El Centro College  
MDCA 1421  
Administrative Procedures  

Pre-requisites:  
ENGL 1301  SPCH 1311  MDCA 1313  MDCA 1409

Course Description:  
A course in medical office procedures which may include appointment scheduling, medical  
records creation and maintenance, phone communications, transcriptions, coding, billing,  
collecting, third party reimbursement, credit arrangements, and use of computer in the medical  
office.  
LEC 4

Textbook:  
and Check Lists available as package in bookstore  
A student of El Centro College is not under any obligation to purchase a textbook from a  
university-affiliated bookstore. The same textbook may also be available from an independent  
retailer, including an online retailer.  

Assignments will be posted on e Campus. The percentage of assignments completed on time  
will determine your grade for this area of the course evaluation. Assignments must be  
completed within the week due. **Late work will not be accepted.**

Exams:  
There will be **WEEKLY EXAMS**. Exam will open on Friday at 6:00 AM and close on Sunday at  
11:59 PM. Make up exams are not available.

WECM Courses/Scans Competencies:  
- Work on teams, teach others, serve customers, lead, negotiate, and work well with  
  people from culturally diverse backgrounds.
- Acquire and evaluate date, organize and maintain files, interpret and communicate, and  
  use computers to process information.
- Understand social, organizational, and technological systems; monitor and correct  
  performance; design or improve systems.
- Select equipment and tools, apply technology to specific tasks, and maintain and  
  troubleshoot equipment.

Foundations:  
- Basic skills-reading, arithmetic, speaking, and listening
• Critical Thinking skills-the ability to learn, to reason, to think creatively, to make decisions, and to solve problems.
• Personal Qualities-individual responsibility, self-esteem and self-management, sociability and integrity.

Course Objectives:
1. Define, spell, and pronounce the terms listed in the vocabulary.
2. Assess the importance of developing professional behaviors as a member of the allied health team.
3. Examine your learning preferences.
4. Interpret how your learning style affects your success as a student.
5. Apply time management strategies to make the most of your learning opportunities.
6. Apply problem-solving techniques to manage conflict and overcome barriers to your success.
7. Discuss the role of assertiveness in effective communication.
8. Integrate effective study skills into your daily activities.
9. Design test-taking strategies that help you take charge of your success.
10. Incorporate critical thinking and reflection to help you make mental connections as you learn material.
11. Define, spell, and pronounce the terms listed in the vocabulary.
12. Identify the ancient cultures that contributed a major portion of our medical terminology.
13. Distinguish between and describe the staff of Aesculapius and the caduceus.
14. Explain the philosophy behind the phrase "physicians must learn to despise money."
15. Explain why a medical education at Johns Hopkins University School of Medicine was considered superior, even in its early years.
16. List several medical pioneers and discuss the importance of their contributions to the medical profession.
17. Explain the roles of the national health organizations.
18. Identify the role of the Centers for Disease Control and Prevention (CDC) regulations in healthcare settings.
19. Discuss the various types of ambulatory care.
20. Name the three main provider portals of entry into the healthcare system and distinguish among the different types of physicians and medical practices.
21. Become familiar with the medical specialties recognized by the American Board of Medical Specialties.
22. Understand both the allied health professions and how they relate to medical assisting.
23. Briefly discuss the history of medical assisting as a profession.
24. Discuss the versatility of a career in medical assisting.
25. Differentiate between administrative and clinical medical assisting duties and recognize the importance of becoming knowledgeable about the general responsibilities of the medical assistant.
26. Comprehend the current employment outlook for the medical assistant.
27. Give the reasons that hiring an individual with no formal training often is more expensive than hiring a professional medical assistant.
28. Identify several considerations to keep in mind, other than financial compensation, when choosing a position as a medical assistant.
29. Discuss the aspects of the medical assistant's performance on a successful externship.
30. List three unacceptable behaviors on the externship site.
31. Explain why continuing education is so important to the medical assistant.
32. Understand medical assistant credentialing requirements, the importance of credentialing, and the process of obtaining credentials.
33. Discuss the difference between a CMA and a RMA.
34. Explain the reasons professionalism is important in the medical field.
35. Discuss several of the characteristics of professionalism.
36. Explain why confidentiality is so important in the medical profession.
37. Discuss the importance of the medical assistant’s attitude in caring for patients.
38. List some examples of office politics.
39. Identify specific ways teamwork can be promoted in the physician’s office.
40. Discuss the meaning of insubordination and why it is grounds for dismissal.
41. Identify and implement time management principles to maintain efficient office function.
42. Talk about goal setting and how it helps a person achieve career success.
43. Discuss how substance abuse can impact the medical assistant’s employment.
44. Explain why first impressions are crucial.
45. Differentiate between verbal and nonverbal communication.
46. Identify styles and types of verbal communication.
47. Explain the different levels of spatial separation.
48. Analyze the effect of hereditary, cultural, and environmental influences on communication.
49. Discuss the value of touch in the communication process.
50. Recognize the elements of oral communication using a sender-receiver process.
51. Explain the value of active listening.
52. Define and understand abnormal behavior patterns.
53. Recognize commonly used defense mechanisms.
54. Discuss the role of assertiveness in effective professional communication.
55. Identify the roles of self-boundaries in the healthcare environment.
56. List several ways to deal with conflict.
57. Recognize communication barriers.
58. Identify techniques for overcoming communication barriers.
59. Differentiate between adaptive and nonadaptive coping mechanisms.
60. Identify common stages that terminally ill patients go through and discuss the support that can assist them and their families during their struggle.
61. Discuss using empathy when treating terminally ill patients.
62. Identify resources and adaptations that are required based on individual needs.
63. List and explain the levels of Maslow’s hierarchy of needs.
64. Discuss why physical and emotional needs affect our daily performance at work.
65. Differentiate between legal, ethical, and moral issues affecting healthcare.
66. Compare personal, professional, and organizational ethics.
67. Identify the effect personal ethics may have on professional performance.
68. Recognize the role of patient advocacy in the practice of medical assisting.
69. Explain rights and duties as related to ethics.
70. List and define the four types of ethical problems.
71. Discuss the process used to make an ethical decision.
72. Detail the impact of the American Medical Association’s Council on Ethical and Judicial Affairs (CEJA) on the ethical decisions made by healthcare professionals.
73. Discuss several of the CEJA’s opinions and how they might differ from the views of the class as a whole.
74. Explore the role of confidentiality as it applies to the medical assistant.
75. Discuss the role of cultural, social, and ethnic diversity in ethical performance of medical assisting practice.
76. Describe the way unique identifiers can help patients infected with the human immunodeficiency virus (HIV) avoid discrimination.
77. Note some of the concerns about ethics that apply to genetic information.
78. List several ways the computer can be effective in a medical office.
79. Explain the basic functions a computer performs.
80. Explain the basic parts of a computer.
81. List the three elements that differentiate microprocessors.
82. Discuss the differences among various types of printers.
83. Explain and give examples of peripheral devices.
84. List and discuss several types of file formats.
85. Explain the concept of computer networking.
86. Define the function of browsers.
87. Discuss the importance of computer security.
88. Locate the keys on a keyboard.
89. Determine and discuss the source of incoming and outgoing calls to a physician's office.
90. Describe how to develop a pleasing telephone voice.
91. Explain why courtesy is so important when speaking on the telephone.
92. Demonstrate the correct way to hold a telephone handset.
93. Demonstrate the correct way to answer the telephone in the office.
94. Discuss different ways to handle callers who want to speak to the physician.
95. List the seven elements of a correctly handled telephone message.
96. Demonstrate the correct way to record a message accurately and take a request for action.
97. Demonstrate the most efficient way to call in a prescription or a prescription refill to a pharmacy.
98. Explain the purpose of the office mission statement.
99. List several patient amenities and why these are important additions to the medical office.
100. Describe how to prepare for patient arrivals.
101. Explain why using the patient's name as often as possible is important.
102. Discuss ways to make the patient feel at ease and comfortable in the medical office.
103. Discuss how the medical assistant can help the patient prepare for an examination.
104. Explain how to place the medical record to prevent breach of confidentiality.
105. Discuss how the medical assistant might deal with talkative patients.
106. List five specific actions that must be taken to prepare for patients before the office opens in the morning.
107. Explain why patient traffic flow is an important consideration in the office design.
108. List some of the expenses involved in the operation of a medical practice.
109. Describe how prices can be compared for medical office supplies.
110. Discuss the importance of routine maintenance of office equipment.
111. Describe how to save money and prevent waste in the medical office.
112. Discuss fire safety issues in a healthcare environment.
113. Discuss critical elements of an emergency plan for response to a natural disaster or other emergency.
114. Identify emergency preparedness plans in the community.
115. Discuss potential roles of the medical assistant in emergency preparedness.
116. Describe the fundamental principles for evacuation of a healthcare setting.
117. Identify principles of body mechanics and ergonomics.
118. Recognize the elements of fundamental writing skills.
119. Describe how to compose, proofread, and mail a business letter.
120. Organize technical information and summaries.
121. Explain the various parts of speech.
122. Name some essential references for the medical assistant’s library.
123. Discuss applications of electronic technology in effective communication.
124. List the four common sizes of letterhead stationery.
125. Discuss the differences in the four letter styles. State several reasons accurate medical records are important.
126. Explain who owns the medical record.
127. Explain how to document appropriately and accurately.
128. Explain the difference between a traditional medical record and a problem-oriented medical record.
129. Explain how to establish and organize a patient’s medical record.
130. Differentiate between subjective and objective information.
131. Describe various types of information kept in the medical record.
132. Explain how to make additions to a medical record.
133. Discuss correction of an entry in the patient’s record.
134. Identify both equipment and supplies needed to file medical records.
135. Discuss filing procedures.
136. Describe indexing rules.
137. Identify systems for organizing medical records.
138. Discuss the pros and cons of various filing methods.
139. Identify types of records common to the healthcare setting.
140. Explain the four standard parts of a business letter.
141. Describe the proper way to send a fax.
142. Discuss the process of developing and the value of keeping a communications portfolio.
143. List three values that are considered in determining professional fees.
144. Differentiate the terms usual, customary, and reasonable.
145. Discuss the value of fee estimates for patient treatment.
146. Explain basic bookkeeping computations.
147. Differentiate between bookkeeping and accounting.
148. Compare the manual and computerized bookkeeping systems used in ambulatory healthcare.
149. Identify procedures for preparing patient accounts.
150. Discuss the types of adjustments that may be made to a patient’s account.
151. Explain both billing and payment options.
152. Describe the impact of both the Fair Debt Collection Practices Act and the Truth in Lending Act as they apply to collections.
153. Discuss procedures for collecting outstanding accounts.
154. Correctly write checks for bill payment.
155. Explain how to handle mistakes made in preparing a check.
156. Discuss precautions for accepting checks.
157. Discuss the actions necessary when a patient’s check is returned.
158. Compare types of endorsements.
159. Prepare a bank deposit.
160. Accurately reconcile a bank statement for the office checking accounts.

In order to earn a passing grade in the course, the student must successfully complete 100% of the cognitive, psychomotor and affective competencies in the course.
A student will be given three (3) opportunities to score an 85% on the Terminal Performance Objective.

CAAHEP/MAERB OBJECTIVES:

V.C Concepts of Effective Communication
1. Identify styles and types of verbal communication
2. Identify types of nonverbal communication
3. Recognize barriers to communication
4. Identify techniques for overcoming communication barriers
5. Recognize the elements of oral communication using a sender-receiver process
6. Define coaching a patient as it relates to:
   a. health maintenance
   b. disease prevention
   c. compliance with treatment plan
   d. community resources
   e. adaptations relevant to individual patient needs
7. Recognize elements of fundamental writing skills

Discuss applications of electronic technology in professional communication

Psychomotor (Skills) V.P Concepts of Communication
1. Use feedback techniques to obtain patient information including:
   a. reflection
   b. restatement
   c. clarification
2. Respond to nonverbal communication
3. Use medical terminology correctly and pronounced accurately to communicate information to providers and patients
4. Coach patients regarding:
   a. office policies
   b. health maintenance
   c. disease prevention
   d. treatment plan
5. Coach patients appropriately considering:
   a. cultural diversity
   b. developmental life stage
   c. communication barriers
6. Demonstrate professional telephone techniques
7. Document telephone messages accurately
8. Compose professional correspondence utilizing electronic technology
9. Develop a current list of community resources related to patients’ healthcare needs
10. Facilitate referrals to community resources in the role of a patient navigator
11. Report relevant information concisely and accurately

V.A. Concepts of Effective Communication Affective (Behavior)

1. Demonstrate:
a. empathy
b. active listening
c. nonverbal communication

2. Demonstrate the principles of self-boundaries
3. Demonstrate respect for individual diversity including:
   a. gender
   b. race
   c. religion
d. age
e. economic status
f. appearance
g. Explain to a patient the rationale for performance of a procedure

VI.P Administrative Psychomotor Functions

1. Manage appointment schedule using established priorities
2. Schedule a patient procedure
3. Create a patient’s medical record
4. Organize a patient’s medical record
5. File patient medical records
6. Perform routine maintenance of administrative or clinical equipment
7. Perform an inventory with documentation

VI. C Administrative Functions Cognitive (Knowledge)

1. Identify different types of appointments scheduling methods
2. Identify advantages and disadvantages of the following appointment systems
   a. manual
   b. electronic
3. Identify critical information required for scheduling patient procedures
4. Define types of information contained in the patient’s medical record
5. Identify methods of organizing the patient’s medical record based on:
   a. problem-oriented medical record (POMR)
   b. source-oriented medical record (SOMR)
6. Identify equipment and supplies needed for medical records in order to:
   a. Create
   b. Maintain
   c. Store
7. Explain the purpose of routine maintenance of administrative and clinical equipment
8. List steps involved in completing an inventory

VI.A Administrative Function (Behavior)

1. Display sensitivity when managing appointments

VII.P Basics Practice Finances Psychomotor

1. Perform accounts receivable procedures to patient accounts including posting:
   a. charges
b. payments  
c. adjustments
2. Prepare a bank deposit
3. Obtain accurate patient billing information
4. Inform a patient of financial obligations for services rendered

VII.A Affective

1. Perform accounts receivable procedures to patient accounts including posting:
   a. charges
   b. payments
   c. adjustments
2. Prepare a bank deposit
3. Obtain accurate patient billing information

Evaluation:

The following system will be utilized to calculate your final course grade:

<table>
<thead>
<tr>
<th>Component</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assignments</td>
<td>20%</td>
</tr>
<tr>
<td>Sherpath</td>
<td>20%</td>
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<tr>
<td>Competencies</td>
<td>20%</td>
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<tr>
<td>Exams including Final</td>
<td>30%</td>
</tr>
<tr>
<td>Professional Points</td>
<td>10%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
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Standard college grading is used to determine the final grade.

- 100-90 A
- 89-80 B
- 79-70 C

*******Below 70 (Minimum “C” to pass this course) No Certificate *******

- 69-60 D
- 59 and below
Tardiness:
A student is tardy when he/she enters 15 minutes after the scheduled start time. Student will receive a warning after the 2nd tardy. Any additional tardies will result in the student losing professional points at the instructor’s discretion. It is the student’s responsibility to make sure the instructor marks the student present within these guidelines, when he/she is tardy; the rolls are checked at the beginning of class.

Classroom Administration:
All students are required to practice courteous, respectful, cooperative behavior at all times, as this would be the norm in any higher education or workplace environment. To avoid distractions in the classroom:

- Students are to arrive on time and stay until class is dismissed.
- Side conversations and interruptions will not be tolerated.
- A 10 minute break will be taken each hour of class time. Students will be expected to use this time for restroom use, phone calls, snack time and other personal time and not otherwise leave the room.
- Food, drink, candy, and gum are not allowed in the classroom.
- **Cell phone or pagers are to be turned off while in the classroom unless use if for course study.** Students not conforming to this policy will receive a warning on the 1st occurrence and the lost of one (1) Professional Point. At the 2nd occurrence, the student will be asked to leave the class for the remainder of the class period and will lose 2 Professional Points.
- Only students who are enrolled may attend class.
- If you have any questions, I welcome you to contact me by voice message, text, and e-mail or visit me in my office.

2. Mandatory ID Badge Implementation Policy
All students and full and part-time employees are required to display the official ECC picture ID on the upper part of the body where it can be clearly seen. However, persons without badges on one of these floors will be asked to identify their purpose for being on campus and/or produce college ID.

For the Paramount Building: ID badges are requires for all persons above the first floor.

*After the 12th day, students without an ID Badge will not be permitted in class- NO EXCEPTIONS*

Grade Appeals/Grievance Procedure
For information regarding the El Centro College grade appeal/grievance procedure please see page 49 of the El Centro Student Handbook. For information regarding the Health and Legal Studies Division grade appeal/grievance procedure please see the **Student Instructional Concern/Grade Appeal Process El Centro College – Health and Legal Studies** located in the programs e-Campus Community.
Institutional Policies:

www.elcentrocollege.edu/syllabipolicies

Disclaimer:

The provisions contained in this syllabus do not constitute a contract between the student and El Centro College. These provisions may be changed at the discretion of the Coordinator/Instructor. When necessary, appropriate notice of such changes will be given to the student.