

# Washtenaw Community College Comprehensive Report

## MBC 223 Medical Office Procedures Effective Term: Winter 2020

### Course Cover

**Division:** Health Sciences

**Department:** Health Science

**Discipline:** Medical Billing and Coding

**Course Number:** 223

**Org Number:** 15900

**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:**

**Change Information:**

**Other:**

**Rationale:** Updated based on assessment results.

**Proposed Start Semester:** Fall 2019

**Course Description:** In this course, students are introduced to the professional characteristics of 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

**Prerequisite**

BIO 109 minimum grade "C"

or

**Prerequisite**

BIO 111 minimum grade "C"

and

**Prerequisite**

HSC 124 minimum grade "C"

**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 2021

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: 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 2021

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: 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 2021

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: 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.
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.
3. Discuss the importance of reimbursement in the practice of medicine.
4. Define ethics, AMA Code of Ethics, and AAMA Code of Ethics.
5. Recognize the differences between the AMA Code of Ethics and the AAMA Code of Ethics.

6. Prepare a medical record according to guidelines.
7. Define confidentiality and right to privacy as they relate to medical records, including HIPAA and HI-TECH.
8. Describe the computer/electronic medical record (EMR).
9. Demonstrate acceptable methods of communicating with patients in person, by telephone, and electronically.
10. Demonstrate acceptable methods of communicating with patients' families in person, by telephone, and electronically.
11. Demonstrate acceptable methods of communicating with co-workers in person, by telephone, and electronically.

### **New Resources for Course**

No additional materials at this time.

### **Course Textbooks/Resources**

Textbooks  
Manuals  
Periodicals  
Software

### **Equipment/Facilities**

Level III classroom  
Computer workstations/lab

<b><u>Reviewer</u></b>	<b><u>Action</u></b>	<b><u>Date</u></b>
<b>Faculty Preparer:</b> <i>Theresa Bucy</i>	<i>Faculty Preparer</i>	<i>Apr 16, 2019</i>
<b>Department Chair/Area Director:</b> <i>Rene Stark</i>	<i>Recommend Approval</i>	<i>Apr 22, 2019</i>
<b>Dean:</b> <i>Valerie Greaves</i>	<i>Recommend Approval</i>	<i>Apr 23, 2019</i>
<b>Curriculum Committee Chair:</b> <i>Lisa Veasey</i>	<i>Recommend Approval</i>	<i>Jun 04, 2019</i>
<b>Assessment Committee Chair:</b> <i>Shawn Deron</i>	<i>Recommend Approval</i>	<i>Jun 07, 2019</i>
<b>Vice President for Instruction:</b> <i>Kimberly Hurns</i>	<i>Approve</i>	<i>Jun 10, 2019</i>