

**RARITAN VALLEY COMMUNITY COLLEGE
ACADEMIC COURSE OUTLINE**

MATC-111: Administrative Medical Assistant Principles

I. Basic Course Information

A. Course Number and Title: MATC-111: Administrative Medical Assistant Principles

B. Modified Course

C. Date of Proposal: Semester: Spring Year: 2023

D. Effective Term: Fall 2023

E. Sponsoring Department: Health Science Education

F. Semester Credit Hours: 7

G. Weekly Contact Hours: 9 Lecture: 5
 Laboratory: 4
 Out of class student work per week: 12

H. Prerequisites: Mathematics Proficiency -through MATH- 020

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

I. Additional Fees: None

J. Name and E-Mail Address of Department Chair and Divisional Dean at time of approval:

Department Chair: Linda Romaine, MS. MBA, BS
 Linda.Romaine@raritanval.edu

Divisional Dean: Sarah Imbriglio, PhD
 Sarah.Imbriglio@raritanval.edu

II. Catalog Description

Prerequisites: Mathematics Proficiency – Math proficiency through MATH-020

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, 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.
- 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 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. Introduction to Medical Assisting
- B. The Healthcare Industry
- C. Professional Behavior in the Workplace
- D. Verbal and Nonverbal Communication
- E. Legal Principles
- F. Healthcare Laws
- G. Healthcare Ethics
- H. Telephone Techniques and Scheduling Appointments
- I. Patient Reception and Processing

- J. Office Environment and Daily Operations
- K. Technology
- L. Written Communication
- M. Paper Medical Records and the Electronic Health Record
- N. Professional Fees, Billing, and Collecting
- O. Diagnostic Coding Essentials (ICD-10-CM coding)
- P. Procedural Coding Essentials (CPT coding)
- Q. Basics of HCPCS (Healthcare Common Procedure Coding System) Coding
- R. Basics of Health Insurance
- S. Medical Billing and the Health Insurance Claim Form
- T. Banking Services and Procedures
- U. Patient Accounts, Collections, and Practice Management
- V. Office Management and Human Resources
- W. Advanced Roles in Administration
- X. Nutrition and Health Promotion
- Y. Patient Education and Coaching

VI. A. Course Learning Outcomes

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

1. Demonstrate critical thinking in decision making (GE *)
2. Utilize appropriate verbal and nonverbal communication techniques (GE- 1)
3. Utilize computer systems or other appropriate forms of technology to achieve educational and personal goals (GE- 4)
4. Employ ethical behaviors based upon the Medical Assistant's Creed when providing care (GE-ER)
5. IV.C.1 Identify dietary nutrients
6. IV.C.2 Identify the function of dietary supplements
7. IV.C.3 Identify the special dietary
8. IV.C.4 Identify the components of a food label.
9. V.C.1 Identify types of verbal and nonverbal communication
10. V.C.2 Identify communication barriers
11. V.C.3 Identify techniques for overcoming communication barriers
12. V.C.4 Identify the steps in the sender-receiver process
13. V.C.5 Identify challenges in communication with different age groups
14. V.C.6 Identify techniques for coaching a patient related to specific needs
15. V.C.7 Identify different types of electronic technology used in professional communication
16. V.C.8.a Identify medical terms related to body systems.
17. V.C.8.b. Identify abbreviations related to body systems.
18. V.C.9 Identify the principles of self-boundaries
19. V.C.10 Identify the role of the medical assistant as a patient navigator
20. V.C.11 Identify coping mechanisms
21. V.C.12 Identify subjective and objective information
22. V.C.13 Identify the basic concepts of the following theories of:
 - a. Maslow
 - b. Erikson

c. Kubler-Ross

23. V.C.14 Identify issues associated with diversity as it relates to patient care
24. V.C.15 Identify the medical assistant's role in telehealth
25. VI.C.1 Identify different types of appointment scheduling methods
26. VI.C.2 Identify critical information required for scheduling patient procedures
27. VI.C.3 Recognize the purpose for routine maintenance of equipment
28. VI.C.4 Identify steps involved in completing an inventory
29. VI.C.5 Identify the importance of data back-up
30. VI.C.6 Identify the components of an Electronic Medical Record, Electronic Health Record, and Practice Management System
31. VII.C.1 Define the following bookkeeping terms.
32. VII.C.2 Identify precautions for accepting the following types of payments.
33. VII.C.3 Identify types of adjustments made to patient accounts including:
34. a. non-sufficient funds (NSF) check b. collections agency transaction c. credit balance
35. d. third party
36. VII.C.4 Identify patient financial obligations for services rendered
37. VIII.C.1 Identify: a. types of third-party plans b. steps for filing a third-party claim"
38. VIII.C.2 Identify managed care requirements for patient referral
39. VIII.C.3 Identify processes for: a. verification of eligibility for services
40. b. precertification/preauthorization
41. c. tracking unpaid claims
42. d. claim denials and appeals"
43. VIII.C.4 Identify fraud and abuse as they relate to third-party reimbursement
44. VIII.C.5 Define the following: a. bundling and unbundling of codes. advanced beneficiary notice (ABN)c. allowed amounts. deductible. co-insurance. co-pay"
45. VIII.C.6 Identify the purpose and components of the Explanation of Benefits (EOB) and Remittance Advice (RA) Statements
46. IX.C.1 Identify the current procedural and diagnostic coding systems, including Healthcare Common Procedure Coding Systems II (HCPCS Level II)
47. IX.C.2 Identify the effects of: a. upcoding b. down coding"
48. IX.C.3 Define medical necessity
49. X.C.1 Identify scope of practice and standards of care for medical assistants
50. X.C.2 Identify the provider role in terms of standard of care.
51. X.C.3 Identify components of the Health Insurance Portability & Accountability Act (HIPAA)
52. X.C.4 Identify the standards outlined in The Patient Care Partnership
53. X.C.5 Identify licensure and certification as they apply to healthcare providers
54. X.C.6 Identify criminal and civil law as they apply to the practicing medical assistant
55. X.C.7 Define law terms.
56. X.C.8 Identify the purpose of medical malpractice insurance.
57. X.C.9 Identify legal and illegal applicant interview questions
58. X.C.10 Identify:
 - a. Health Information Technology for Economic and Clinical Health (HITECH) Act
 - b. Genetic Information Nondiscrimination Act of 2008 (GINA)
 - c. Americans with Disabilities Act Amendments Act (ADAAA)"
59. X.C.11 Identify the process in compliance reporting.
60. X.C.12 Identify compliance with public health statutes:
 - a. communicable diseases

- b. abuse, neglect, and exploitation
 - c. wounds of violence"
61. X.C.13 Define the following medical legal terms.
 62. XI.C.1 Define: a. ethics b. morals"
 63. XI.C.2 Identify personal and professional ethics
 64. XI.C.3 Identify potential effects of personal morals on professional performance
 65. XI.C.4 Identify professional behaviors of a medical assistant
 66. IV.P.1 Instruct a patient regarding a dietary change related to a patient's special dietary needs
 67. V.P.1 Respond to nonverbal communication
 68. V.P.2 Correctly use and pronounce medical terminology in health care interactions
 69. V.P.3 Coach patients regarding a. office policies b. medical encounters
 70. V.P.4 Demonstrate professional telephone techniques
 71. V.P.5 Document telephone messages accurately
 72. V.P.6 Using technology, compose clear and correct correspondence
 73. V.P.7 Use a list of community resources to facilitate referrals
 74. V.P.8 Participate in a telehealth interaction with a patient
 75. VI.P.1 Manage appointment schedule, using established priorities
 76. VI.P.2 Schedule a patient procedure
 77. VI.P.3 Input patient data using an electronic system
 78. VI.P.4 Perform an inventory of supplies
 79. VII.P.1 Perform accounts receivable procedures to patient
 80. VII.P.2 Input accurate billing information in an electronic system
 81. VII.P.3 Inform a patient of financial obligations for services rendered
 82. VIII.P.1 Interpret information on an insurance card
 83. VIII.P.2 Verify eligibility for services
 84. VIII.P.3 Obtain precertification or preauthorization with documentation
 85. VIII.P.4 Complete an insurance claim form
 86. VIII.P.5 Assist a patient in understanding an Explanation of Benefits (EOB)
 87. IX.P.1 Perform procedural coding
 88. IX.P.2 Perform diagnostic coding
 89. IX.P.3 Utilize medical necessity guidelines
 90. X.P.1 Locate a state's legal scope of practice for medical assistants
 91. X.P.2 Apply HIPAA rules regarding a. privacy b. release of information
 92. X.P.3 Document patient care accurately in the medical record
 93. X.P.4 Complete compliance reporting based on public health statutes
 94. X.P.5 Report an illegal activity following the protocol established by the healthcare setting
 95. X.P.6 Complete an incident report related to an error in patient care
 96. XI.P.1 Demonstrate professional response(s) to ethical issues
 97. A.1 Demonstrate critical thinking skills
 98. A.2 Reassure patients
 99. A.3 Demonstrate empathy for patients' concerns
 100. A.4 Demonstrate active listening
 101. A.5 Respect diversity
 102. A.6 Recognize personal boundaries
 103. A.7 Demonstrate tactfulness
- *Embedded critical thinking

B. Assessment Instruments

1. laboratory products
2. return demonstration of administrative competencies
3. homework assignments
4. tests/quizzes
5. small-group assignments/large-group assignments
6. computer-assisted activities
7. student audio/video presentations
8. simulation/role playing
9. Service Learning

Modes of Teaching and Learning

- A. Lecture/discussion
- B. Instructor demonstration
- C. Student audio/video presentations
- D. Laboratory exercises and practice
- E. Small group work/large-group work
- F. Computer-assisted instruction
- G. Simulation/role playing

Papers, Examinations, and other Assessment Instruments

- A. Skills testing of administrative competencies
- B. Chapter tests, quizzes, and final examination
- C. Study Guide homework assignments
- D. Audio/video presentations
- E. Service Learning
- F. Other assignments and projects

VII. Grade Determinants

- A. Tests/quizzes
- B. Study Guide homework assignments
- C. Labs/Classroom assignments
- D. Final examination
- E. Service-Learning Project

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, 14th edition*
Author: Niedzwiecki, Brigitte, et al
Publisher: Elsevier

B. Study Guide/Procedure Checklist Manual:

Kinn's The Medical Assistant Study Guide and Procedure Checklist Manual, 14th edition
Author: Niedzwiecki, Brigitte, et al
Publisher: Elsevier

C. Computer Access Code: EHRGO (Electronic Health Record and Practice Management System)

- D. ICD-10-CM Coding Website
- E. CPT Coding Manual
- F. HCPCS Coding Manual/Website
- G. Instructor prepared materials
- H. Internet sources
- I. Videos/DVDs/CDs

IX. Resources

- A. Medical Assistant administrative laboratory
- B. Computer lab with software
- C. Online office simulation program (Medisoft)
- D. RVCC library resources
- E. Various medical assistant internet sources
- F. *CMA Today*, a monthly Medical Assistant journal
- G. *AMT Events*, a quarterly Medical Assistant journal

X.Honors Options: N/A