

NORTHWESTERN CONNECTICUT COMMUNITY COLLEGE
COURSE SYLLABUS

Course Title: Administrative Medical Assisting

Course # MED 111

Course Description: (3 credits)

This course covers the theory, practice and techniques of fundamental medical office management and an overview of the profession of medical assisting and its role in providing quality health care will be discussed. Healthcare administrative functions, including office responsibilities, safety in the office environment, communication techniques, medical records management, schedule management, professionalism and legal and ethical issues will be emphasized.

Pre-requisite/ Co-requisite: None

Goals: The student is presented with information to allow an understanding of the role of an administrative medical assistant and healthcare team member and to develop entry level competencies for all administrative skills.

Outcomes: With satisfactory completion of this course, the student will be able to:

1. Written, verbal, and non-verbal communications

- Identify styles and types of verbal and nonverbal communication. (IV.C 1, IV.C2) □
Recognize communication barriers and identify techniques for overcoming them. (IV.C3, IV.C4)
- Recognize the elements of oral communication using a sender-receiver process. (IV.C5)
- Identify resources and adaptations that are required based on individual needs, i.e., culture and environment, developmental life stage, language, and physical threats to communication. (IV.C7)
- Recognize elements of fundamental writing skills. (IV.C8)
- Discuss applications of electronic technology in effective communication. (IV.C9)
- Organize technical information and summaries. (IV.C12)
- Identify the role of self-boundaries in the health care environment. (IV.C13)
- Recognize the role of patient advocacy in the practice of medical assisting. (IV.C14)
- Discuss the role of assertiveness in effective professional communication. (IV.C15)
- Differentiate between adaptive and non-adaptive coping mechanisms. (IV.C16)

2. Medical records, scheduling, and filing

- Discuss pros and cons of various types of appointment management systems. (V.C1)
- Describe scheduling guidelines. (V.C2)
- Recognize office policies and protocols for handling appointments. (V.C3)
- Identify critical information required for scheduling patient admissions and/or procedures. (V.C4)
- Identify systems for organizing medical records. (V.C5)
- Describe various types of content maintained in a patient's medical record. (V.C6)

- Discuss pros and cons of various filing methods. (V.C7)
- Identify both equipment and supplies needed for filing medical records. (V.C8)
- Describe indexing rules. (V.C9)
- Discuss filing procedures. (V.C10)
- Identify types of records common to the healthcare setting (V.C12)
- Identify time management principles (V.C13)
- Discuss the importance of routine maintenance of office equipment. (V.C14)

3. Basic office finances

- Describe banking procedures. (VI.C3)
- Discuss precautions for accepting checks. (VI.C4)
- Compare types of endorsement. (VI.C5)
- Differentiate between accounts payable and accounts receivable. (VI.C6)

4. Medical law and ethics

- Discuss legal scope of practice and explore issues of confidentiality as it applies to the medical assistant. (IX.C1, IX.C2)
- Describe the implications of HIPAA for the medical assistant in various medical settings. (IX.C3)
- Summarize the Patient Bill of Rights. (IX.C4)
- Discuss licensure and certification as it applies to healthcare providers. (IX.C5)
- Compare and contrast physician and medical assistant roles in terms of standard of care. (IX.C7)
- Compare criminal and civil law as it applies to the practicing medical assistant. (IX.C8)
- Provide an example of tort law as it would apply to a medical assistant. (IX.C9)
- Explain how the following impact the medical assistant's practice and give examples of negligence, malpractice, statute of limitations, Good Samaritan Act, Uniform Anatomical Gift Act, living will and advanced directives, and medical power of attorney. (IX.C.10)
- Identify how the American with Disabilities Act (ADA) applies to the medical assisting profession. (IX.C11)
- Describe the process to follow if an error is made in patient care. (IX.C14)

5. Safety in the healthcare environment

- Describe fundamental principles for evacuation of a healthcare setting. (XI.C7)
- Discuss fire safety issues in a healthcare environment. (XI.C8)

All outcomes and objectives in relation to the above cognitive competencies will be assessed via questions on tests, quizzes, and/or Learnsmart interactive adaptive learning system.

This course includes the following psychomotor/affective competencies:

IV. Concepts of Effective Communication

- IV.P.4. Explain general office policies
- IV.P.7. Demonstrate telephone techniques

- IV.P.10. . Compose professional/business letters
- IV.P.11. . Respond to nonverbal communication
- IV.P.12. Develop and maintain a current list of community resources related to patients' healthcare needs
- IV.P.13. . Advocate on behalf of patients

V. Administrative Functions

- V.P.1. Manage appointment schedule, using established priorities
- V.P.2. Schedule patient admissions and/or procedures
- V.P.3. Organize a patient's medical record
- V.P.4. File medical records
- V.P.5. Execute data management using electronic healthcare records such as EMR
- V.P.6. Use office hardware and software to maintain office systems
- V.P.7. Use internet to access information related to the medical office
- V.P.8. Maintain organization by filing
- V.A.1 .1 .1 (11). Consider staff needs and limitations in establishment of a filing system
- V.A.2 .2 .2 (12). Implement time management principles to maintain effective office function

VI. Basic Practice Finances

- VI.P.1. Prepare a bank deposit

VII. Managed Care/Insurance

- VII.P.2. Apply third party guidelines
- VII.P.4. .4. Obtain precertification, including documentation
- VII.P.5. .5. Obtain preauthorization, including documentation
- VII.P.6. .6. Verify eligibility for managed care services
- VII.P.9. Communicate in language the patient can understand regarding managed care and insurance plans

IX. Legal Implications

- IX.P.1 Respond to issues of confidentiality
- IX.P.2. . Perform within scope of practice
- IX.P.3. . Apply HIPAA rules in regard to privacy/release of information
- IX.P.4 Practice within the standard of care for a medical assistant
- IX.P.5. Incorporate the Patient's Bill of Rights into personal practice and medical office policies and procedures
- IX.P.7. Document accurately in the patient record
- IX.P.9. . Demonstrate sensitivity to patient rights
- IX.P.10. Demonstrate awareness of the consequences of not working within the legal scope of practice
- IX.P.11. Recognize the importance of local, state and federal legislation and regulations in the practice setting

X. Ethical Considerations

- X.P.1. Report illegal and/or unsafe activities and behaviors that affect health, safety and welfare of others to proper authorities
- X.P.2. Develop a plan for separation of personal and professional ethics

X.A.1(3). Apply ethical behaviors, including honesty/integrity in performance of medical assisting practice

X.A.2(4). Examine the impact personal ethics and morals may have on the individual's practice X.A.3(5). Demonstrate awareness of diversity in providing patient care

XI. Protective Practices

XI.P.3. . Develop a personal (patient and employee) safety plan

XI.P.4. . Develop an environmental safety plan

XI.P.7. . Explain an evacuation plan for a physician's office

XI.P.8. . Demonstrate methods of fire prevention in the healthcare setting

XI.P.12. . Maintain a current list of community resources for emergency preparedness

XI.P.13. . Recognize the effects of stress on all persons involved in emergency situations

All psychomotor and affective competencies will be assessed through role playing, generation of a report, creation of a project, simulation, or skill performance.

Each individual competency must be completed with a grade of 80 or higher to pass the course.

Additional Competencies: See attached

College Policies

Plagiarism: Plagiarism and Academic Dishonesty are not tolerated at Northwestern Connecticut Community College. Violators of this policy will be subject to sanctions ranging from failure of the assignment (receiving a zero), failing the course, being removed/expelled from the program and/or the College. Please refer to your "Student Handbook" under "Policy on Student Rights," the Section entitled "Student Discipline," or the College catalog for additional information.

Americans with Disabilities Act (ADA): The College will make reasonable accommodations for persons with documented learning, physical, or psychiatric disabilities. Students should notify Dr. Christine Woodcock, the Counselor for Students with Disabilities. She is located at Green Woods Hall, in the Center for Student Development. Her phone number is 860-738-6318 and her email is cwoodcock@nwcc.edu.

School Cancellations: If snowy or icy driving conditions cause the postponement or cancellation of classes, announcements will be made on local radio and television stations and posted on the College's website at www.nwcc.edu. Students may also call the College directly at **(860) 738-6464** to hear a recorded message concerning any inclement weather closings. Students are urged to exercise their own judgment if road conditions in their localities are hazardous.

Use of Electronic Devices: Some course content as presented in Blackboard Learn is not fully supported on mobile devices at this time. While mobile devices provide convenient access to check in and read information about your courses, they should not be used to perform work such as taking tests, quizzes, completing assignments, or submitting substantive discussion posts.

Sexual Assault and Intimate Partner Violence Resource Team: NCCC is committed to creating a community that is safe and supportive of people of all gender and sexual identities. This pertains to the entire campus community, whether on ground or virtual, students, faculty, or staff.

Sexual assault and intimate partner violence is an affront to our national conscience, and one we cannot ignore. It is our hope that no one within our campus community will become a victim of these crimes. However, if it occurs, NCCC has created the SART Team - Sexual Assault and Intimate Partner Violence Resource Team - to meet the victim's needs.

SART is a campus and community based team that is fully trained to provide trauma-informed compassionate service and referrals for comprehensive care. The team works in partnership with The Susan B. Anthony Project to extend services 24 hours a day, 7 days a week throughout the year.

The NCCC team members are:

Ruth Gonzalez, Ph.D.	860-738-6315	Green Woods Hall Room 207
Susan Berg	860-738-6342	Green Woods Hall Room 223
Kathleen Chapman	860-738-6344	Green Woods Hall Room 110
Michael Emanuel	860-738-6389	Founders Hall Annex Room 308
Seth Kershner	860-738-6481	Library
Jane O'Grady	860-738-6393	Founders Hall Annex Room 212
Robin Orloski	860-738-6416	Business Office Room 201
Patricia Bouffard, Ex-Officio	860-738-6319	Founders Hall Room 103
Savannah Schmitt		Student Representative

At NCCC we care about our students, staff and faculty and their well-being. It is our intention to facilitate the resources needed to help achieve both physical and emotional health.