



# Medical Administrative Support POFM 1317

Course Syllabus: Fall 2018

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

## Karen Andrews

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| Office Hours | Monday                   | Tuesday                  | Wednesday  | Thursday  | Friday            | Online |
|--------------|--------------------------|--------------------------|--|---|-------------------|--------|
|              | 7:30 a.m. –<br>8:00 a.m. | 7:30 a.m. –<br>9:30 a.m. | 7:30 a.m. –<br>9:30 a.m.<br><br>11:00 a.m. –<br>Noon | 7:30 a.m. –<br>9:30 a.m.<br><br>11:00 a.m. –<br>1:00 p.m. | By<br>Appointment | Email  |

*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:** Instruction in medical office procedures including appointment scheduling, medical records creation and maintenance, telephone communications, billing, collecting, and third party reimbursement.

### Required Textbook(s):

Medical Office Procedures 8<sup>th</sup> Edition. Bayes, Nenna L..

**Publisher:** McGraw-Hill

**ISBN Number:** 978-0-07-786203-9

**Recommended Supplies:** Medical Dictionary.

**Recommended Reading(s):** None.

### Student Learning Outcomes:

1. Students will demonstrate understanding of patient management software.
2. Students will demonstrate the ability to format block style and semi-block style letters.
3. Student will demonstrate the ability to format memorandums.
4. Students will demonstrate duties and responsibilities of an administrative medical assistant.

**Exemplary Educational Objectives:** N/A

### SCANS Skills:

SCANS Matrix for this course is available upon request.

### Lectures & Discussions:

This course is a combination of lecture and hands-on learning.

**Evaluation/Grading Policy:**

|   |     |
|---|-----|
| Daily Work                                | 20% |
| Attendance and Participation              | 10% |
| Simulations                               | 15% |
| Resume, Letter of Applications, Interview | 15% |
| Chapter/Unit Exams                        | 20% |
| Final Exam                                | 20% |

**Tests/Exams:**

Chapter/Unit exams will be given throughout the semester. Tests will cover terminology, understanding of medical office concepts and procedures; and additional material given by the instructor during the course of lecture. The final exam will follow the college final exam schedule. If there are any alteration in the class calendar, the change will be announced in class.

**Assignments:**

All assignments are due at the beginning of class. Late assignments will receive point deductions. All assignments will be posted on Blackboard.

**Other Course Requirements:**

To earn a paycheck you will be expected to be at work and to be on time. This expectation will be applied in this course to help you develop competencies for employment.

You are expected to submit assignments each week. Just as you would notify your employer promptly of an absence, you must notify your instructor if situations arise where you are unable to complete assignments for the week.

When you experience difficulty with any assignment, please arrange an appointment for the instructor to help you during office hours.

If you must stop attending class, you must officially withdraw from the course via the Admissions Office. Failure to do so will result in a grade of "F" on your transcript.

**Student Responsibilities/Expectations:**

As a successful office worker, you have the responsibility of projecting a professional image for your employer. You should follow these guidelines to help you become employable in today's competitive, fast changing world:

- Dress appropriately. Begin now to build a professional wardrobe.
- Never sit on a desk. When you leave, push your chair under your desk.
- Stand and sit with good posture – one of the first things noticed about your appearance.
- Be as self-reliant as possible in doing your work. Take notes. Ask for help if necessary.
- Use correct grammar when speaking.
- Keep your work area neat and organized. Keep your tools within easy reach.
- Project a positive attitude. Eliminate negative statements in your communication.

**Classroom Procedures:**

The following classroom procedures are to be observed at all times:

- Arrange your desk area and materials to facilitate all work.
- Maintain good posture at the desk and at the computer.

- Use proper fingering techniques.
- Read directions and explanations carefully before determining what operations are to be performed.
- Check all work for accuracy before presenting it for evaluation.

**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 arrange an appointment with a College counselor to obtain a Request for Accommodations form. For more information, please refer to the NTCC Catalog or Student Handbook.

**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.