

SECTION I

SUBJECT AREA & COURSE NUMBER: Medical Assisting MED*114

COURSE TITLE: Administrative Medical Office Assisting

CATALOG COURSE DESCRIPTION

This course will provide students with necessary professional skills to perform medical administrative responsibilities including verbal and written communication, patient reception, and records management.

LECTURE HOURS PER WEEK: 4 CREDIT HOURS: 4

PREREQUISITE: BIO*115, CSA*105, MED*170, BOT*180

SECTION II

A. SCOPE

Course content will include the following:

1. Medical assisting as a profession
2. Professional behavior in the workplace
3. Communication skills
4. Computers in the medical office
5. Patient reception and office management
6. Appointment scheduling and time management
7. Correspondence and mail processing
8. Medical records management

B. REQUIRED WORK

Reading assignments from required textbook

Homework assignments from required student mastery workbook

Entry-level course requirement competencies

C. ATTENDANCE AND PARTICIPATION

Regular attendance and class participation are expected.

D. METHODS OF INSTRUCTION

As determined by instructor, may include lecture and discussion, demonstration, audio-visual tapes, computer simulation, class projects

E. OBJECTIVES, OUTCOMES, and ASSESSMENT

The following objectives and outcomes represent the department’s core requirements for student achievement:

LEARNING OBJECTIVES	LEARNING OUTCOMES	ASSESSMENT METHODS
To demonstrate an understanding of:	Student will:	As measured by:
medical assisting profession	1.complete reading assignments 2.complete homework assignments correctly 3.participate in class discussion	1.passing grade on tests and/or quizzes
communication skills	same as above	1.passing grade on test and/or quizzes 2.achievement of all related transdisciplinary entry-level competencies set by instructor
patient reception & office management	1.complete reading assignments 2.complete homework assignments correctly 3.practice completing a patient brochure 4.create a patient registration form 5.practice telephone messaging	1.passing grade on tests and/or quizzes 2.achievement of all related administrative and transdisciplinary entry-level competencies set by instructor
appointment scheduling	1.complete reading assignments 2.complete homework assignments correctly 3.practice appointment scheduling	same as above
correspondence & mail processing	1.complete reading assignments 2.complete homework assignments correctly 3.practice letter writing	1.passing grade on tests and/or quizzes 2.achievement of all related administrative and transdisciplinary entry-level competencies set by instructor
medical records management	1.complete reading assignments 2.complete homework assignments correctly 3.practice medical record indexing 4.practice organizing medical records	1.passing grade on tests and/or quizzes 2.achievement of all related administrative and transdisciplinary entry-level competencies set by instructor

F. REQUIRED TEXTS AND SUPPLIES

The following texts are appropriate:

Kinn’s Administrative Medical Assistant, Young, 7th Edition

Kinn’s Administrative Medical Assistant Study Guide, Young, 7th Edition

G. REQUIRED INFORMATION TECHNOLOGY:

Utilization of appropriate computer software