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MED 161T.01: Medical Administrative Procedures

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**THE UNIVERSITY OF MONTANA--MISSOULA
COLLEGE OF TECHNOLOGY
BUSINESS TECHNOLOGY DEPARTMENT**

COURSE SYLLABUS

COURSE NUMBER AND TITLE: MED 161T, MEDICAL ADMINISTRATIVE PROCEDURES

DATE REVISED: Fall, 2004

SEMESTER CREDITS: 4

PREREQUISITES: None

FACULTY: Carol Hinricher

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Phone: 243-7817

Office: AD17

Office Hours: T, TH 1:00 – 2:00 or by appointment

RELATIONSHIP TO PROGRAM(S):

This course provides students with a comprehensive foundation of medical office policies and practices.

COURSE DESCRIPTION: An introduction to the necessary skills and qualities required to function successfully in the medical arena. Emphasis on medicolegal and ethical responsibilities, records management and financial management of the medical practice, and interpersonal communications to include patient reception, telephone techniques and appointment scheduling.

STUDENT PERFORMANCE OUTCOMES:

Occupational Performance Objectives

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

1. Display appropriate attitudes, conduct, ethics, appearance, and work habits suitable for a medical employee.
2. Follow legal guidelines for governing release and retention of medical records.
3. Schedule office appointments and maintain the desk calendar.
4. Screen telephone calls, take messages, and respond to callers in an efficient and courteous manner.
5. Greet patients and visitors and obtain chart, billing, and insurance information.
6. Write receipts, make deposits, post charges and payments, age accounts, and perform collection activities.
7. Prepare charts, file, and retrieve patient records.
8. Process incoming and outgoing mail.
9. Communicate in a positive and cooperative manner with co-workers and other health care personnel and patients when providing information and services.

STUDENT PERFORMANCE ASSESSMENT METHODS AND GRADING PROCEDURES:

Homework assignments and Testing

1. Class attendance is an integral part of this course. Production activities will occur on a weekly basis. It is the expectation that simulated in-class production or homework assigned will be submitted when due. If you are not present, it is your responsibility to see that it is in my mailbox by class time on the due date. A 10 percent penalty will be assessed on any late assignment. Maximum deadline for submitting late assignments is one week beyond due date.
2. Tests will be scheduled following each unit.

Grading Scale:

94 - 100 A
88 - 93 B
80 - 87 C
74 - 79 D

Final grade will be determined by total points received on class assignments and tests in relationship to total points available.

ATTENDANCE POLICY:

Students are expected to come prepared for class each day and to participate in the assigned activity.

REQUIRED TEXT: Medical Office Administration: A Worktext. Brenda Potter.
Saunders Publishing. 2003.

SUPPLIES:

FINAL SCHEDULE:

Section I 2:00 - 3:00
Section II 3:00 - 4:00

Wednesday, December 15 1:10-3:00
Tuesday, December 14 1:10-3:10

COURSE OUTLINE:

- I. Administrative Medical Assistant
 - A. Employment opportunities
 - B. Personal attributes
 - C. Medical practice settings
 - D. History of Medicine

- II. Medicolegal and Ethical Responsibilities
 - A. Terminology
 - B. Principles and codes
 - C. Professional liability
 - D. Applied Ethics
 - E. Preventing medical professional liability claims
 - F. HIPAA Compliance

- III. Interpersonal Communications
 - A. Receptionist
 - 1. Duties
 - 2. Special needs patients
 - 3. Registration information
 - 4. Patient/practice brochure
 - 5. Handling office emergency
 - 6. Reception room
 - B. Telephone procedures
 - 1. Screening and prioritizing calls
 - 2. Call backs
 - 3. Messages and logs
 - 4. Telephone equipment
 - C. Patient scheduling
 - 1. Appointment book
 - 2. Scheduling Guidelines
 - 3. Preoperative and postoperative tests
 - 4. Patient flow techniques

- IV. Records Management
 - A. Patients' Medical Record
 - 1. Guidelines
 - 2. Forms
 - 3. Records release
 - B. Filing techniques
 - C. Written Communications
 - B. Processing Mail

- V. Financial Administration
 - A. Billing Procedures
 - B. Collection Policies
 - C. Financial Records

- VI. Office Manager
 - A. Qualities
 - B. Marketing
 - C. Procedure Manual
 - D. Equipment Management