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
Demonostrate 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
Descuss 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. Perfrom 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

SCC Accessibility Statement

South Central College strives to make all learning experiences as accessible as possible. If you have a disability and need accommodations for access to this class, contact the Academic Support Center to request and discuss accommodations.   North Mankato: Room B-132, (507) 389-7222;   Faribault: Room A-116, (507) 332-7222.

Additional information and forms can be found at: www.southcentral.edu/disability

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