Admin Healthcare Procedures

TECL - 1020 301

Course Description

Provides training in proficient medical office communication and administrative skills, the fundamentals of beginning and tracking a patient record using both paper and electronic medical record (EMR) software.

Semester(s) taught: All

Course Student Learning Outcomes

- Demonstrate reception, general office duties, appointment scheduling and written communication in a healthcare setting.
- Create patient records and demonstrate correct filing.
- Perform appointment scheduling, patient registration and medical record maintenance electronically.

Course Prerequisites

None

Transfer/Certification/Licensure/Employment Information

A Certificate is earned after successfully completing courses and/or programs. This type of certificate provides evidence to employers that a level of competence has been achieved in a course/program. The Certificates require that a student

successfully complete all of the core courses in addition to a set number of hours of elective courses if part of the training program.

Additionally, students may take the tests for industry standard certificates - Medical Laboratory Assistant (CMLA) through the American Medical Technologists - when completing specific courses which are intended to prepare students for those certificates.

Keys for Success (how to succeed in the course)

Communication:

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 the exception of holidays and campus closures e.g. semester breaks). Feel free to reach out to us!

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). 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 they do not have a silent option, they will be turned off while in the classroom. Any phone conversation must be made outside the classroom to avoid disrupting others. Phones are not allowed at the testing stations.

Classroom Safety:

An emergency guideline and evacuation route are posted in the classroom. As you progress through the program, you will learn OSHA safety standards in a medical setting. There is a binder with Material Safety Data Sheets located in the classroom to use as a reference for 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 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
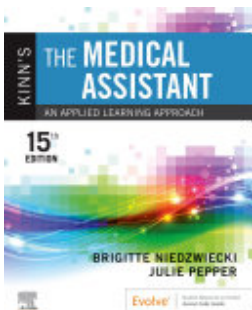
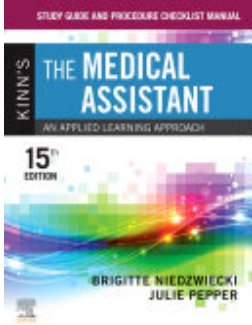**Title: Kinn's The Medical Assistant**
ISBN: 9780323871167
Authors: Brigitte Niedzwiecki, Julie Pepper
Publisher: Elsevier Health Sciences
Publication Date: 2022-11-20
Edition: 15th

Title: Study Guide and Procedure Checklist Manual for Kinn's The Clinical Medical Assistant
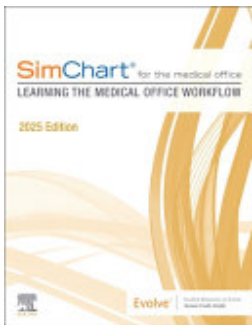
ISBN: 9780323874243
Authors: Brigitte Niedzwiecki, Julie Pepper
Publisher: Elsevier Health Sciences
Publication Date: 2022-09-06
Edition: 15th

Title: Simchart for the Medical Office: Learning the Medical Office Workflow
ISBN: 9780443348839
Authors: Elsevier Inc
Publisher: Elsevier
Publication Date: 2024-12-02
Edition: 2025 or earlier edition is acceptable

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

Additional Materials

Clothing Requirements (in addition to SLCC Student policies):

- Closed toe shoes.
- Scrubs

Optional Equipment for Skills/Externship:

- Watch with second hand.
- Stethoscope
- Blood Pressure Cuff / Sphygmomanometer

Brief Description of Assignments/Exams

- Module 1-Written Communication

- Module 2-Telephone Techniques

- Module 3-Appointment Scheduling

- Module 4-Daily Operations in Ambulatory Care Settings

- Summative Assessment 1

- Module 5-Medical Records

- Summative Assessment 2

Assignment Schedule

Due Date	Assignment Name	Assignment Type	Points
	[Alphabetic and Terminal Filing Assignment Submission (CAAHEP VI.P.5)](#)	Assignment	6
	[Assignment - Meaningful Use Certification](#)	Assignment	100
	[Electronic Medical Records Reflection Assignment](#)	Assignment	24
	[Introduce Yourself](#)	Discussion	0
	[Introduce Yourself](#)	Discussion	0
	[Introduce Yourself](#)	Discussion	0
	[Kinn's Chapter 10 Practice Quiz](#)	Quiz	0
	[Kinn's Chapter 11 Practice Quiz](#)	Quiz	0

Due Date	Assignment Name	Assignment Type	Points
	[Kinn's Chapter 7 Practice Quiz](#)	Quiz	0
	[Kinn's Chapter 8 Practice Quiz](#)	Quiz	0
	[Kinn's Chapter 9 Practice Quiz](#)	Quiz	0
	[Medical Office Communication Spelling Test](#)	Quiz	100
	[Procedure 10.1: Register a New Patient in the Practice Management Software (VI.P.3; X.A.2)](#)	Assignment	12
	[Procedure 10.2: Upload Documents to the EHR (VI.P.4; VI.P.5; X.A.2)](#)	Assignment	10
	[Procedure 7.1: Compose a Professional Letter Using the Full Block Letter Format (CAAHEP V.P.8)](#)	Assignment	18
	[Procedure 7.2: Compose a Professional Letter Using the Modified Block Letter Format (CAAHEP V.P.8)](#)	Assignment	18

Due Date	Assignment Name	Assignment Type	Points
	[Procedure 7.3: Compose a Professional Business Letter Using the Semi-Block Letter Format (CAAHEP V.P.8)](#)	Assignment	18
	[Procedure 7.4 Compose a Memorandum (CAAHEP V.P.8)](#)	Assignment	5
	[Procedure 7.5: Compose a Professional E-mail 1 (CAAHEP V.P.8)](#)	Assignment	14
	[Procedure 7.5: Compose a Professional E-mail 2 (CAAHEP V.P.8)](#)	Assignment	14
	[Procedure 7.6: Complete a Fax Cover Sheet](#)	Assignment	3
	[Procedure 8.1: Demonstrate Professional Telephone Skills (CAAHEP V.P.6)](#)	Assignment	3

Due Date	Assignment Name	Assignment Type	Points
	[Procedure 8.2: Document Telephone Messages and Report Relevant Information Concisely and Accurately (CAAHEP V.P.6; V.P.7)](#)	Assignment	3
	[Procedure 9.1: Establish the Appointment Matrix (CAAHEP VI.P.1)](#)	Assignment	3
	[Procedure 9.2: Schedule a New Patient (CAAHEP VI.P.1; VI.A.1; VII.P.3)](#)	Assignment	3
	[Procedure 9.4: Schedule an Established Patient (VI.P1; VI.A.1)](#)	Assignment	3
	[Procedure 9.5: Schedule a Patient Procedure (CAAHEP VI.P.2; VI.A.1)](#)	Assignment	3
	[Procedure and Work Product 11.1: Perform an Equipment Inventory with Documentation (CAAHEP VI.P.9)](#)	Assignment	100
	[Procedure and Work Product 11.2: Maintenance Logs (CAAHEP VI.P.8)](#)	Assignment	2

Due Date	Assignment Name	Assignment Type	Points
	[Procedure and Work Product 11.3: Supply Inventory (CAAHEP VI.P.9; XII.P.3)](#)	Assignment	3
	[Professional E-mail Performance Assessment](#)	Assignment	12
	[Professional Letter Performance Assessment](#)	Assignment	10
	[Safety and Emergency Practices (CAAHEP XII.P.2b,4,5; XII.A.1,2)](#)	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
	[SimChart Student Survey](#)	Quiz	10
	[SOAP Documentation](#)	Assignment	8

Due Date	Assignment Name	Assignment Type	Points
	[Summative Objective Assessment 1A - Requires Respondus LockDown Browser](#)	Quiz	100
	[Summative Objective Assessment 2A- Requires Respondus LockDown Browser](#)	Quiz	100

Grading Scale

SLTC Grading System

A = 100-90% → Excellent / Mastery

Consistently exceeds expectations, very few errors.

B = 89-78% → Satisfactory / Competent

Meets expectations; minor errors but overall skill is demonstrated.

E = Below 78% → Emerging / Needs Improvement

Does not yet meet expectations; needs more practice before reassessment

Mastery of competency in this competency-based program is demonstrated when you successfully complete the learning objectives and competencies within the coursework as defined. All components of the course must be mastered before moving forward. It is expected that each course be completed within the published course hours. At the end of your coursework, you will be rated according to the grading scale noted above based on your demonstrated ability of the course's established competencies. Additionally, you can earn credit for a course through Curriculum Exceptions or Credit for Prior Learning (CPL) by showing proof of previously completed course work.

Academic Integrity

PLAGIARISM: Students are expected to reference all sources of information. Any plagiarism will result

in failure of the assignment and possible failure of the course. The information must not be copied from

other student's work, textbook or internet sources.

Please refer to the SLCC Intuitional Syllabus for additional college information

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.

For more information, navigate to the Institutional Policies tab on the Institutional Syllabus page.

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, visit the Institutional Syllabus page under the Tutoring and Learning Support tab. 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, visit the [Institutional Syllabus](#) page under the Advising and Counseling Support Services tab. 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](#)