

McLennan C O M M U N I T Y C O L L E G E

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 including your safety. We will continue to monitor the evolving situation with COVID 19 and adjust our safety guidelines to make sure we offer a safe environment for you and our faculty. Please make sure to consult your faculty and the MCC website at <https://www.mclennan.edu/crisis-management/coronavirus-updates/index.html> on any changes to these guidelines.

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 and Thursday in a classroom until Spring Break. After we return from Spring Break, we will be online. 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. Pop quizzes can be given immediately after we lecture over a chapter, so it’s best to prepare ahead of time!
- Deadlines are important. 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: 2:00 PM – 3:30 PM

Tuesday/Thursday: 2:00 PM – 3:30 PM

Fridays: 8:00 AM - 10:00 AM

*****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: 5th

Publisher: Elsevier

ISBN: 978-0-323-76383-7

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

Methods of Teaching and Learning:

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

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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 record 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 procedures 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 treatments
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

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

Course Outline or Schedule:

Week 1: Tuesday: Orientation. Begin lecture: Chapter 1

Thursday: Finish Chapter 1. Lecture Chapter 2

Week 2: Tuesday: Begin lecture Chapter 3.

Thursday: Finish Chapter 3. Lecture Chapter 4

Week 3: Tuesday: Lecture Chapter 5.

Thursday: **Exam #1: Chapter 1-4.** Begin lecture Chapter 6

Week 4: Tuesday: Finish Chapter 6. Begin lecture Chapter 7.

Thursday: Finish Chapter 7. Begin lecture Chapter 8

Week 5: Tuesday: Finish Chapter 8. Begin lecture Chapter 9

Thursday: **Exam #2: Chapters 5-8.** Finish Chapter 9. Begin Chapter 10

Week 6: Tuesday: Finish Chapter 10. Begin Chapter 11.

Thursday: Finish Chapter 11. Begin Chapter 12.

Week 7: Tuesday: Finish Chapter 12. Begin Chapter 13.

Thursday: **Exam #3: Chapters 9-12.** Finish Chapter 13.

Week 8: Tuesday: Review Chapter 13. Lecture Chapter 14.

Thursday: Lecture Chapter 15

SPRING BREAK

Week 9: Tuesday: **Exam # 4: Chapters 13-15.** Sign up for EHR Go.

Thursday: EHR Go Orientation, due by midnight on Tuesday.

Week 10: Tuesday: EHR Go: Due midnight on Thursday

Thursday: EHR Go: Due midnight on Tuesday.

Week 11: Tuesday: EHR Go: Due midnight on Thursday.

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Thursday: EHR Go: Due midnight on Tuesday.

Week 12: Tuesday: EHR Go: Due midnight on Thursday.

Thursday: EHR Go: Due midnight on Tuesday.

Week 13: Tuesday: EHR Go: Due midnight on Thursday.

Thursday: EHR Go: Due midnight on Tuesday.

Week 14: Tuesday: EHR Go: Due midnight on Thursday.

Thursday: EHR Go: Due midnight on Tuesday.

Week 15: Tuesday: EHR Go: Due midnight on Thursday.

Thursday: Review for final

Week 16: Tuesday: **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 every 2-3 chapters and will be completed during our face-to-face lectures on Tuesdays. I could give quizzes immediately after we finish a lecture, so please prepare ahead of time by reading the chapter. After we begin our EHR-Go activities, I will not be giving any more quizzes.

Exams: There will be a total of 4 exams and a final. All exams will be during our face-to-face class on Thursdays. As in my other classes, during exams &/or quizzes, you are to turn off your phone, remove all watches, and clear your desk before starting the exam.

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:

- Quizzes can not be made up. If you are absent during a class that we take a quiz, you will receive a 0 for that particular quiz grade.
- 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. After that first week, 5 points will be deducted from the overall grade for each week it is not submitted.
- Attendance is checked at the start of class. Should you be absent or tardy, I request that you send me an email letting me know.
- Once we begin the EHR-Go activities, completing the activity will be your attendance for that day.
- 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.

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- If you have an excuse (doctor, dentist, etc.) your absence will be excused and it will not count against your attendance record for the semester.

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

If you are experiencing any COVID symptoms, we ask that you please complete the Self Assessment questionnaire: <https://www.mclennan.edu/crisis-management/coronavirus-updates/student-resources/Student%20Self-Assessment%20Form>

Also I ask that you please send me an email letting me know so I am able to follow appropriate protocols.

Should you become exposed to COVID or test positive at anytime during the semester, MCC asks that you complete a 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 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.

*****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.

Updated 11/04/2022

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ACADEMIC RESOURCES/POLICIES

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. For additional information, please visit www.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

Title IX:

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 acting Title IX Coordinator at titleix@mclennan.edu or by calling, Dr. Claudette Jackson, (Diversity, Equity & Inclusion/Title IX) at (254) 299-8465. MCC employees are mandatory reporters and must report incidents immediately to the Title IX Coordinator. Individuals may also contact the MCC Police Department at (254) 299-8911 or the MCC Student Counseling Center at (254) 299-8210. The MCC Student Counseling Center is a confidential resource for students. Any student or employee may report sexual harassment anonymously by visiting <http://www.lighthouse-services.com/mclennan/>.

Go to McLennan's Title IX webpage at www.mclennan.edu/titleix/. It 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.

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/>

Academic Support and Tutoring is here to help students with all their course-related needs. Specializing in one-on-one tutoring, developing study skills, and effectively writing essays. Academic Support and Tutoring can be found in the Library and main floor of the Learning Commons. This service is available to students in person or through Zoom from 7:30 am - 6:00 pm Monday through Thursday and 7:30 am - 5:00 pm on Friday. You can contact the Academic Support and Tutoring team via Zoom (<https://mclennan.zoom.us/j/2542998500>) or email (ast@mclennan.edu) during the above mentioned times.

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 either MCC CREW – Campus Resources Education Web by calling (254) 299-8561 or by emailing crew@mclennan.edu or a Success Coach by calling (254) 299-8226 or emailing SuccessCoach@mclennan.edu. Both are located in the Completion Center located on the second floor of the Student Services Center (SSC) which is open Monday-Friday from 8 a.m.-5 p.m.

Paulanne's Pantry (MCC's food pantry) provides free food by appointment to students, faculty and staff. To schedule an appointment, go to https://mclennan.co1.qualtrics.com/jfe/form/SV_07byXd7eB8iTqJg. Both the Completion Center and Paulanne's 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.

MCC Academic Integrity Statement:

Go to www.mclennan.edu/academic-integrity for information about academic integrity, dishonesty, and cheating.

Minimum System Requirements to Utilize MCC's D2L|Brightspace:

Go to <https://www.mclennan.edu/center-for-teaching-and-learning/Faculty-andStaffCommons/requirements.html> for information on the minimum system requirements needed to reliably access your courses in MCC's D2L|Brightspace learning management system.

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 notified via 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.

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. For more information about your student email account, go to www.mclennan.edu/studentemail.

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 their 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. If you need assistance with set-up, you may email Helpdesk@mclennan.edu for help.

You can find help on the McLennan website about connecting your McLennan email account to your mobile device:

- [Email Setup for iPhones and iPads](#)
- [Email Setup for Androids](#)

Forwarding Emails:

You may forward 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 be lost or placed in junk or spam filters.

For more helpful information about technology at MCC, go to [MCC's Tech Support Cheat Sheet](#) or email helpdesk@mclennan.edu.

Disclaimer:

The resources and policies listed above are merely for informational purposes and are subject to change without notice or obligation. The College reserves the right to change policies and other requirements in compliance with State and Federal laws. The provisions of this document do not constitute a contract.