

ARIZONA WESTERN COLLEGE
SYLLABUS

MDA 120 MEDICAL OFFICE

6 credits, 4 lec, 4 lab

Prerequisite: Acceptance into Program

Co- Requisite: MDA 140 and AHE 101

COURSE DESCRIPTION

Essential skills for front office management in a medical facility. Emphasis is on administrative aspects of running a medical practice, such as billing and coding, scheduling appointments, and keeping electronic medical records.

1. COURSE GOAL

Efficient practice of essential skills for medical office front desk.

2. OUTCOMES

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

- 2.1 Identify and explain the personal attributes required for successful communication with clients in the medical setting
- 2.2 Describe the social, cultural, and historical aspects of the medical profession
- 2.3 Describe the professional and legal requirements and responsibilities of the medical assistant
- 2.4 Describe the role of the medical assistant in the healthcare setting
- 2.5 Explain confidentiality, applied ethical concepts, and bioethical dilemmas
- 2.6 Define and correctly spell medical terminology
- 2.7 Correctly use standard medical abbreviations and symbols
- 2.8 Demonstrate knowledge of fire safety and disaster preparedness
- 2.9 Demonstrate and describe the basic skills required of the administrative medical assistant
- 2.10 Demonstrate knowledge of the principles of medical office billing and coding
- 2.11 Correctly prepare medical correspondence
- 2.12 Demonstrate knowledge of the requirements for handling, processing and filing medical records
- 2.13 Develop and write a professional resume
- 2.14 Demonstrate an understanding of employment interviewing techniques

3. METHODS OF INSTRUCTION

- 3.1 Lecture
- 3.2 Multi-media presentations
- 3.3 Group discussions

4. LEARNING ACTIVITIES

- 4.1 Group discussions
- 4.2 Written and reading assignments
- 4.3 Oral presentations
- 4.5 Classroom demonstrations
- 4.6 Role Playing

5. EVALUATION

- 5.1 Class participation
- 5.2 Homework assignments
- 5.3 Quizzes
- 5.4 Final exam

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