

Technology Competency – CISY 102 Computer Literacy, or CISY 103 Computer Concepts and Programming, or CISY 105 Foundations of Computer Science, or Technological Competency Test.

Corequisites BIOL-120 Human Biology
HLTH-150 Medical Terminology
ENGL-111 English Composition I

This course is designed to offer the student the necessary administrative theory and lab practice to become a competent medical assistant in an entry-level position. In addition to basic administrative skills, areas covered will include an overview of the healthcare industry, professional behavior in the workplace, interpersonal relationships, verbal and non-verbal communication skills, legal and ethical issues, nutrition, patient education, medical terminology, and emergency preparedness and procedures.

III. Statement of Course Need

- A. Medical Assisting is an allied health profession whose members need to be competent in all clinical and administrative aspects of their profession. The Administrative Medical Assistant Principles course is a vital part of the curriculum and fulfills the administrative competency requirements of the Medical Assistant Education Review Board (MAERB), the certifying agency for medical assistants. Students must achieve 100% competency in psychomotor (P) and affective (A) learning outcomes (MAERB competencies) in order to pass this course and achieve eligibility to take a national certification examination and practice as a qualified Medical Assistant.
- B. The lab component for this course helps the student to understand the theoretical components taught in lecture through application of the principles learned.
- C. This course generally transfers as a medical assistant program requirement.

IV. Place of Course in College Curriculum

- A. Free Elective
- B. This course meets a program requirement for the Medical Assistant Certificate Program
- C. To see course transferability: a) for New Jersey schools, go to the NJ Transfer website, www.njtransfer.org; b) for all other colleges and universities, go to the individual websites.

V. Outline of Course Content

- A. The Medical Assistant Profession
- B. The Healthcare Industry
- C. Professional Behavior in the Workplace

- D. Verbal and Nonverbal Communication
- E. Medicine and Ethics
- F. Medicine and Law
- G. Telephone Techniques and Scheduling Appointments
- H. Patient Reception and Processing
- I. Office Environment and Daily Operations
- J. Computer Concepts, Written Communication, and Mail Processing
- K. Paper and Electronic Medical Records and the Electronic Health Record
- L. Professional Fees, Billing, and Collecting
- M. Basics of Diagnostic Coding
- N. Basics of CPT (Current Procedural Terminology) Coding
- O. Basics of HCPCS (Healthcare Common Procedure Coding System) Coding
- P. Basics of Health Insurance
- Q. Medical Billing and the Health Insurance Claim Form
- R. Banking Services and Procedures
- S. Patient Accounts, Collections, and Practice Management
- T. Office Management and Human Resources
- U. Medical Practice Marketing and Customer Services
- V. Emergency Preparedness
- W. Essentials of Medical Terminology
- X. Assisting with Diagnostic Imaging
- Y. Patient Nutrition
- Z. Patient Education

VI. General Education and Course Learning Outcomes

A. General Education Learning Outcomes:

At the completion of the course, students will be able to:

1. Demonstrate critical thinking in decision making (GE-NJ *)
2. Utilize appropriate verbal and nonverbal communication techniques (GE-NJ 1)
3. Employ ethical behaviors based upon the Medical Assistant's Creed when providing care (GE-NJ ER)

(*Embedded critical thinking)

B. Course Learning Outcomes:

At the completion of the course, students will be able to:

1. I.P.13. Perform first aid procedures for bleeding, diabetic coma or insulin shock, fractures, seizures, shock, and syncope
2. IV.P.1. Instruct a patient according to patient's special dietary needs
3. IV.A.1. Show awareness of patient's concerns regarding a dietary change
4. V.P.4. Coach patients regarding office policies

5. V.P.5. Coach patients appropriately considering cultural diversity
6. V.P.6. Demonstrate professional telephone techniques
7. V.P.7. Document telephone messages accurately
8. V.P.8. Compose professional correspondence utilizing electronic technology
9. V.P.9. Develop a current list of community resources related to patients' healthcare needs
10. V.P.10. Facilitate referrals to community resources in the role of a patient navigator
11. V.P.11. Report relevant information concisely and accurately
12. V.A.1. Demonstrate empathy
13. V.A.2. Demonstrate the principles of self-boundaries
14. V.A.3. Demonstrate respect for individual diversity including gender, race, religion, age, economic status, and appearance
15. VI.P.1. Manage appointment schedules using established priorities
16. VI.P.2. Schedule a patient procedure
17. VI.P.3. Create a patient's medical record
18. VI.P.4. Organize a patient's medical record
19. VI.P.5. File patient medical records
20. VI.P.6. Utilize an EMR
21. VI.P.7. Input patient data utilizing a practice management system
22. VI.P.8. Perform routine maintenance of administrative or clinical equipment
23. VI.P.9. Perform an inventory with documentation
24. VI.A.1. Display sensitivity when managing appointments
25. VII.P.1. Perform accounts receivable procedures to patient accounts including posting charges, payments, adjustments
26. VII.P.2. Prepare a bank deposit
27. VII.P.3. Obtain accurate patient billing information
28. VII.P.4. Inform a patient of financial obligations for services rendered
29. VII.A.1. Demonstrate professionalism when discussing patient's billing record
30. VII.A.2. Display sensitivity when requesting payment for services rendered
31. VIII.P.1. Interpret information on an insurance card
32. VIII.P.2. Verify eligibility for services including documentation
33. VIII.P.3. Obtain precertification or preauthorization including documentation
34. VIII.P.4. Complete an insurance claim form
35. VIII.A.1. Interact professionally with third party representatives
36. VIII.A.2. Display tactful behavior when communicating with medical providers regarding third party requirements
37. VIII.A.3. Show sensitivity when communicating with patients regarding third party requirements
38. IX.P.1. Perform procedural coding
39. IX.P.2. Perform diagnostic coding
40. IX.P.3. Utilize medical necessity guidelines
41. IX.A.1. Utilize tactful communication skills with medical providers to ensure accurate code selection
42. X.P.1. Locate a state's legal scope of practice for medical assistants
43. X.P.2. Apply HIPAA rules in regard to privacy and release of information

44. X.P.4. Apply the Patient's Bill of Rights as it relates to choice of treatment, consent for treatment, and refusal of treatment
45. X.P.6. Report an illegal activity in the healthcare setting following proper protocol
46. X.A.1. Demonstrate sensitivity to patient rights
47. X.A.2. Protect the integrity of the medical record
48. XI.P.1. Develop a plan for separation of personal and professional ethics
49. XI.P.2. Demonstrate appropriate responses to ethical issues
50. XI.A.1. Recognize the impact personal ethics and morals have on the delivery of healthcare
51. XII.P.1. Comply with safety signs, symbols, and labels
52. XII.P.2. Demonstrate proper use of fire extinguishers
53. XII.P.4. Participate in a mock exposure event with documentation of specific steps
54. XII.P.5. Evaluate the work environment to identify unsafe working conditions
55. XII.A.1. Recognize the physical and emotional effects on persons involved in an emergency situation
56. XII.A.2. Demonstrate self-awareness in responding to an emergency situation

C. Assessment Instruments

1. laboratory products
2. demonstrations
3. essays
4. Service Learning

VII. Grade Determinants

- A. return demonstration of administrative competencies
- B. essays
- C. projects
- D. tests
- E. presentations

Given the goals and outcomes described above, LIST the primary formats, modes, and methods for teaching and learning that may be used in the course:

- A. lecture/discussion
- B. small-group work
- C. computer-assisted instruction
- D. guest speakers
- E. laboratory
- F. student oral presentations
- G. simulation/role playing
- H. student collaboration

VIII. Texts and Materials

A. Textbook: *Kinn's The Medical Assistant*
Author: Proctor, Deborah, et al
Publisher: Elsevier

B. Study Guide/Procedure Checklist Manual:

Kinn's The Medical Assistant Study Guide and Procedure Checklist Manual

Author: Proctor, Deborah et al
Publisher: Elsevier

C. Textbook: *Computers in the Medical Office*
Author: Sanderson, Susan
Publisher: McGraw Hill

D. ICD-10-CM Coding Manual/Website

E. CPT Coding Manual

F. HCPCS Coding Manual

G. Instructor prepared materials

H. Internet sources

I. Videos/DVDs/CDs

(Please Note: The course outline is intended only as a guide to course content and resources. Do not purchase textbooks based on this outline. The RVCC Bookstore is the sole resource for the most up-to-date information about textbooks.)

IX. Resources

A. Medical Assistant administrative laboratory

B. Computer lab with software

C. Online office simulation program (Medisoft)

D. RVCC library resources and other resources available in the MA lab

X. Honors Options: None available