South Central College

MA 1020  Medical Office Procedures

Course Outcome Summary

Course Information

Description
This course will review administrative duties that are performed by a medical assistant. Emphasis will be on clerical functions, bookkeeping procedures, insurance claims, professional communications, medical coding, legal concepts, medical office operational functions including written and electronic. (Prerequisite: Acceptance into one of the following programs: Medical Assisting, Health Unit Coordinator, or Administrative Office Specialist - Medical)

Total Credits 3
Total Hours 48

Types of Instruction

Instruction Type Credits/Hours
Lecture 3 / 48

Pre/Corequisites
Acceptance into one of the following programs: Medical Assisting, Health Unit Coordinator, or Administrative Office Specialist - Medical

Institutional Core Competencies

Communication - Students will be able to demonstrate appropriate and effective interactions with others to achieve their personal, academic, and professional objectives.

Course Competencies

1. Perform administrative finance procedures

   Learning Objectives
   - Explain basic bookkeeping computations
   - Differentiate between bookkeeping and accounting
   - Describe banking procedures
   - Discuss precautions for accepting checks
   - Compare types of endorsements
   - Differentiate between accounts payable and accounts receivable
   - Compare manual and computerized bookkeeping systems used in ambulatory healthcare
   - Describe common periodic financial reports
   - Explain both billing and payment options
Discuss procedures for collecting outstanding accounts
Describe the impact of both the Fair Debt Collection Act and the Federal Truth in Lending Act of 1968 as they apply to collections
Prepare a bank deposit
Demonstrate sensitivity and professionalism in handling accounts receivable activities with clients

2. **Perform accounts receivable procedures**

   **Learning Objectives**
   - Post entries on a day sheet
   - Post adjustments
   - Process a credit balance
   - Process refunds
   - Post non-sufficient funds (NSF) checks
   - Post collection agency payments
   - Utilize computerized office billing systems

3. **Adhere to safety procedures for the administrative office**

   **Learning Objectives**
   - Evaluate the work environment to identify safe vs. unsafe working conditions
   - Discuss critical elements of an emergency plan for response to a natural disaster or other emergency
   - Discuss fire safety issues in a healthcare environment
   - Demonstrate methods of fire prevention in the healthcare setting
   - Identify emergency preparedness plans in your community
   - Describe fundamental principles for evacuation of a healthcare setting
   - Explain an evacuation plan for the physician's office

4. **Apply office management procedures**

   **Learning Objectives**
   - Explain general office policies
   - Demonstrate telephone techniques
   - Compose professional/business letters
   - Discuss applications of electronic technology in effective communication
   - Discuss the importance of routine maintenance of office equipment
   - Use office hardware and software to maintain office systems
   - Use internet to access information related to the medical office
   - Perform routine maintenance of office equipment with documentation

5. **Facilitate appointment scheduling**

   **Learning Objectives**
   - Discuss pros and cons of various types of appointment management systems
   - Describe scheduling guidelines
   - Recognize office policies and protocols for handling appointments
   - Identify critical information required for scheduling patients' admissions and/or procedures
   - Manage appointment scheduling using established priorities
   - Schedule patient admissions and/or procedures
   - Identify procedures for preparing patient accounts
   - Discuss types of adjustments that may be made to a patient's account

6. **Prepare patient medical records**

   **Learning Objectives**
   - Describe the process to follow if an error is made in patient care
   - Identify systems for organizing medical records
   - Describe various types of content maintained in a patient's medical record
   - Discuss pros and cons of various filing methods
   - Identify both equipment and supplies needed for filing medical records
   - Describe indexing rules
   - Discuss filing procedures
   - Discuss principles of using electronic medical records (EMR)
   - Identify types of records common to the healthcare setting
Organize a patient's medical record
File medical records
Execute data management using electronic healthcare records such as the EMR
Maintain organization by filing
Consider staff needs and limitations in establishment of filing systems

7. **Perform medical coding procedures**

   **Learning Objectives**
   - Describe how to use the most current procedural coding system
   - Define upcoding and explain why it should be avoided
   - Describe how to use the most current diagnostic coding classification system
   - Describe how to use the most current Healthcare Common Procedure Coding System (HCPCS) coding system
   - Perform procedural coding
   - Perform diagnostic coding
   - Assist the physician to achieve the maximum reimbursement
   - Describe the concept of resource-based relative value scale (RBRVS)
   - Define diagnosis-related groups (DRGs)

8. **Administer medical insurance procedures**

   **Learning Objectives**
   - Describe guidelines for third-party claims
   - Apply third-party guidelines
   - Describe liability, professional, personal, injury, and third-party insurance
   - Obtain precertification, including documentation
   - Describe how guidelines are used in processing an insurance claim
   - Identify types of insurance plans
   - Describe procedures for implementing both managed care and insurance plans
   - Describe how guidelines are used in processing an insurance claim
   - Compare processes for filing insurance claims both manually and electronically
   - Communicate in language the patient can understand regarding managed care plans
   - Complete insurance claim forms
   - Demonstrate assertive communication with managed care and/or insurance providers

9. **Recognize legal requirements within an administrative office**

   **Learning Objectives**
   - Discuss licensure and certification as it applies to healthcare providers
   - Demonstrate awareness of the consequence of not working within the legal scope of practice
   - Demonstrate sensitivity to patients' rights
   - Recognize the importance of local, state and federal legislation and regulations in the practice setting
   - Summarize the Patient's Bill of Rights
   - Incorporate the Patient's Bill of Rights into personal practice and medical office policies and procedures
   - Apply Health Insurance Portability and Accountability Act (HIPAA) rules in regard to privacy/release of information

10. **Perform managed care principles**

    **Learning Objectives**
    - Identify models of managed care
    - Discuss referral process for patients in a managed care program
    - Apply both managed care policies and procedures
    - Verify eligibility for managed care services

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Additional information and forms can be found at: [www.southcentral.edu/disability](http://www.southcentral.edu/disability)
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