South Central College

MA1020  Medical Office Procedures

Common Course Outline

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 Medical Assisting or Health Unit Coordinator Program.)

Career Cluster
Health Science Technology

Instructional Level
Associate Degree

Total Credits
3.00

Total Hours
48.00

Types of Instruction

Instruction Type
Lecture
 Credits/Hours
3 / 48

Pre/Corequisites

Prerequisite
Acceptance into Medical Assisting or Health Unit Coordinator Program.

Institutional Core Competencies

1 Analysis and inquiry: Students will demonstrate an ability to analyze information from multiple sources and to raise pertinent questions regarding that information.
2 Critical and creative thinking: Students will develop the disposition and skills to strategize, gather, organize, create, refine, analyze, and evaluate the credibility of relevant information and ideas.
3 Teamwork and problem-solving: Students will demonstrate the ability to work together cohesively with diverse groups of persons, including working as a group to resolve any issues that arise.
4 Written and oral communication: Students will communicate effectively in a range of social, academic, and professional contexts using a variety of means, including written, oral, numeric/quantitative, graphic, and visual modes of communication.

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 fund (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.
Describe indexing rules.
Describe 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 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.
Work with 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 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 and 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 managed care policies and procedures.
Verify eligibility for managed care services.

**SCC Accessibility Statement**

If you have a disability and need accommodations to participate in the course activities, please contact your instructor as soon as possible. This information will be made available in an alternative format, such as Braille, large print, or cassette tape, upon request. If you wish to contact the college ADA Coordinator, call that office at 507-389-7222.

Disabilities page [http://southcentral.edu/academic-policies/disability-rights.html](http://southcentral.edu/academic-policies/disability-rights.html)