

Lassen Community College Course Outline

HO 71 Medical Assisting: Administrative

6.5 Units

I. Catalog Description

This course is designed to provide entry level information and skill training required for the profession of Administrative Medical Assisting. This course covers components required to become eligible for examination by the California Certifying Board of Medical Assistants for California Certified Medical Assistant Basic and Administrative Specialty. Course content will include course work in medical office reception, records, finance, insurance billing, and office management. Students must complete all course hours and must achieve a 75% on their final class grade and must achieve a final exam grade of 75% or better to be eligible to advance to the next course in the series. . This course requires a 40 hour externship at a clinical facility, all clinical compliance requirements in HO 70 must be met prior to enrollment. This course has been approved for hybrid and online delivery.

Diversity Statement

Our commitment to diversity requires that we strive to eliminate barriers to equity and that we act deliberately to create a safe and inclusive environment where individual and group differences are valued and leveraged for the growth and understanding as an educational community.

Prerequisite(s): HO 70 –Medical Assisting: Core

Recommended Preparation: Successful completion of ENGL105 or equivalent multiple measures placements.

Does not transfer to UC/CSU

85 Hours Lecture, 170 Expected Outside Class Hours, 76.5 Hours Lab, 331.5 Total Student Learning Hours.

Scheduled: Spring

II. Coding Information

Repeatability: Not Repeatable, Take 1 Time

Grading Option: Graded or Credit/No Credit

Credit Type: Credit - Degree Applicable

TOP Code: 120820

III. Course Objectives

A. Course Student Learning Outcomes

Upon completion of this course, the student will be able to:

1. Demonstrate professionalism in the role of administrative medical assisting and office reception.
2. Prepare and properly manage medical office records.
3. Demonstrate medical office finance and billing skills.

B. Course Objectives

Upon completion of this course, the student will be able to:

1. Understand the Role of the Administrative Medical Assistant.
2. Create, organize and maintain paper and electronic health records.
3. Process mail and correspondence.
4. Perform medical transcription, editing, and auditing.
5. Identify criteria of establishing professional fees and customer credit, and identify the laws and regulations that affect follow-up and collection procedures.
6. Perform bookkeeping, accounting, and payroll operations in a medical practice or facility.
7. Perform banking procedures.
8. Distinguish types of insurance and insurance claims used in the medical office setting.
9. Engage in marketing and community service.
10. Utilize practice management software.
11. Participate in facility management.

IV. Course Content:

1. Medical Office Receptionist
 - a. Role of Administrative Medical Assistant
 - b. Role of the Receptionist
 - c. Office Equipment and Environment
 - d. Patient Registration
 - e. Appointment Scheduling
2. Medical Office Records
 - a. Health Information Management
 - b. Mail and Correspondence
 - c. Transcription, Editing and Auditing
3. Medical Office Finance
 - a. Professional Fees, Credit and Collections
 - b. Bookkeeping, Accounting and Payroll
 - c. Banking
4. Medical Office Billing
 - a. Billing and Coding
5. Medical Office Management
 - a. Community Outreach and Marketing
 - b. Facility Management
6. Clinical Lab Competencies

V. Assignments

A. Appropriate readings

Course textbooks, supplemental readings about medical office accounting, health insurance billing and related topics, and reviewing new advances in medical office accounting procedures and health insurance billing through reviewing journals, publications and internet searches.

B. Writing assignments

In class written assignments, quizzes, and essay questions covering course materials. Written presentation(s) developed collaboratively, as a team effort, on a designated topic about medical office accounting and/or health insurance.

C. Out of class assignments

Out of class assignments will consist of chapter reading and review, research of relevant topics and/or preparation for classroom presentations (individual or group)

D. Assignments that demonstrate critical thinking

The student will utilize critical thinking in:

1. Researching, developing, and presenting a discussion on a topic related to medical office accounting and/or health insurance policies and procedures, either individually or collaboratively.
2. Comparing and contrasting medical office accounting systems and health insurance policies and procedures.
3. Completion of lab competencies and clinical rotation activities.

VI. Methods of Evaluation

The student must maintain a 75% in the class and must pass any midterm or final exams with a 75% or better to continue on in the Medical Assisting Program.

Traditional Classroom Instruction

Term paper (topic choice, thesis statement, outline, bibliography, rough draft, final draft), homework, classroom discussion, essay, journals, lab demonstrations and activities, multiple choice quizzes, and participation.

Hybrid Evaluation

All quizzes and exams will be administered during the in person class time. Students will be expected to complete online assignments and activities equivalent to in class assignments and activities for the online portion of the course. Electronic communication, both synchronous and asynchronous (chat/forum) will be evaluated for participation and to maintain effective communication between instructor and students.

Online Evaluation

A variety of methods will be used, such as: research papers, asynchronous and synchronous (chat/forum) discussions, online quizzes and exams, posting to online website and email communications using the districts approved learning management system.

VII. Methods of Delivery

Check those delivery methods for which, this course has been separately approved by the Curriculum/Academic Standards Committee.

Traditional Classroom Delivery Correspondence Delivery

Hybrid Delivery Online Delivery

Traditional Classroom Instruction

Lecture, PowerPoint, and other media presentations, discussions, scenarios, and group presentations.

Hybrid Delivery for Courses with a Lab

Hybrid modality may involve face to face instruction mixed with online instruction. A minimum of 1/3 of instruction, including 100% labs, will be provided face to face. The remaining hours will be taught online through a technology platform as adopted by the district.

Online Delivery

A variety of methods will be used, such as: research papers, asynchronous and synchronous

(chat/forum) discussions, online quizzes and exams, posting to online website and email communications using the districts approved learning management system.

VIII. Representative Texts and Supplies

Required:

Booth, Kathryn, Whicker, Leesa, Wyman, Terri “*Medical Assisting: Administrative and Clinical Procedures with Anatomy and Physiology*” (2020), 7th Edition with **Connect Access** package, McGraw Hill. ISBN10: 1260476960 | ISBN13: 9781260476965

Included in uniform and lab fee in HO 70:

-LCC MA Uniform

-Clinical Supply Kit

IX. Discipline/s Assignment

Health Care Ancillaries, Licensed Vocational Nursing, Nursing

X. Course Status

Current Status: Active

Original Approval Date: 03/17/2015

Revised By: Christi Myers

Board Approval: 04/14/2015

Chancellor’s Office Approval: 12/21/2016

Latest Curriculum/Academic Standards Committee Revision Date: 11/29/2022