

University of Montana

## ScholarWorks at University of Montana

---

University of Montana Course Syllabi

Open Educational Resources (OER)

---

Fall 9-1-2018

### AHMS 220.50: Medical Office Procedures

Michelle M. Boller

*University of Montana - Missoula*, [michelle.boller@mso.umt.edu](mailto:michelle.boller@mso.umt.edu)

Follow this and additional works at: <https://scholarworks.umt.edu/syllabi>

**Let us know how access to this document benefits you.**

---

#### Recommended Citation

Boller, Michelle M., "AHMS 220.50: Medical Office Procedures" (2018). *University of Montana Course Syllabi*. 8396.

<https://scholarworks.umt.edu/syllabi/8396>

This Syllabus is brought to you for free and open access by the Open Educational Resources (OER) at ScholarWorks at University of Montana. It has been accepted for inclusion in University of Montana Course Syllabi by an authorized administrator of ScholarWorks at University of Montana. For more information, please contact [scholarworks@mso.umt.edu](mailto:scholarworks@mso.umt.edu).

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

**COURSE SYLLABUS**

**COURSE NUMBER AND TITLE:** AHMS 220, MEDICAL OFFICE PROCEDURES

**DATE REVISED:** Autumn 2018

**SEMESTER CREDITS:** 4

**PREREQUISITES:** None

**REQUIRED TEXTBOOKS:**

Kinn's The Administrative Medical Assistant 13<sup>th</sup> Edition. Proctor, Niedzwiecki, Pepper, Madero.  
ISBN: 9780323396721

**FACULTY:** Michelle Boller

**E-MAIL:** [michelle.boller@umontana.edu](mailto:michelle.boller@umontana.edu)

**PHONE:** 243-7877

**OFFICE:** Missoula College 409

**OFFICE HOURS:** By appointment

**RELATIONSHIP TO PROGRAM(S):**

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

**COURSE DESCRIPTION:** An introduction to the necessary skills and qualities required to function successfully in the medical arena. Emphasis is on medico-legal 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 manage accounts receivable
7. Prepare and maintain medical records, file, and retrieve patient records.
8. Perform all duties within ethical boundaries and according to regulations, laws, and rights of patients.
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. Assignments and quizzes will occur weekly and will be available at noon on Monday morning and will **always** be due Sunday at 11:59 pm. It is the expectation that homework assigned will be submitted when due. It is your responsibility to see that you have uploaded to UMLearn/Moodle by the due date. Any assignment posted late will be deducted 20 percent. Maximum deadline for submitting late assignments is 3 days beyond the due date. There will be no exceptions.
2. Tests are scheduled following each unit of the textbook. Tests will be timed with only one opportunity for completion. You will need to set aside uninterrupted time to take the tests because once they are started they cannot be stopped. No late tests will be accepted. Tests will end at 11:59 pm on Sunday. If you are in the middle of the test and have exceeded the due date then your attempt will be completed.

### **Grading Scale:**

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

Final grade will be determined by total points received on assignments, discussions, quizzes, and tests.

### **COMMUNICATION:**

Communication should be sent using your UM email account. Questions regarding weekly assignments will be answered within 24 hours. If an email is sent on the weekend then I will reply by 12:30 pm on Monday. Please make sure you review the assignments at the beginning of the week so that I can answer any questions.

### **ACADEMIC CONDUCT:**

All students must practice academic honesty. Academic misconduct is subject to an academic penalty by the course instructor and/or a disciplinary sanction by the University. All students need to be familiar with the Student Conduct Code. The Code is available for review online at [http://life.umt.edu/vpsa/student\\_conduct.php](http://life.umt.edu/vpsa/student_conduct.php).

**DISABILITY ACCOMMODATION:**

The University of Montana strives for equal and full participation in all facilities, services, programs, and events. For more information or to request disability related modifications, please contact SA Disability Services for Students at 243-2243 or via e-mail at [dsss@umontana.edu](mailto:dsss@umontana.edu) or in the Emma B. Lommasson Center 154 on the Mountain campus. I will work with you and DSS to provide an appropriate accommodation. Students with disabilities will receive appropriate accommodations in this course when requested in a timely way. Please be prepared to provide a letter from your DSS Coordinator. You may access more information on SA Disability Services online at <http://life.umt.edu/dss/>.