

Washtenaw Community College Comprehensive Report

BOS 223 Medical Office Procedures

Effective Term: Winter 2014

Course Cover

Division: Business and Computer Technologies

Department: Business Office Systems

Discipline: Business Office Systems

Course Number: 223

Org Number: 13310

Full Course Title: Medical Office Procedures

Transcript Title: Medical Office Procedures

Is Consultation with other department(s) required: No

Publish in the Following: College Catalog , Time Schedule , Web Page

Reason for Submission: Three Year Review / Assessment Report

Change Information:

Course description

Outcomes/Assessment

Objectives/Evaluation

Rationale: Update description, outcomes, objectives, and assessments.

Proposed Start Semester: Winter 2014

Course Description: In this course, students are introduced to the professional characteristics of and legal and ethical standards for the medical assistant. Using medical administrative software, students simulate situations where they input patient information, schedule appointments, and handle billing. This course addresses front office, administrative skills necessary for the medical assistant.

Course Credit Hours

Variable hours: No

Credits: 3

Lecture Hours: Instructor: 45 **Student:** 45

Lab: Instructor: 15 **Student:** 15

Clinical: Instructor: 0 **Student:** 0

Total Contact Hours: Instructor: 60 **Student:** 60

Repeatable for Credit: NO

Grading Methods: Letter Grades

Audit

Are lectures, labs, or clinicals offered as separate sections?: NO (same sections)

College-Level Reading and Writing

College-level Reading & Writing

College-Level Math

Requisites

General Education

General Education Area 7 - Computer and Information Literacy

Assoc in Arts - Comp Lit

Assoc in Applied Sci - Comp Lit

Assoc in Science - Comp Lit

Request Course Transfer

Proposed For:

Student Learning Outcomes

1. Recognize the role of the administrative medical assistant in the medical office.

Assessment 1

Assessment Tool: Exam

Assessment Date: Winter 2014

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Exam 1 Answer Key

Standard of success to be used for this assessment: 75% of students will score 75% or higher.

Who will score and analyze the data: Departmental Faculty

2. Identify key elements of a complete patient record, including chart notes.

Assessment 1

Assessment Tool: Exam

Assessment Date: Winter 2014

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Exam 2 Answer Key

Standard of success to be used for this assessment: 75% of students will score 75% or higher.

Who will score and analyze the data: Departmental Faculty

3. Recognize and apply insurance terminology and reimbursement methods/policies to medical office problems.

Assessment 1

Assessment Tool: Exam

Assessment Date: Winter 2014

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Exam 3 Answer Key

Standard of success to be used for this assessment: 75% of students will score 75% or higher.

Who will score and analyze the data: Departmental Faculty

Course Objectives

1. Identify qualifications and skills necessary to the profession of medical office assisting.

Matched Outcomes

2. Schedule appointments in the medical office for the physician and other health professionals for the speed and efficiency of both the patient and professional.

Matched Outcomes

3. Discuss the importance of reimbursement in the practice of medicine.

Matched Outcomes

4. Define ethics, AMA Code of Ethics, and AAMA Code of Ethics.

Matched Outcomes

5. Prepare a medical record according to guidelines.

Matched Outcomes

6. Define confidentiality and right to privacy as they relate to medical records, including HIPAA.

Matched Outcomes

7. Describe the computer/electronic medical record (EMR).

Matched Outcomes

8. Demonstrate acceptable methods of communicating with patients, patients' families, and co-workers in person and by telephone.

Matched Outcomes

New Resources for Course

Course Textbooks/Resources

Textbooks

Manuals

Periodicals

Software

Equipment/Facilities

Reviewer

Action

Date

Faculty Preparer:

Joyce Jenkins

Faculty Preparer

Mar 11, 2013

Department Chair/Area Director:

Joyce Jenkins

Recommend Approval

Mar 11, 2013

Dean:

Rosemary Wilson

Recommend Approval

Mar 21, 2013

Vice President for Instruction:

Bill Abernethy

Approve

Apr 22, 2013