



## Medical Office Assistant Part 1

Welcome to WW011: Medical Office Assistant Part 1!

Please read the information in this syllabus before proceeding to the course materials.

**Credits** 1 credit hour

**Prerequisites** None

### INSTRUCTIONAL TEAM

Our Academic Advisors are also available to help you when you need it. They are trained to provide answers to your questions about the course or program.

Phone: 1-800-224-7234

Hours: 8:30AM – 8:30PM (Eastern Standard Time), Monday-Friday

### MAIL

James Madison High School

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Norcross, GA 30092

### TEXTBOOK

Beaman, N., Routh, K., Papazian-Boyce, L., Maly, R., and Nguyen, J. (2018). *Pearson's Comprehensive Medical Assisting: Administrative and Clinical Competencies* (4th ed). Boston, MA: Pearson Education, Inc.

### COURSE DESCRIPTION

The Medical Office Assistant course is designed to provide the student the knowledge and skills required for entry-level work performing the administrative and clinical functions of a medical assistant. Part 1 of the course focuses mostly on administrative work in the office setting. Students learn how to schedule appointments, maintain patient records, perform billing and coding duties. Graduates are eligible to sit for the Certified Medical Administrative Assistant (CMAA) exam administered by the National Healthcareer Association (NHA).

### LEARNING OBJECTIVES

After completing Medical Office Assistant Part 1, students will be able to:

- Outline the typical responsibilities of a medical office assistant, describe the personal and professional ethics required for success in this profession, and explain how medical office assistants are impacted by HIPAA and other healthcare-related regulations.
- Describe how a medical front office is typically managed, focusing on administrative processes and procedures.
- Explain the procedures to follow to create and maintain accurate medical documentation, especially with regards to patient records, procedural and diagnostic coding, insurance claim forms, and other healthcare documentation.



- Demonstrate knowledge of medical insurance by outlining typical claims processing procedures and explaining the difference between government and commercial health insurance plans.

<b>LESSONS</b>	<b>TOPICS</b>
<b>Lesson 1: Allied Health Careers</b>	Introduction to the basic operations of allied health careers and the legal and ethical issues students may encounter while working in the many different venues available for these fields.
<b>Lesson 2: The Profession of Medical Assisting</b>	The history of medical assisting; educational opportunities available for medical assistants; required administrative duties, clinical skills, and professional characteristics; certifying bodies and career opportunities; modern medicine and the future of medicine; medical and surgical specialties; allied health fields; current trends in health care.
<b>Lesson 3: Medical Law and Ethics</b>	Criminal versus civil law; negligence and abandonment claims; informed consent; the Hippocratic oath; AMA Principles of Medical Ethics; standards of care; the Patient's Bill of Rights; HIPAA requirements.
<b>Lesson 4: Medical Terminology Review</b>	Identifying, analyzing, building, spelling, and pronouncing medical terms.
<b>Lesson 5: Navigating and Communicating in the Medical Office</b>	Verbal and nonverbal communication; effective listening; feedback in patient care; assertive and aggressive behavior; general office safety measures; medical waste; OSHA standards and guidelines; universal precautions; proper body mechanics; telephone techniques and triage; handling difficult callers and emergency phone calls.
<b>Lesson 6: Patient Reception and Appointment Scheduling</b>	Receptionist responsibilities and legal and ethical duties; opening and closing the medical office; obtaining information from new patients; handling angry patients and waiting room emergencies; scheduling systems and equipment; maintaining correct documentation; scheduling hospital admissions and surgeries; ethical issues related to scheduling; conditions for emergencies.
<b>Lesson 7: Technology and Correspondence in the Medical Office</b>	Elements of office flow; HIPAA regulations for medical records; basic office equipment; handling drug samples; letter writing considerations; drafting, proofreading, and editing letters; preparing envelopes; mail service classifications; computer hardware, software, security, and maintenance; ergonomic workstations.
<b>Lesson 8: Medical Records</b>	Problem-oriented records; the SOAP charting method; file storage units; alphabetic, numeric, and color-coded filing systems; cross-referencing systems; quality assurance; statutes of limitations; electronic versus paper records; converting to electronic records; HIPAA compliance for electronic records; personal digital assistants.
<b>Lesson 9: Billing, Collections, and Financial Management</b>	Determining fees; billing methods and statement preparation; credit policies and collections processes; aging accounts; check writing systems; accepting third-party payments; methods for endorsing checks; recurring monthly expenses; making deposits; reconciling bank statements.
<b>Lesson 10: Medical</b>	Comparing and contrasting health maintenance organizations (HMOs),



<b>Insurance and Claims</b>	preferred provider organizations (PPOs), and traditional insurance programs; benefits and explanation of group, individual, and government-sponsored health benefits; health insurance forms; medical claim forms and the claims submission process; insurance claim security, tracking, and rejection.
<b>Lesson 11: Medical Coding</b>	Purpose of diagnostic coding; principles of ICD-10-CM/PCS coding; basic rules and principles of CPT coding.
<b>Lesson 12: Medical Office Management</b>	The systems approach to management; personnel management duties; monthly planning and staff meetings; time management principles; the personnel policy manual and the office policy and procedures manuals; medical meetings and presentations; patient information booklets.

## GRADING

The following point totals correspond to the following grades:

### POINTS      GRADE

100-90	A
89-80	B
79-70	C
65-69	D
Below 65	F

James Madison High School allows 2 attempts on exams. If a student is not satisfied with his/her score on the 1st attempt, an exam may be resubmitted. The 2nd attempt is not required as long as the final course average is above 65%. The higher of the 2 attempts will be the score that counts towards the final average.

Exams are timed and once you begin an exam, the timer runs continuously, even if you leave the course. Refer to the exam instructions for the time limit (in most cases 3 hours), but the time limit cannot be spread over multiple days.

## GRADE WEIGHT

TOPIC	ACTIVITY	PERCENTAGE
<b>Lesson 1: Allied Health Careers</b>	MC Quiz	10%
<b>Lesson 2: The Profession of Medical Assisting</b>	MC Quiz	10%
<b>Lesson 3: Medical Law and Ethics</b>	MC Quiz	10%
<b>Lesson 4: Medical Terminology</b>	MC Quiz	10%



<b>Review</b>		
<b>Lesson 5: Navigating and Communicating in the Medical Office</b>	MC Quiz	10%
<b>Lesson 6: Patient Reception and Appointment Scheduling / Lesson 7: Technology and Correspondence in the Medical Office</b>	MC Quiz	10%
<b>Lesson 8: Medical Records</b>	MC Quiz	10%
<b>Lesson 9: Billing, Collections, and Financial Management / Lesson 10: Medical Insurance and Claims</b>	MC Quiz	10%
<b>Lesson 11: Medical Coding</b>	MC Quiz	10%
<b>Lesson 12: Medical Office Management</b>	MC Quiz	10%

## **ACADEMIC AND COURSE POLICIES**

Please see the Academic Policies section in the James Madison High School Catalog for information on Course policies, including the Exam/Assignment Retake Policy, Grading Policy, Academic Honesty Policy, and Student Conduct Policy.