

ARIZONA WESTEN COLLEGE
SYLLABUS

MDA 120 MEDICAL OFFICE

Credit Hours: 4 Lec 3, Lab 3

PREREQUISITE: Admission into program

PREREQUISITE OR COREQUISITE: AHE 119 or BIO 160

COREQUISITE: AHE 101

COURSE DESCRIPTION

Essential skills for front office procedures in a medical facility. Emphasis is on administrative aspects, such as billing and coding, scheduling appointments, medical electronic health records data collection and management, filing, and office correspondence. Overview of the medical assistant profession including the role of patient navigator and effective communication. Includes legal implications for the medical assistant, scope of practice, standard of care, and legal terminology. Also includes an overview of ethics, morals, and the effect of personal ethics on professional behaviors.

1. COURSE GOAL

- 1.1 Describe the role of the medical assistant as a patient navigator and the concepts of effective professional communication.
- 1.2 Define the scope and standard of care for the medical assistant and describe legal implications including the Patient Bill of Rights and HIPAA.
- 1.3 Describe ethical considerations, contrasting ethics and morals and their effect on professional behavior.
- 1.4 Identify and demonstrate skills required for effective verbal, non-verbal, and written communications.
- 1.5 Describe scheduling methods and protocols.
- 1.6 Recognize and apply Health Insurance Portability and Accountability Act (HIPAA) regulations in a physician's office.
- 1.7 Identify and understand the different types of medical insurance plans and guidelines associated with each plan.
- 1.8 Accurately complete and submit claims forms to assure reimbursement from third party payers.
- 1.9 Follow established and accepted guidelines for bookkeeping, accounting, and banking procedures.

2. OUTCOMES

Upon satisfactory completion of this course, students will be able to:

- 2.1 Describe the professional and legal requirements and responsibilities of the medical assistant.
- 2.2 Describe the role of the administrative medical assistant role in the healthcare setting.
- 2.3 Explain confidentiality, applied ethical concepts, and bioethical dilemmas.

- 2.4 Define and spell medical terminology, correct usage of medical abbreviations and symbols.
- 2.5 Demonstrate and describe the basic skills required of the administrative medical assistant role.
- 2.6 Demonstrate knowledge of the principles of medical office billing and coding.
- 2.7 Correctly prepare professional medical office correspondence.
- 2.8 Identify and demonstrate effective communication concepts.

3. METHODS OF INSTRUCTION

- 3.1 Lecture
- 3.2 Assigned readings
- 3.3 Multi-media Presentations
- 3.4 Guided group discussions

4. LEARNING ACTIVITIES

- 4.1 Self-Assessments
- 4.2 Group Collaborations/assignments
- 4.3 Written and reading assignments
- 4.4 Classroom demonstrations/discussions
- 4.5 Supervised laboratory experiences

5. EVALUATION

- 5.1 Assignments
- 5.2 Participation
- 5.3 Written tests/quizzes
- 5.4 Computerized tests/exams

6. STUDENT RESPONSIBILITIES

- 6.1 Under AWC Policy, students are expected to attend every session of class in which they are enrolled.
- 6.2 Classroom Assignments: Students are responsible for work missed and for completing all work before the next class meeting. Students are responsible for participating in all oral drills and for taking all exams.
- 6.3 If a student is unable to attend the course or must drop the course for any reason, it will be the responsibility of the student to withdraw from the course. Students who are not attending as of the 45th day of the course may be withdrawn by the instructor. If the student does not withdraw from the course and fails to complete the requirements of the course, the student will receive a failing grade.
- 6.4 Americans with Disabilities Act Accommodations: Arizona Western College provides academic accommodations to students with disabilities through AccessABILITY Resource Services (ARS). ARS provides reasonable and appropriate accommodations to students who have documented disabilities. It is the responsibility of the student to make the ARS Coordinator aware of the need for accommodations in the classroom prior to the beginning of the semester. Students should follow up with their instructors once the

semester begins. To make an appointment call the ARS front desk at (928) 344-7674 or ARS Coordinator at (928) 344-7629, in the College Community Center (3C) building, next to Advising.

- 6.5 Academic Integrity: Any student participating in acts of academic dishonesty including, but not limited to, copying the work of other students, using unauthorized “crib notes”, plagiarism, stealing tests, or forging an instructor’s signature—will be subject to the procedures and consequences outlined in AWC’s Student Code of Conduct.
- 6.6 Textbooks and materials: Students are required to bring notebook or looseleaf book, pens, pencils, dictionaries, and purchase textbook required for class.
- 6.7 Arizona Western College students are expected to attend every class session in which they are enrolled. To comply with Federal Financial Aid regulations (34 CFR 668.21), Arizona Western College (AWC) has established an Attendance Verification process for "No Show" reporting during the first 10 days of each semester.

Students who have enrolled but have never attended class may be issued a “No Show” (NS) grade by the professor or instructor and receive a final grade of “NS” on their official academic record. An NS grade may result in a student losing their federal financial aid.

For online classes, *student attendance in an online class is defined as the following* (FSA Handbook, 2012, 5-90):

- Submitting an academic assignment
- Taking an exam, an interactive tutorial or computer-assisted instruction
- Attending a study group that is assigned by the school
- Participating in an online discussion about academic matters
- Initiating contact with a faculty member to ask a question about the academic subject studied in the course