# SYLLABUS

## MAST 1060 – Medical Office Procedures

### Course Information
- **Course Date:** Spring 2014
- **Course Meeting Times:** Monday – Thursday, 1:30 pm – 2:45 pm
- **Course Location:** 532
- **Course Type:** Lecture/Lab
- **Instructor:** Anne Gailey, CMA (AAMA)  
  agailey@ogeecheetech.edu  
  Office 586  
  Phone: 912-486-7615  
  Office Hours (see door schedule)
- **Course Description:** Emphasizes essential skills required for the medical practice. Topics include: office protocol, time management, appointment scheduling, medical office equipment, medical references, mail services, medical records, and professional communication.
- **Credit/Contact Hours:** 4 Semester Credits, 75 Semester Contact Hours
- **Prerequisite/Corequisite:** Program Admission

### Competency Areas:

1. **Office Protocol**
   1. Demonstrate proficiency in medical office etiquette
   2. Apply appropriate procedures for the beginning and ending of the work day
   3. Recognize personal qualities required in an office

2. **Time Management**
   1. Identify time management principles
   2. Establish ways to eliminate inefficient use of time in the office
   3. Establish time management principles to maintain effective office function (CAAHEP V.A.V.2)**

3. **Appointment Scheduling**
   1. Compare and Contrast the various types of appointment management systems
   2. Describe scheduling guidelines
   3. Recognize office policies and protocols for handling appointments
   4. Demonstrate management of appointment schedule using established priorities (CAAHEP V.P.V.1)**
   5. Demonstrate scheduling of patient admissions and/or procedures (CAAHEP V.P.V.2)**
6. Identify critical information required for scheduling patient's admissions and/or procedures

4. Medical Records
   1. Demonstrate organizing a patient medical record (CAAHEP V.P.V.3)**
   2. Identify systems for organizing medical records
   3. Describe various types of content maintained in a patient's medical record
   4. Demonstrate documentation of patient care (CAAHEP IV.P.IV.8)**
   5. Demonstrate documentation of patient education (CAAHEP IV.P.IV.9)**
   6. Compare and Contrast various filing methods
   7. Identify both equipment and supplies needed for filing medical records
   8. Describe indexing rules
   9. Discuss filing procedures
   10. Demonstrate filing medical records (CAAHEP V.P.V.4)**
   11. Demonstrate maintenance of organization by filing (CAAHEP V.P.V.8)**
   12. Consider staff needs and limitations in establishment of a filing system (CAAHEP V.A.V.1)**
   13. Discuss principles of using electronic medical records
   14. Demonstrate execution of data management using electronic healthcare records such as the EMR
   15. Identify types of records common to the healthcare setting

5. Electronic Medical Records
   1. Discuss principles of using electronic medical record (EMR.)
   2. Perform data management using electronic health care records such as the EMR

6. Medical Office Equipment
   1. Discuss the importance of routine maintenance of office equipment
   2. Demonstrate safe operation of the administrative equipment which may include but not be limited to fax machines, copiers, printers, postage meters, and credit card processors etc.
   3. Perform routine maintenance of office equipment with documentation (CAAHEP V.P.V.9)**
   4. Use office hardware and software to maintain office systems
   5. Perform an inventory of administrative supplies and equipment
   6. Perform an office inventory (CAAHEP V.P.V.10)**
7. Use computer software to maintain office systems
8. Demonstrate maintenance of warranty records on office equipment

7. Medical References
1. Describe reference materials appropriate to the medical office
2. Discuss the importance of locating and maintaining updated resource materials
3. Demonstrate development and maintenance of a current list of community resources related to patient healthcare needs
4. Use internet to access information related to the medical office (CAAHEP V.P.V.7)**

8. Mail Services
1. Demonstrate the processing of outgoing mail
2. Demonstrate the processing of incoming mail
3. Demonstrate addressing an envelope using OCR
4. Describe special services offered by the US Postal Service
5. Describe the classes of mail
6. Discuss international mail
7. Discuss the use of a postage meter

9. Professional Communication
(CAAHEP IV.A.IV.2)**, (CAAHEP IV.A.IV.3)**, (CAAHEP IV.A.IV.5)**, (CAAHEP IV.A.IV.6)**, (CAAHEP IV.A.IV.7)**, (CAAHEP IV.A.IV.8)**, (CAAHEP IV.A.IV.9)**, (CAAHEP IV.A.IV.10)**
1. Identify styles and types of verbal communication (CAAHEP IV.C.IV.1)**
2. Identify nonverbal communication (CAAHEP IV.C.IV.2)**
3. Demonstrate response to nonverbal communication (CAAHEP IV.P.IV.11)**
4. Recognize communication barriers (CAAHEP IV.C.IV.3)**
5. Identify techniques for overcoming communication barriers (CAAHEP IV.C.IV.4)**
6. Demonstrate reporting of relevant information to others succinctly and accurately (CAAHEP IV.P.IV.2)**
7. Recognize the elements of oral communication using a sender–receiver process (CAAHEP IV.C.IV.5)**
8. Differentiate between subjective and objective information (CAAHEP IV.C.IV.6)**
9. Identify resources and adaptations that are required based on individual needs, i.e., culture and environment,
developmental life stage, language and physical threats to communication (CAAHEP IV.C.IV.7)**

10. Recognize elements of fundamental writing skills
11. Describe the basic types of written communication used in a medical office (memoranda, letters, fax cover sheets, meeting agendas, meeting minutes, travel itineraries, curriculum vitae etc.)
12. Demonstrate composition of professional/business letters (CAAHEP IV.P.IV.10)**
13. Identify the types and sizes of stationery and the appropriate use of each
14. Identify different letter styles (full block, modified block, semi-block, and simplified.)
15. Demonstrate preparation of a fax cover sheet
16. Demonstrate preparation of an interoffice memorandum
17. Demonstrate telephone techniques (CAAHEP IV.P.IV.7)**
18. Describe procedures for incoming, outgoing, and filing correspondence
19. Demonstrate proper telephone skills and etiquette when answering the telephone
20. Discuss types of telephone calls and how each type should be handled (Example: prioritizing and forwarding to other office personnel.)
21. Demonstrate appropriate techniques and procedures for making local and long distance calls
22. Discuss applications of electronic technology in effective communication
23. Demonstrate preparation of telephone message forms
24. Identify basic and special services provided by telephone companies
25. Identify various types of telephone equipment
26. Demonstrate proper etiquette when using electronic mail
27. Describe alternatives to holding meetings (e.g., conference calls, teleconferencing.)
28. Demonstrate organization of technical information and summaries
29. Display awareness of the territorial boundaries of the person with whom communicating (CAAHEP IV.A.IV.4)**
30. Demonstrate instruction of patients according to their needs to promote health maintenance and disease prevention (CAAHEP IV.P.IV.5)**
31. Demonstrate advocacy on behalf of patients (CAAHEP IV.P.IV.13)**
32. Recognize the role of patient advocacy in the practice of medical assisting
33. Discuss the role of assertiveness in effective professional communication
34. Differentiate between adaptive and non-adaptive coping mechanisms
35. Describe therapeutic communication techniques to enhance communication

** The CAAHEP Competencies addressed in this course will be mastered with 100% accuracy in order for the student to successfully exit the course.

Proctoring Exams/Assignments:

In order to comply with accreditation requirements for the validation of student identity for all online classes, all students enrolled in online courses at Ogeechee Technical College (OTC) are required to have at least one on-campus or proctored event for each online course in which they are enrolled.

The instructor will notify students of the time, date, and location of the proctored event by posting an announcement on the course home page in ANGEL. Students must attend the on-campus or proctored session as scheduled on the Lesson Plan/Course Calendar.

Any student who lives more than 50 miles from OTC may make arrangements with the instructor to complete the proctored event with an approved proctor. A student may request an off-campus proctor by submitting the Proctor Nomination Form to the course instructor by the date established by the instructor. The instructor must approve the date and time of the off-campus event.

Any student who does not complete the proctored event as scheduled must submit to the instructor a valid documented excuse within three business days of scheduled event. If the excuse is approved, the students must make arrangements with the instructor to reschedule the missed event. Any penalty and makeup directions will be at the instructor’s discretion.

Students who do not complete the proctored event on the scheduled date and do not present a valid documented excuse within 3 business days will be withdrawn from the course with a WF.

**Textbook & Materials**

Textbook Title: Delmar’s Comprehensive Medical Assisting, Administrative and Clinical Competencies, 5th Ed.

Author(s): Lindh, Pooler, Tamparo, Dahl, Morris


Publisher: Delmar
Materials: Required - You will need a 3-ring binder and **BLACK** ink pen. No pencil! Please ensure that you come to class prepared to take notes.

**Assessment**

Distribution of Grades:

- Chapter Exams ............................................... 60%
- Homework/Quizzes/Class Assignments ............. 10%
- Final Exam .................................................. 30%

Total .......................................................... 100%

Grading Scale:

- A 90-100
- B 80-89
- C 70-79
- D 60-69
- F 59 and below

***It is necessary to make at least a 70 in this course to progress in the program. If you fail any of the required courses this semester, you will not be allowed to continue in this program until the course(s) failed has/have been repeated. Also, in order to ascertain that you have retained your skills training, you may be required to take the final exam for skills i or ii if you fail any of the courses required by the medical assisting program from this point on before you can progress to the next level.

Final Exam:

The final exam will be given on the OTC campus as directed by the course Instructor.

**Final Examination Procedure:**

In order for a student to be eligible to take the final examination in the course, the student must have a test average of at least 70%. Failure on the part of the student to maintain a test average of at least 70% will automatically result in the student’s inability to take the course final examination as well as failure of the course.
Note: A grade of 70 or better is required to exit this course and continue in the Medical Assisting Program.

Work Ethics Information:
The Technical College System of Georgia instructs and evaluates students on work ethics in all programs of study. Ten work ethics traits have been identified and defined as essential for student success: appearance, attendance, attitude, character, communication, cooperation, organizational skills, productivity, respect, and teamwork. As a student in this Ogeechee Technical College course, you will be expected to adhere to the highest standards of these 10 character traits in your behavior as well as your coursework.

Classroom Policies
Attendance:
The school policy identified in your OTC Student Handbook and Catalog will be strictly followed. Students are expected to log onto ANGEL a minimum of two times each week. Failure on the part of the student to complete this requirement will result in the student being dropped from the course. Refer to the OTC Student Handbook and the Classroom Rules Policy.

Course Withdrawal:
Students who withdraw from a course and have attended 60% or less of the course will be issued a W (Withdraw). Students who withdraw from a course and have attended more than 60% of the course will be issued a WF (Withdraw Failing) if the student was failing and a WP (Withdraw Passing) if the student was passing upon withdrawal or upon being dropped from the course. The 60% attendance date is posted on the campus calendar online at www.ogeecheetech.edu.

Students may withdraw from a maximum of three (3) courses while enrolled at the college. Once a student has accumulated three W grades, he/she may elect to receive a withdrawal failing grade (WF) for the course or remain in the course. Please note WF is calculated as an F (Failing) for GPA purposes.

Some exceptions may apply in the event a student withdraws for an acceptable hardship, medical/and or military reason. Documentation will be required. Procedures to apply for an exception are available in the 2013-2014 Catalog and Student Handbook.

Additionally, there is a one-time reinstatement limitation per course each semester. Students are allowed to drop/add courses during the first three days of each term without requesting
reinstatement. Beginning on day 4 of the semester, students are required to request a reinstatement from the instructor. The procedure for requesting reinstatement can be found in the 2013-2014 Catalog and Student Handbook.

Late Work: No late work is accepted. All class assignments are to be turned in according to the course Instructor’s instruction.

Missed Exams: Students will be allowed to make-up missed exams at the end of the semester according to the course Instructor’s instruction.

Absences: See course attendance policy.

Extra Credit: No extra credit will be given in this course.

Cheating/Plagiarism: Academic honesty is expected at all times. Any student found to have engaged in academic misconduct such as cheating, plagiarism, or collusion is subject to disciplinary sanctions as outlined in the Student Code of Conduct detailed in the OTC Catalog and Student Handbook. The term “plagiarism” includes, but is not limited to, the use, by paraphrase or direct quotation, of the published or unpublished work of another person without full and clear acknowledgment. The term “collusion” includes, but is not limited to, the unauthorized collaboration with any other person in preparing work offered for academic credit. Students are advised that faculty routinely use turnitin.com both to prevent plagiarism and to assist in verifying when/if it has occurred.

Safety In case of emergency while on campus, please refer to the Emergency Operations and Safety Plan and the Blood Borne Pathogen Exposure Control Plan found by the door of all classrooms and labs on the OTC campus. A copy of the OTC Safety Plan can be found online at: http://www.ogeecheetech.edu/student_services/campus_safety.html.

The Director of Campus Safety & Security contact information is as follows: Stan York, 912.681.5667, syork@ogeecheetech.edu.

Class Preparation: All assigned text readings are to be completed prior to class and the completion of the chapter activities/tests. This will ensure that the student is adequately prepared for classroom discussion. The student should always come prepared for class. This includes bringing your textbook EACH time you come to class.

Class Assignments:
All chapter assignments, homework, or learning activities are to be completed according to the lesson plans/class calendar or per the instructor’s directions. Assignments will be due to the instructor no later than the assigned date. NO late assignments will be accepted. Should a student turn in a late assignment, that student will be given a grade of zero for that assignment – no exceptions. The student is completely responsible for all lecture/review material missed when absent. Should a student be absent from class, it is that student’s responsibility to contact a fellow student in order to obtain lecture/review material missed. The assignments that were missed (homework) will be due to the instructor upon the student’s return to class – should the student be absent on a test day. If a student is absent from class and a class activity/exercise is done on the day that the student is absent, that activity/exercise cannot be made up. This is done as an incentive for class attendance/class participation. The student will receive a grade of zero for the missed activity/exercise.

Testing Procedures:

Testing for this course will commence at the completion of the assigned chapters (see Tentative Schedule). Every student is expected to be present on test days. Students are not allowed to be tardy on test days. Students must be present when a test is distributed. Once all tests have been distributed, the door will be closed and no one will be allowed in. If a test is missed, the student will not be allowed to make up the test until the end of the semester as directed by the instructor. The maximum grade that can be made on a make-up test is 90%. Students will automatically be deducted 10 points for make-up tests. This is done as an incentive for class attendance. There will be absolutely no exceptions to this policy. The student may not miss more than 2 tests during the semester. Missing more than two tests will result in a grade of zero for all other missed tests. It is the student’s responsibility to keep track of tests that need to be made up. It is also the student’s responsibility to be here on the make-up day. No quizzes will be made up. Should the instructor give a quiz in this course and the student is absent, the student will receive a grade of zero for the missed quiz.

Homework Procedures:

Please be advised that all homework assignments that are turned in to the instructor should be typed – this means that you need to have regular computer access. Homework assignments that are given to the instructor should reflect the assignment format strictly. Failure to follow the assignment format will result in severe point deduction of the assignment grade. The instructor
will provide the student with a copy of the assignment format. Workbook pages are optional homework. It is not required that a student complete these pages, however, the workbook is designed to reinforce what you have learned in class and is a useful tool when used appropriately. All homework assignments that the student will complete for this class are due at the beginning of class on the respective testing days. Ex. If the class is having a test over Chapters 1-3, then the student should turn in Chapters 1-3 homework assignments as soon as they enter the classroom. Homework will be considered late if the student turns it in at any other time than as directed.

**Cell Phone Usage:**

Students are to turn their cell phones off during class (no texting). Students may give their families the Health Science office number (688-6966) for emergencies. A student whose cell phone rings in class or those who receive/send text messages will be asked to leave and will receive a 10 point deduction on the next test and a 2 point deduction in work ethics.

**Student Responsibility:**

Ultimately, the student is responsible for all reading assignments as well as homework assignments. The student is also responsible for attending class daily and on time.

**Children on Campus:**

Under no circumstances is it acceptable for a student to bring their child(ren) to class. This is a campus-wide policy as well as a safety concern. If a student should come to class with their child(ren), they will be asked to leave and will receive a grade of zero any assignments that are missed.

**Dress Code and Identification Badges:**

**Dress Code:**

Ogeechee Technical College strives to train honest, hardworking professionals of good character in a secure environment. That is why appropriate dress and clear display of student ID is expected of every student.

On page 32 of the student handbook, the current OTC dress code reads as follows: Dress requirements vary in classrooms, laboratory, and shop areas. Students enrolled in internships and clinical courses are required to dress appropriately according to the requirements of the work for which they are being trained. Student shall not
dress, groom, wear, or use emblems, insignias, badges, or other symbols or lewd or vulgar words where the effect thereof is offensive to a reasonable person or otherwise causes disruption or interference with the orderly operations of the college. The supervising administrator shall determine if the particular mode of dress results in disruptions or interference. Student shall at all times observe rules governing body cleanliness and not wear short or tight shorts, swimsuits, tank tops, bare midriffs, or have bare feet.

Note: Possible sanctions appear on page 33 of the OTC Catalog & Student Handbook.

**Disability Statement**
Students with disabilities who believe that they may need accommodations in this class based on the impact of the disability are encouraged to contact Penny Hendrix, Disability and Student Support Services Coordinator, Office 171E, Kennedy Bldg., 912.486.7211, to coordinate reasonable accommodations.

**Special Populations Assistance Program**
Students who may qualify for services on campus depending on the special needs they have and if they qualify as a special population should contact Kelli Waters, Student Activities & Special Populations Coordinator, Office 143D, Kennedy Bldg., 912.871.1885 for assistance.

**Warranty Statement**
The Technical College System of Georgia guarantees employers that graduates of State Technical Colleges shall possess skills and knowledge as prescribed by State Curriculum Standards. Should any graduate employee within two years of graduation be deemed lacking in said skills, that student shall be retrained in any State Technical College at no charge for instructional costs to either the student or the employer.

**Communication**
Important communication about this course will be transmitted through the Ogeechee Tech student e-mail system. Students should check their student e-mail accounts before each class in order to receive the most up-to-the-minute information about classes and assignments.

Ogeechee Tech sends vital information about financial aid, registration, and college news through the student e-mail system. Students should check their student e-mail accounts periodically for this information.

Student e-mail may be accessed through the college website, www.ogeecheetech.edu, under the Current Students tab.

**OTC Alert**
Students are encouraged to sign up for OTC Alert, a system designed to notify students of any emergency on campus. Alerts
are sent by text messaging and/or by e-mail. To subscribe to OTC Alert, a student can go to www.ogeecheetech.edu and click on Current Students → Banner Web → OTC Alert Information.

**Library Resources**

The Ogeechee Technical College Library provides students access to books, periodicals, ebooks, GALILEO, and other electronic resources. Students are encouraged to use the Library for class research projects. Help with research and projects is available within the Library. Computers are available for student use. A student ID is required in order to check out any materials from the Library or to use a computer. A self-service, black and white copier is also available. Hours of operation are Monday-Thursday from 7am until 9:30pm.

**Copyright Notice:**

“The materials on this course web site are only for the use of students enrolled in this course for purposes associated with this course and may not be retained or further disseminated.”
Notes from first day of class: