JEFFERSON COLLEGE

COURSE SYLLABUS

BIT132

ADMINISTRATIVE PROCEDURES FOR THE MEDICAL PROFESSIONAL

3 Credit Hours

Prepared by:
Judy Larson
January 2, 2008
Updated March 31, 2008

Career & Technical Education
Dr. John R. Keck, Dean
Brenda Russell, Associate Dean
BIT132 Administrative Procedures for the Medical Professional

I. CATALOG DESCRIPTION

A. Prerequisite: 30 net wpm

B. 3 semester credit hours

C. Administrative procedures are the responsibility of the medical professional. The student will learn about the duties of the health care team, medical ethics, medicine and the law, insurance reports, billing and coding procedures, making travel arrangements, telephone techniques, medical records management, appointment scheduling, and working with patients.

II. EXPECTED LEARNING OUTCOMES/ASSESSMENT MEASURE

<table>
<thead>
<tr>
<th>Students will demonstrate the duties of the administrative health care team.</th>
<th>Students will work in a team project and each will be assigned specific duties related to specific jobs in the health care team and produce a manual for the team for the office.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students will demonstrate their understanding of the principles of medical ethics.</td>
<td>Students will make a presentation in PowerPoint about medical ethics in the workplace.</td>
</tr>
<tr>
<td>Students will demonstrate their knowledge of the legal responsibilities of the medical office team.</td>
<td>Students will take an in-class exam.</td>
</tr>
<tr>
<td>Students will demonstrate their knowledge of appointment scheduling and time management.</td>
<td>Students will work in a group project for a simulated office where they will be assigned the appointment book to maintain using good time management skills in a simulated office.</td>
</tr>
<tr>
<td>Students will demonstrate their knowledge of working with medical patients through effective telephone techniques and written communication.</td>
<td>Students will make a presentation in class of a simulated office call where they will be speaking to a patient and taking notes of the conversation.</td>
</tr>
<tr>
<td>Students will students demonstrate their ability to manage and protect medical records.</td>
<td>Students will be given a class assignment where they will manage the records of a simulated office.</td>
</tr>
<tr>
<td>Students will demonstrate management of insurance reports and proper billing and coding procedures.</td>
<td>Students will be given a class assignment where they will fill out insurance reports and record billing and coding.</td>
</tr>
<tr>
<td>Students will make travel arrangements and meeting calendars for the medical office team.</td>
<td>Students will work in a team project where they will assigned the responsibility to make travel arrangements for the office and setting up the meeting calendar.</td>
</tr>
</tbody>
</table>
III. COURSE OUTLINE WITH UNIT OBJECTIVES

A. The Health Care Team
   1. The Medical Assistant as a Professional
   2. Necessary skills
   3. Administrative duties
   4. Clinical duties
   5. Professional organizations

B. Medical Ethics
   1. Historical codes
   2. AMA Code of Ethics
   3. AMA Principles of Medical Ethics
   4. Ethics for the Medical Professional

C. Medicine and the Law
   1. Criminal law
   2. Civil law
   3. Law of contracts
   4. Medical professional liability
   5. When the physician is sued
   6. Arbitration
   7. Who may give consent?
   8. Legal responsibilities of the medical professional

D. Personal Communications
   1. Attitudes
   2. Body language
   3. Patient communication
   4. Recognizing discrimination
   5. Cultural influences
   6. Patient education
   7. Incoming telephone calls
   8. Taking a telephone message
   9. Handling calls that require transfer to the doctor or call back
   10. Outgoing calls

E. Appointment Scheduling and Time Management
   1. The appointment book
   2. Guidelines for scheduling
   3. Time management
   4. Details of arranging appointments
   5. Handling cancellations and delays
F. Medical Records Management
   1. Content of record
   2. Style and form of records
   3. Contents of the complete case history
   4. Keeping records current
   5. Transferring files
   6. Protection of records
   7. Storage of records
   8. Organization of files

G. Health and Accident Insurance and Billing and Coding Procedures
   1. Types of insurance benefits
   2. Payment of benefits
   3. Kinds of Plans
   4. Coding
   5. Guidelines for claims processing
   6. Billing requirements
   7. Payment collection

H. Meeting and Travel Arrangements
   1. Transportation and hotel arrangements
   2. Itinerary
   3. Meeting calendar
   4. Meeting responsibilities

IV. METHOD OF INSTRUCTION
   A. Lecture
   B. Discussion
   C. Projects

V. REQUIRED TEXTBOOK(S) WITH PUBLICATION INFORMATION

VI. REQUIRED MATERIALS (STUDENT)
   Three-ring binder, flash drive, pen, pencil, and paper
VII. SUPPLEMENTAL REFERENCES

Internet websites

VIII. METHOD OF EVALUATION (basis for determining grade)

A. Homework 20%
B. Quizzes 20%
C. Projects 40%
D. Tests 20%

IX. ADA AA STATEMENT

Any student requiring special accommodations should inform the instructor and the Coordinator of Disability Support Services (Library; phone 636-797-3169).

X. ACADEMIC HONESTY STATEMENT

All students are responsible for complying with campus policies as stated in the Student Handbook (see College website, http://www.jeffco.edu).

XI. ATTENDANCE STATEMENT

Regular and punctual attendance is expected of all students. Any one of these four options may result in the student being removed from the class and an administrative withdrawal being processed: (1) Student fails to begin class; (2) Student ceases participation for at least two consecutive weeks; (3) Student misses 15 percent or more of the coursework; and/or (4) Student misses 15 percent or more of the course as defined by the instructor. Students earn their financial aid by regularly attending and actively participating in their coursework. If a student does not actively participate, he/she may have to return financial aid funds. Consult the College Catalog or a Student Financial Services representative for more details.

XII. OUTSIDE OF CLASS ACADEMICALLY RELATED ACTIVITIES

The U.S. Department of Education mandates that students be made aware of expectations regarding coursework to be completed outside the classroom. Students are expected to spend substantial time outside of class meetings engaging in academically related activities such as reading, studying, and completing assignments. Specifically, time spent on academically related activities outside of class combined with time spent in class meetings is expected to be a minimum of 37.5 hours over the duration of the term for each credit hour.