week 15: Tuesday: Review for final

Thursday: Review for final

Week 16: Thursday: **Final Exam**

Please note, this schedule is subject to change at anytime. However, I will notify students ahead of time should any necessary changes need to be made.

Course Grading Information:

Quizzes:	15%
Exams:	25%
EHR Go Activities:	30%
Final Exam:	30%

100%

Grade Range

A	90-100%
B	80-89%
C	70-79%
D	60-69%
F	0-59%

Quizzes: Quizzes are given at random, however I will usually “hint” that you may have one at the next class (your so welcome.)

Exams: There will be a total of 4 exams and a final. All exams will be given BEFORE you leave for Spring Break (except for the final, in which you will take at the end of the semester as normal.)

EHR Go Activities: EHR Go is an online tutorial software that allows students to perform activities that they would see out in the clinic. These activities are not just a completion grade. You will be graded on not only performing all the steps correctly within the activities (and of course completing on time), but also graded on grammar and punctuation. These activities are worth 30% of your grade so submitting not even one of them could hurt your final average.

*****Instructor Note*****

Cheating or plagiarism will not be tolerated in any form. First offence will result in a grade of zero on the said work/exam. Second offence will result in expulsion from the program.

Late Work, Attendance, and Make Up Work Policies:

- Exam dates are on the tentative schedule. Should you miss an exam, it is up to YOU to meet with me to schedule a make-up exam. If a make-up exam is given, it must be within one week of the scheduled exam. Graded exams must be returned to the instructor during the class period in which it was returned to the students.
- Attendance will be checked 5 minutes after class begins. Should you be absent, I request that you send me an email, letting me know that you will not be present.
- Absence from 25 percent of scheduled lecture and/or laboratory meetings (8 days) will be taken as evidence that a student does not intend to complete the course, and the student will be withdrawn from the course with a grade of W. If the student’s 25 percent

absences are reached after the official drop date, the instructor may assign a W, if the student is passing and requests to be withdrawn. However, if a student who is not passing reaches the 25 percent point after the official drop date, the student will receive an F. Each absence will count toward attendance requirements in each course.

*****Instructor Note*****

If you are quarantined, PLEASE send me an email letting me know so I am able to follow appropriate protocols.

Should you become exposed to COVID at anytime during the semester, MCC asks that you self-report through the website which you can find here: <https://www.mclennan.edu/crisis-management/coronavirus-updates/index.html?>

Student Behavioral Expectations or Conduct Policy:

Proper student behavior during class is expected at all times. This includes proper respect for your classmates, instructor, dress codes, language, attitude, and respect for the field in which you are entering. Consequences for failure to comply with all class rules/guidelines stated in this syllabus as well as other rules stated in the MCC Student Handbook will have the following consequences:

- (1) The student will be asked to comply with the rules (penalties will stand as stated).
- (2) If the student fails to comply, the student will be asked to leave the room for the remainder of the class for that day.
- (3) Subsequent incidents will result in a conference with the program director, the campus disciplinary specialist, and/or the dean of workforce education for further disciplinary actions which could include being dropped from the course. It is the student's responsibility to make up any missed work by the original deadline for the work missed due to a disciplinary action.

* **[Click Here for the MCC Academic Integrity Statement](http://www.mclennan.edu/academic-integrity)**
(www.mclennan.edu/academic-integrity)

The link above will provide you with information about academic integrity, dishonesty, and cheating.

* **[Click Here for the MCC Attendance/Absences Policy](https://www.mclennan.edu/highlander-guide/policies.html)**
(<https://www.mclennan.edu/highlander-guide/policies.html>)

Click on the link above for the college policies on attendance and absences. Your instructor may have additional guidelines specific to this course.

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*****INSTRUCTOR NOTE:*****

Please understand that I care for each of my students, especially when it comes to their safety and well-being. If during the course of our discussions an issue arises in which I feel warrants a referral for Title IX or to our success coaches, I will not hesitate to make the referral. I will do my best to notify you in advance of the referral and will stand by your side as part of your circle of care for as long as you and the college will allow. Should these circumstances arise, please understand that the referral is not disciplinary, but rather an opportunity to intervene early and identify all resources that can help you find academic and personal success.

** You will need to access each link separately through your Web browser (for example: Mozilla Firefox, Chrome, Microsoft Edge or Safari) to print each link's information.*

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ACADEMIC RESOURCES/POLICIES

Student Support/Resources:

MCC provides a variety of services to support student success in the classroom and in your academic pursuits to include counseling, tutors, technology help desk, advising, financial aid, etc. A listing of these and the many other services available to our students is available at <http://www.mclennan.edu/campus-resource-guide/>

College personnel recognize that food, housing, and transportation are essential for student success. If you are having trouble securing these resources or want to explore strategies for balancing life and school, we encourage you to contact a success coach by calling (254) 299-8226. Students can visit the Completion Center Monday-Friday from 8 a.m.-5 p.m. to schedule a meeting with a success coach and receive additional resources and support to help reach academic and personal goals. Paulanne's Pantry (MCC's food pantry) provides free food by appointment to students, faculty and staff based on household size. Text (254) 870-7573 to schedule a pantry appointment. The Completion Center and pantry are located on the Second Floor of the Student Services Center (SSC).

MCC Foundation Emergency Grant Fund:

Unanticipated expenses, such as car repairs, medical bills, housing, or job loss can affect us all. Should an unexpected expense arise, the MCC Foundation has an emergency grant fund that may be able to assist you. Please go to <https://www.mclennan.edu/foundation/scholarships-and-resources/emergencygrant.html> to find out more about the emergency grant. The application can be found at https://www.mclennan.edu/foundation/docs/Emergency_Grant_Application.pdf.

Minimum Technical Skills:

Students should have basic computer skills, knowledge of word processing software, and a basic understanding of how to use search engines and common web browsers.

Backup Plan for Technology:

In the event MCC's technology systems are down, you will be contacted/notified through your MCC student email address. Please note that all assignments and activities will be due on the date specified in the Instructor Plan, unless otherwise noted by the instructor.

* [Click Here for the Minimum System Requirements to Utilize MCC's D2L|Brightspace](https://www.mclennan.edu/center-for-teaching-and-learning/Faculty%20and%20Staff%20Commons/requirements.html)
(<https://www.mclennan.edu/center-for-teaching-and-learning/Faculty%20and%20Staff%20Commons/requirements.html>)

Click on the link above for information on the minimum system requirements needed to reliably access your courses in MCC's D2L|Brightspace learning management system.

Email Policy:

McLennan Community College would like to remind you of the policy (<http://www.mclennan.edu/employees/policy-manual/docs/E-XXXI-B.pdf>) regarding college email. All students, faculty, and staff are encouraged to use their McLennan email addresses when conducting college business.

A student's McLennan email address is the preferred email address that college employees should use for official college information or business. Students are expected to read and, if needed, respond in a timely manner to college emails.

Instructional Uses of Email:

Faculty members can determine classroom use of email or electronic communications. Faculty should expect and encourage students to check the college email on a regular basis. Faculty should inform students in the course syllabus if another communication method is to be used and of any special or unusual expectations for electronic communications.

If a faculty member prefers not to communicate by email with her/his students, it should be reflected in the course syllabus and information should be provided for the preferred form of communication.

Email on Mobile Devices:

The College recommends that you set up your mobile device to receive McLennan emails.

Forwarding Emails:

You may forward the emails that come to your McLennan address to alternate email addresses; however, the College will not be held responsible for emails forwarded to an alternate address that may become lost or placed in junk or spam filters.

Accommodations/ADA Statement

Any student who is a qualified individual with a disability may request reasonable accommodations to assist with providing equal access to educational opportunities. Students should contact the Accommodations Coordinator as soon as possible to provide documentation and make necessary arrangements. Once that process is completed, appropriate verification will be provided to the student and instructor. Please note that instructors are not required to provide classroom accommodations to students until appropriate verification has been provided by the Accommodations Coordinator. Instructors should not provide accommodations unless approved by the Accommodations Coordinator. For additional information, please visit mclennan.edu/disability.

Students with questions or who require assistance with disabilities involving physical, classroom, or testing accommodations should contact:

disabilities@mclennan.edu

254-299-8122

Room 319, Student Services Center

* [Click Here for more information about Title IX](http://www.mclennan.edu/titleix)
(www.mclennan.edu/titleix)

We care about your safety, and value an environment where students and instructors can successfully teach and learn together. If you or someone you know experiences unwelcomed behavior, we are here to help. Individuals who would like to report an incident of sexual misconduct are encouraged to immediately contact the Title IX Coordinator at

titleix@mclennan.edu or by calling Dr. Drew Canham (Chief of Staff for Equity & Inclusion/Title IX) at 299-8645. Individuals also may contact the MCC Police Department at 299-8911 or the MCC Student Counseling Center at MCC by calling 299-8210. The MCC Student Counseling Center is a confidential resource for students. Any student or employee may report sexual harassment anonymously by visiting the following website: <http://www.lighthouse-services.com/mclennan/>.

McLennan's Title IX webpage (<http://www.mclennan.edu/titleix/>) contains more information about definitions, reporting, confidentiality, resources, and what to do if you or someone you know is a victim of sexual misconduct, gender-based violence or the crimes of rape, acquaintance rape, sexual assault, sexual harassment, stalking, dating violence, or domestic violence.

* *You will need to access each link separately through your web browser (for example Mozilla Firefox, Chrome, Microsoft Edge, or Safari) to print each link's information.*