## SPRINGFIELD TECHNICAL COMMUNITY COLLEGE

## **ACADEMIC AFFAIRS**

	MAST Medical Assistant		
Dept.:			

Course Title:

Medical Office Administration I

Class/Lec

t. Hours: 3

Semester: Fall

Credits: 3

Year:

2014

**Course Description, Prerequisite, Corequisite:** 

Course Number: MAST162

Course description for MAST-162: This course is designed specifically to introduce the Medical Assistant to a wide variety of medical office administrative procedures, such as scheduling appointments, creating and maintaining medical records, performing office inventory, mailing and shipping, and routine maintenance of office equipment. Students will be introduced to office computer hardware and software; they will learn basic word processing and formatting techniques in order to create professional business communications. Students will also become proficient in the use of electronic healthcare records. Prerequisite: Demonstrated proficiency in keyboarding; completion of OFFS-100 or score of OFFS-110 on keyboard placement exam. Three lecture hours; 3 credits.

Lab

Hours: 0

Course Objectives	Competencies
Student will develop an understanding of computer concepts as they apply to the medical office  Medical Office Computerization  • Student will develop an understanding of computer concepts as they apply to the medical office	<ul> <li>Use hardware and software to maintain office systems</li> <li>Use the internet to access information related to the medical office</li> <li>Explain the difference between data and a program</li> <li>Explain the purpose of each of the following parts of the data processing cycle</li> <li>List examples of input and out put devices</li> <li>Explain the difference between software and hardware</li> <li>Explain the function of an operating system</li> <li>State the function of application software</li> <li>List and state the function of components of the main computer unit</li> <li>Describe the care, maintenance and ergonomics of a keyboard</li> <li>Identify the guidelines to follow in the care of a printer</li> <li>List and describe the storage devices used with microcomputer applications</li> </ul>
Students will gain an appreciation of the advantages and disadvantages to medical office computerization	<ul> <li>List and explain the advanatages and disadvantages of medical office computerization</li> <li>Explain the function performed by each of the following parts of the medical office computer software system: patient registration, appointments, posting transactions, patient billing, insurance billing, reports, and electronic medical record.</li> </ul>
Student will be introduced to the function and applications of the electronic medical record.	<ul> <li>Discuss principles of using electronic medical record (EMR) software</li> <li>Discuss concepts of networking and electronic transfer of information</li> <li>List the procedures performed by the physician and medical assistant using an EMR</li> </ul>

Course Objectives	Competencies
Student will learn the methods used to maintain and secure medical office computer systems	<ul> <li>Describe the methods used to back up computer data in the medical office</li> <li>Describe the methods used to maintain security of the medical office computer system</li> <li>State various types of system maintenance that should be performed on a computer system</li> <li>List the various types of service agreements available for a computer</li> <li>Discuss the importance of routine maintenance of office equipment</li> <li>Perform routine maintenance of office equipment with documentation</li> </ul>
Student will become proficient in the use of an EMR	Execute data management using electronic healthcare records such as SpringCharts or Neehr Perfect
Student will become familiar with and be able to properly execute a variety of written communications used in the medical office, such as business letters, memoranda, email, fax and photocopies.	<ul> <li>Define the parts of a business letter</li> <li>Identify different formats for preparing a business letter</li> <li>Compose a business letter</li> <li>Identify how to respond to written communication from businesses and patients</li> <li>Discuss the importance of using correct grammar and spelling</li> <li>Describe the process of creating memoranda</li> <li>Explain how to prepare and proofread documents using proofreader's marks</li> <li>Compare the use and style of business letters and electronic communication such as email or clinical messaging</li> <li>Explain how to use email and attachments for business communication</li> <li>Explain how to transmit information using a fax</li> </ul>

Course Objectives	Competencies
	<ul> <li>Recognize elements of fundamental writing skills</li> <li>Discuss applications of electronic technology in effective communication</li> <li>Send a fax</li> <li>Prepare copies of multiple-page documents</li> </ul>
Student will gain an understanding of the various functions of the US Postal Services (USPS) as it relates to the medical office	<ul> <li>State the purpose of the ZIP and ZIP+4 system</li> <li>Describe the use of the following USPS mail classifications:         Express Mail, Priority Mail, First-Class Mail, Standard Mail and classifications used for packages     </li> </ul>
	Correlate available insurance and delivery confirmation services to their appropriate use in the medical office
	Compare and contrast the use of private package delivery services with the use of USPS
	List and describe the steps for processing incoming mail
	List and describe the USPS addressing standards
	List and describe equipment used to prepare envelopes for mailing
	Compare and contrast postage meters and online postage services
Medical Record Management  Students will be introduced to the principles and concepts of medical record management	<ul> <li>Identify supplies and equipment needed for filing medical records</li> <li>List principles of alphabetic and numeric filing</li> </ul>

Course Objectives	Competencies
	<ul> <li>Discuss pros and cons of various filing methods</li> <li>Describe the process of filing reports and patient records</li> <li>Differentiate between storage of active and inactive records</li> <li>Identify systems for organizing medical records</li> <li>File medical records, alphabetically and numerically</li> <li>Describe various types of content maintained in a patients medical record</li> <li>Maintain organization by filing</li> <li>Consider staff needs and limitations in establishment of a filing system</li> </ul>
Scheduling Appointments  • Student will gain an understanding of all aspects of scheduling appointments in the medical office.	<ul> <li>Describe scheduling guidelines</li> <li>Explain why the medical office must retain an updated copy of the daily appointment schedule</li> <li>Describe pros and cons of various types of appointment management systems</li> <li>Discuss various methods for scheduling appointments, including stream, wave. modified wave, double booking, open booking and patient self scheduling.</li> <li>Identify types of patient appointments that may be clustered in the appointment.</li> <li>Identify factors to be considred when setting up the appointment schedule</li> <li>Explain how to set up the appointment schedule</li> <li>Differentiate between the information needed to make an appointment for a new patient and an established patient</li> <li>Describe the methods for changing or cancelling an appointment</li> <li>Describe how to update the schedule on the day of the appointment and document changes</li> </ul>

Course Objectives	Competencies
	<ul> <li>Identify three methods to remind the patient to make or keep appointments</li> <li>Describe how to store appointment books and daily schedules</li> <li>Identify how to schedule inpatient and outpatient diagnostic tests, hospital admissions and surgery</li> <li>Manage appointment schedule, using established priorities</li> <li>Schedule inpatient and outpatient diagnostic tests, admissions and procedures</li> <li>Make an appointment</li> </ul>
	Competencies in italicized bold print are the published competencies established by the Medical Assisting Education Review Board (MAERB) and are required to be included in the Medical Assisting curriculum