



Administrative Procedures MDCA 1421

Course Syllabus: **Fall 2019**

“Northeast Texas Community College exists to provide responsible, exemplary learning opportunities.”

April Brannon

Office: UHS 102

Phone: 903-434-8131

Email: abrannon@ntcc.edu

Office Hours	Monday	Tuesday	Wednesday	Thursday	Friday	Online
	9a – 5p	9a – 5p	9a – 5p	9a – 5p	9a - Noon	Online

The information contained in this syllabus is subject to change without notice. Students are expected to be aware of any additional course policies presented by the instructor during the course.

Catalog Course Description (include prerequisites): Medical office procedures including appointment scheduling, medical records creation and maintenance, phone communications, financial processes, coding, billing, collecting, third party reimbursement, credit arrangements, and computer use in the medical office.

Required Textbook(s):

Kim's The Medical Assistant: An Applied Learning Approach, 13th edition. Young, Niedzwiecki, Pepper, Madero, Garrels, Mills Saunders/Elsevier

Kim's The Medical Assistant: An Applied Learning Approach, 13th edition, Study Guide and Procedures Checklist Manual. Young, Niedzwiecki, Pepper, Madero, Garrels, Mills Saunders/Elsevier

Publisher: Elsevier

ISBN Number: 978-0-323-35320-5, 978-0-323-42947-4

Recommended Reading(s):

Along with your text books for this course, additional course materials such as PowerPoint presentations and articles are available as educational resources. Please refer to the course calendar for any additional readings.

Student Learning Outcomes:

1. Students will demonstrate the cognitive and the psychomotor ability to perform medical office procedures including appointment scheduling.
2. Students will demonstrate the cognitive and the psychomotor ability to perform medical office procedures including medical records creation and maintenance.
3. Students will demonstrate the cognitive and the psychomotor ability to perform medical office procedures including financial processes (coding, billing, collecting, filing procedures, perform financial processes).
4. Students will demonstrate the cognitive and the psychomotor ability to perform medical office procedures including phone communications.
5. Students will demonstrate the cognitive and the psychomotor ability to perform medical office procedures including use of the computer for basic office functions.

SCANS Skills:

Resources: Identify and build administrative and financial terminology and theory and apply learning to analysis and decision-making skills correctly.

Interpersonal: Recognize limitations of expertise and communicate with instructor when questions arise. Show respect for instructor and peers during class time.

Information: Apply information gained from lecture, laboratory, Internet, and independent study to acquire relevant information to specific topics that relate to administrative procedures.

Systems: Apply critical thinking skills to administrative discussions.

Technology: Use computers and the Internet to access course materials and other relevant course information and research.

Lectures & Discussions:

Please note, there is an online component to this class which is found on BlackBoard. Please ensure that you can log-onto BlackBoard for online content, assignments, and discussions. Copies of lecture powerpoints, other course resources, and assignment rubrics are posted on BlackBoard.

Evaluation/Grading Policy:

Exams will be given throughout the semester and will cover information contained in your text, class lectures, homework, competency procedures, and any additional materials given by the instructor during lecture. If there is an alteration in the class calendar, the change will be announced in class.

Grading Scale:

Participation and Attendance	10%
Workbook assignments	10%
Procedures	25%
Examinations/Papers	25%
Final Comprehensive Exam	30%

Grading Scale: The grading scale of all evaluation combined will be as the following

90% - 100%	=	A
89% - 80%	=	B
79% - 75%	=	C
Below 74%	=	F

** A minimum of a "C" is required to pass this course.

75% is the minimum passing level of achievement. Any student who receives a final score below 75% will not pass the course. In addition, medical assistant students must obtain a passing score on all psychomotor and affective domain objectives (competencies) in the course. CAAHEP accreditation requires 100% of all medical assisting graduates pass 100% of all competencies.

All students will be required to demonstrate continued competency of ALL clinical skills during the course of the program. Although your procedure grade average may be 75% or better, if you fail ANY procedure after three attempts you will receive a failing grade for the course and be dismissed from the program. This is in compliance with the CAAHEP Standards which reads in the following statement and may be found on the CAAHEP website.

Competency/Performance Test Policy:

Procedure passed on first attempt, maximum score possible = 100 %

Procedure passed on second attempt, maximum score possible = 88 %

Procedure passed on first attempt, maximum score possible = 75 %

Tests/Exams:

There will be four (4) examinations over the units, one (1) comprehensive EHR final, and one (1) comprehensive final examination. All class examinations are considered to be a major part of the course work upon which a portion of your final grade will be based. If the total average of the Chapter exams is below 75%, the student will not qualify to sit for the final examinations. There are NO make-up exams! Class exams are listed on the class calendar. If this calendar must be altered, the change in the schedule will be announced in class. If you have a conflict with the date, you must contact me well in advance of the examination. Failure to do so will result in an examination grade of zero. There are absolutely no make-up exams for the finals. You must be in attendance to take the finals. If you are not able to take the final exams, a grade of 0 will be given for the exams. A grade of zero will be assigned for any missed unannounced quizzes.

Assignments:

All assignments are due on the specified due date. No late assignments will be accepted. If you are unable to turn in your assignment on the specified date, you must contact me in advance to make arrangements.

Other Course Requirements:

Students are expected to attend and participate in all classes. If you are absent, regardless of the cause, you are still responsible for any course work missed. You are allowed three absences from class. On the fourth absence, your course grade will be reduced one letter grade. Class begins promptly at 8:30am. For every 3 times you are tardy to class, it will be recorded as one absence. Please make sure you arrive on time

Student Responsibilities/Expectations:

1. Attend all classes and labs, be on time and remain in class for the entire period. For every three unexcused days missed, one letter grade will be deducted from the final grade. Three episodes of tardiness or early departure will be equated with one class absence.
2. Complete assigned readings before the lecture over each topic.
3. Be prepared to take notes and participate in class.
4. Be respectful of instructors and classmates.
5. Turn off cell phones and pagers.
6. Laptops may be used for note-taking but do not abuse this privilege. They are not for personal use during class time.
7. Access to social networking sites and personal email are prohibited during class time.

NTCC Academic Honesty Statement:

"Students are expected to complete course work in an honest manner, using their intellects and resources designated as allowable by the course instructor. Students are responsible for addressing questions about allowable resources with the course instructor. NTCC upholds the highest standards of academic integrity. This course will follow the NTCC Academic Honesty policy stated in the Student Handbook."

Academic Ethics

The college expects all students to engage in academic pursuits in a manner that is beyond reproach. Students are expected to maintain complete honesty and integrity in their academic pursuit. Academic

dishonesty such as cheating, plagiarism, and collusion is unacceptable and may result in disciplinary action. Refer to the student handbook for more information on this subject.

ADA Statement:

It is the policy of NTCC to provide reasonable accommodations for qualified individuals who are students with disabilities. This College will adhere to all applicable federal, state, and local laws, regulations, and guidelines with respect to providing reasonable accommodations as required to afford equal educational opportunity. It is the student's responsibility to request accommodations. An appointment can be made with John Coleman, Academic Advisor/Coordinator of Special Populations located in the College Connection. He can be reached at 903-434-8104. For more information and to obtain a copy of the Request for Accommodations, please refer to the [NTCC website - Special Populations](#).

Family Educational Rights And Privacy Act (FERPA):

The Family Educational Rights and Privacy Act (FERPA) is a federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. FERPA gives parents certain rights with respect to their children's educational records. These rights transfer to the student when he or she attends a school beyond the high school level. Students to whom the rights have transferred are considered "eligible students." In essence, a parent has no legal right to obtain information concerning the child's college records without the written consent of the student. In compliance with FERPA, information classified as "directory information" may be released to the general public without the written consent of the student unless the student makes a request in writing. Directory information is defined as: the student's name, permanent address and/or local address, telephone listing, dates of attendance, most recent previous education institution attended, other information including major, field of study, degrees, awards received, and participation in officially recognized activities/sports.

Other Course Policies:

Classrooms should be free of all unnecessary distractions from the tasks of learning. Therefore, as a general rule, students should silence all personal electronic device not being used for coursework prior to entering the classroom. Instructional management is a right and a responsibility of the instructor; therefore, policy regarding the use of electronic devices in the classroom may vary depending upon the nature of the course or the guidelines of the instructor. Upon entering the classroom, all cell phones will be placed in vibrate/silent mode. On test days, cell phones will be placed at the front of the classroom. The use of social networking sites and checking personal email is strictly prohibited during class time. Any student caught accessing these sites will be given an unexcused absence for each violation.

Illness or Emergencies:

When illness or emergencies arise which necessitate a student's absence from any scheduled class or other scheduled activity, the instructor should be notified as soon as possible.