

Medical Office I

TEMA1020 301

Course Description

The Medical Office I course introduces administrative and general duties in a medical office, including appointment scheduling, records management, electronic health records use and management, written communications, health insurance, office equipment and management, and telephone procedures. This course provides hands-on practice of administrative skills and competency-based examinations.

Course Student Learning Outcomes

- Demonstrate professionalism and responsibilities of the medical assistant through written, verbal, and electronic communication.
- Describe the administrative functions of a medical office.
- Demonstrate correct documentation in a medical record.
- Define types of information contained in a patient's medical record.

Transfer/Certification/Licensure/Employment Information

An SLCC Certificate is earned after successfully completing all the courses within the program (the entire training program). This type of certificate provides evidence to employers that a level of competence has been achieved.

Additionally, students take the tests for industry-standard certificates when completing specific courses intended to prepare students for those certificates (e.g., CPR, First Aid, etc.).

A national certification test must be taken before completing the Clinical Medical Assisting program, typically during the externship. Students may choose from 3 certifications: NHA, NCCT, and AMT. Speak with your instructor regarding the differences and costs associated with each.

Communication Plan

- Instructors are open and available to help you in the classroom for face-to-face interaction, through college email or Canvas comments and messaging, Zoom, and telephone as posted within the syllabus and the 'Home Page' in Canvas including the 'Communications Statement' (with exception of holidays and campus closures). Feel free to reach out to us!
- I will respond to email within 48 hours. The best way to contact me is via the Canvas Inbox, as I will prioritize this email over other modes of communication.
- In this course I will be posting interactive announcements which will offer specific opportunities for class questions and participation in activities.

Keys for Success (how to succeed in the course)

Communication:

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Clothing/Lab Dress Code:

Scrubs may be worn in the classroom, and are required in the lab area and for externship (some externship facilities have specific requirements eg. U of U Red, Black, or Navy Blue scrubs only). A disposable lab coat may be provided for use over street

clothes if scrubs are not worn for lab and clinical skills. Closed-toe shoes are also required in the laboratory/clinical setting areas when practicing skills.

Food and Drinks:

There will be no food or drinks allowed in the computer or lab area of the classroom. A 'Break Room' with a microwave and refrigerator is available for student use.

Cellular Phone Usage:

Cellular phones will be turned to silent mode or if the phone does not have a silent option then they will be turned off while in the classroom. Any phone conversation must be made outside the classroom so as not to disrupt others. Phones are not allowed at the testing stations.

Classroom Safety:

There is an emergency guideline and evacuation route posted in the classroom. As you progress through the program, you will learn OSHA standards of safety in a medical setting. There is a binder with Material Safety Data Sheets located in the classroom to use as a reference in the event of an incident involving hazardous materials. Please be aware of the location of these safety guidelines.

Student Responsibilities:

All students are accountable for the following:

1. Stay engaged and on task (read, watch videos, listen, take notes, ask questions, complete assignments, schedule, and complete skills)
2. Log into the LMS (Canvas - the College's learning management system) for course materials presentations, and examinations
3. Follow the instructor's directions AT ALL TIMES
4. Ask the instructor for assistance when needed; after FIRST having attempted to resolve the problem themselves

5. Complete 12-24 hours of coursework each week for on-time course completion (based on part-time vs full-time enrollment status).

Required Text or Materials

Title: Kinn's the Medical Assistant

ISBN: 9780323871167

Authors: Brigitte Niedzwiecki, Brigitte Niedzwiecki, RN, MSN, RMA, Julie Pepper, Julie Pepper, BS, CMA (AAMA)

Publisher: Elsevier

Edition: 15th

Title: Study Guide and Procedure Checklist Manual for Kinn's the Medical Assistant

ISBN: 9780323874243

Authors: Brigitte Niedzwiecki, Brigitte Niedzwiecki, MSN, RN, RMA, Julie Pepper, Julie Pepper, BS, CMA (AAMA)

Publisher: Elsevier

Edition: 15th

Title: SimChart for the Medical Office: Learning the Medical Office Workflow - 2023 Edition

ISBN: 9780443108839

Authors: Elsevier

Publisher: Elsevier

Edition: 2023 or earlier edition

For more information on textbook accessibility, contact Accessibility & Disability Services at ads@slcc.edu.

Assignment Schedule

Due Date	Assignment Name	Assignment Type	Points
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Due Date	Assignment Name	Assignment Type	Points
	Applying Indexing Rules	Assignment	6
	Assignment - Meaningful Use Certification	Assignment	5
	Electronic Medical Records Reflection Assignment	Assignment	24
	Introduce Yourself	Discussion	0
	Introduce Yourself	Discussion	0
	Kinn's Chapter 7 Practice Quiz	Quiz	100
	Kinn's Chapter 10 Practice Quiz	Quiz	100
	Kinn's Chapter 11 Practice Quiz	Quiz	100
	Kinn's Chapter 8 Practice Quiz	Quiz	100
	Kinn's Chapter 9 Practice Quiz	Quiz	100
	Major Body Cavities Review Activity	Quiz	0
	Medical Office Communication Spelling Test	Quiz	100
	Planes and Directions Review Activity	Quiz	0

Due Date	Assignment Name	Assignment Type	Points
	Procedure 10.1: Register a New Patient in the Practice Management Software	Assignment	12
	Procedure 10.2: Upload Documents to the EHR	Assignment	10
	Procedure 7.1: Compose a Professional Letter Using the Full Block Letter Format	Assignment	18
	Procedure 7.2: Compose a Professional Letter Using the Modified Block Letter Format	Assignment	18
	Procedure 7.3: Compose a Professional Business Letter Using the Semi-Block Letter Format	Assignment	18
	Procedure 7.4 Compose a Memorandum	Assignment	5
	Procedure 7.5: Compose a Professional E-mail 1	Assignment	14

Due Date	Assignment Name	Assignment Type	Points
	<u>Procedure 7.5: Compose a Professional E-mail 2</u>	Assignment	14
	<u>Procedure 7.6: Complete a Fax Cover Sheet</u>	Assignment	4
	<u>Procedure 8.1: Demonstrate Professional Telephone Skills</u>	Assignment	2
	<u>Procedure 8.2: Document Telephone Messages and Report Relevant Information Concisely and Accurately</u>	Assignment	3
	<u>Procedure 9.1: Establish the Appointment Matrix</u>	Assignment	3
	<u>Procedure 9.2: Schedule a New Patient</u>	Assignment	3
	<u>Procedure 9.4: Schedule an Established Patient</u>	Assignment	3
	<u>Procedure 9.5: Schedule a Patient Procedure</u>	Assignment	3

Due Date	Assignment Name	Assignment Type	Points
	Procedure and Work Product 11.1: Perform an Equipment Inventory with Documentation	Assignment	100
	Procedure and Work Product 11.2: Maintenance Logs	Assignment	2
	Procedure and Work Product 11.3: Supply Inventory	Assignment	3
	Professional E-mail Performance Assessment	Assignment	12
	Professional Letter Performance Assessment	Assignment	10
	Safety and Emergency Practices	Assignment	100
	SimChart Performance Assessment Billing & Coding_(3).	Assignment	100
	SimChart Performance Assessment Clinical Care_(2).	Assignment	100
	SimChart Performance Assessment Front Office_(1).	Assignment	100

Due Date	Assignment Name	Assignment Type	Points
	SimChart Student Survey	Quiz	10
	SOAP Documentation	Assignment	8
	Summative Objective Assessment 1A - Requires Respondus LockDown Browser + Webcam	Quiz	100
	Summative Objective Assessment 2A - Requires Respondus LockDown Browser + Webcam	Quiz	100

Brief Description of Assignments/Exams

- Module 1-Written Communication
- Module 2-Telephone Techniques
- Module 3-Scheduling Appointments and Patient Processing
- Module 4-Health Records
- Module 5-Electronic Medical Records
- Module 6-Daily Operations and Safety

Grading Scale

Percentage	Letter Grade
93-100	A
90-92	A-
86-89	B+

Percentage	Letter Grade
83-85	B
80-82	B-
76-79	C+
73-75	C
70-72	C-
66-69	D+
63-65	D
60-62	D-
59 or below	E

How to Navigate to Canvas

Institutional Policies

As members of our academic community, we would like to invite you to review the Institutional Syllabus which covers important policies and procedures. This document contains important links for students on the code of student rights and responsibilities, academic integrity, and grading policies, Title IX and other important acknowledgements. By familiarizing yourself with this information, you can help us create a safe and respectful environment for everyone.

You can access the document by clicking on the following link:

<https://slcc.instructure.com/courses/530981/pages/institutional-syllabus>

Learning Support and Tutoring Services

We are pleased to offer a range of tutoring and learning support services to help you achieve your academic goals. Whether you need assistance with a specific subject or want to improve your study skills, you have many options for tutoring or other support.

To learn more about the services we offer and how to access them, please visit the Institutional Syllabus under the Tutoring and Learning Support tab:

<https://slcc.instructure.com/courses/530981/pages/institutional-syllabus>. We encourage you to take advantage of these resources to help you succeed in your studies. If you have any questions or would like to schedule a tutoring session, please don't hesitate to reach out to us. We are here to support you in any way we can.

Advising and Counseling Support Services

At our institution, we are committed to supporting your academic and personal growth. That's why we offer a range of advising and counseling services to help you navigate the challenges of college life. To learn more about the resources available to you and how to access them, please visit the Institutional Syllabus under the Advising and Counseling Support Services tab: <https://slcc.instructure.com/courses/530981/pages/institutional-syllabus>. Our advising team and the support centers across campus are here to support you in achieving your goals and overcoming any obstacles you may face.

Student Academic Calendar

As students you should be aware of all important dates in the semester, such as the day that courses begin and end, as well as the drop date and the last day to withdraw. To learn more about those dates, navigate to the Student Academic Calendar below:

[SLCC Student Academic Calendar](#)