

Quarter 1, Fall 2009

MWF 11:00pm-1:20, POR5

#51062 : 08/17-10/16

Mrs. Pam Gilmore

Phone: 638-3641, Ext: 3786

Email: [pam.gilmore@reedleycollege.edu](mailto:pam.gilmore@reedleycollege.edu)

Office Hours in BE 48A: MWF 8-8:50 or by appointment

### COURSE DESCRIPTION:

This course will present policies and procedures used in a medical facility. Attitudes, behavior, ethics, records, and office duties are some of the topics covered.

### BASIC SKILLS ADVISORIES:

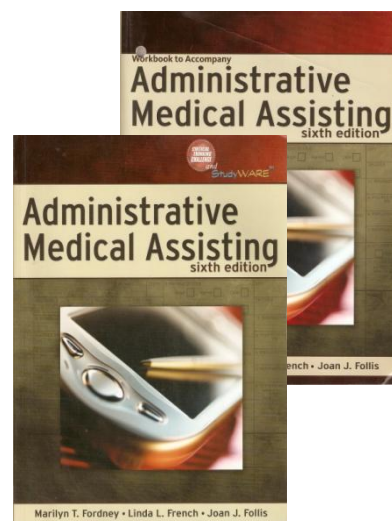
ENGLISH 125, ENGLISH 126, AND MATH 101

### SUBJECT ADVISORIES:

OT10 MEDICAL TERMINOLOGY AND ABILITY TO TYPE 35 WPM

### REQUIRED TEXT AND SUPPLIES:

1. Administrative Medical Assisting, sixth edition, Fordney, French, Follis; Delmar Cengage Learning, 2008, ISBN 978-1-4180-6411-2 (\$109.35)
2. Workbook to Accompany Administrative Medical Assisting, sixth edition, Fordney, French, Follis; Delmar Cengage Learning, 2008, ISBN 978-1-4180-6412-9 (\$74.00)



### COURSE OUTCOMES:

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

- A. complete the various medical administrative assistant duties.
- B. demonstrate an understanding of medical ethics and medical-legal implications.
- C. use problem-solving methods to perform medical notebook maintenance, exhibit preparation, records management, and medical word processing.
- D. use inductive and deductive methods of reasoning in analyzing medical terminology, procedures and policies in the production of letters, memos, and medical forms.

### COURSE OBJECTIVES:

In the process of completing this course, students will:

- A. list and define medical administrative duties, including bookkeeping.
- B. identify medical ethics and medical-legal implications for the medical assistant.

- C. learn the rules and demonstrate the ability to complete the various medical administrative assistant duties.
- D. organize thoughts and demonstrate knowledge of medical terminology in the production of letters and memos.
- E. select appropriate forms for specific uses and use good judgment in formatting other documents.

COURSE OUTLINE:

In the process of completing this course, students will:

- |                                 |                                       |
|---------------------------------|---------------------------------------|
| 1) Medical Ethics               | 11) Billing and Collection Procedures |
| 2) Medical-Legal Implications   | 12) Banking                           |
| 3) Scheduling Appointments      | 13) Services and Procedures           |
| 4) Receptionist Duties          | 14) Payroll Records                   |
| 5) Telephone Techniques         | 15) Accident and Health Insurance     |
| 6) Processing the Mail          | 16) Editorial Duties                  |
| 7) Written Communications       | 17) Meeting and Travel Arrangements   |
| 8) Patient Records              | 18) Facilities and Supplies           |
| 9) Records Management           | 19) Management Responsibilities       |
| 10) Fee and Credit Arrangements |                                       |

ATTENDANCE:

Students are expected to attend all class meetings, be on time, and be in class the entire class session. The only excused absences are those due to a school-related activity or a requirement to appear in court. Calling me to tell me you will be absent does not excuse you but is considered a professional courtesy. Students leaving class before the end of class will be counted as being absent and will lose attendance points. Your classmates and I would greatly appreciate that students in the class take care of any personal needs (i.e., using the restroom, getting a drink, sharpening a pencil) before class begins. One participation point per day is earned in this course for class participation. If you do not attend class, you cannot earn the participation point for the day. If you decide to drop the course, it is your responsibility to make the drop official in the Admissions and Records office or else possibly receive a grade of F.

HOLIDAYS:                    SEPTEMBER 7 (MONDAY) – LABOR DAY

DROP DEADLINE: 9/16/09 (WEDNESDAY)

CLASS PARTICIPATION

This course requires class participation. Participation points will be earned on a daily basis. There are no bad questions unless they are intended to disrupt the learning process. You may not work on homework during class. You may not study for another class, sleep, or read a book during class. **CELL PHONES AND PAGERS ARE TO BE IN SILENT-MODE.** (See note regarding POP Quizzes.)

TARDIES:

Students are expected to be on time. It is distracting, rude and unfair to fellow classmates and to the instructor when a student is late. Two tardies results in a loss of 1 participation point.

### HOMEWORK:

Some homework will be collected. Each assignment collected will be graded on completeness, neatness, and effort. Homework should be written or keyboarded on one side of a standard sized paper 8 ½ x 11 (No spiral paper, please) stapled in the upper left-hand corner, and in order. Record the class name, your name, homework (chapter and problems), and date on each homework assignment. No late homework will be accepted! *Note: Being absent the day homework is collected does not entitle you to turn it in late!* Telephone or email me to discuss your specific situation.

### QUIZZES:

Quizzes may be announced. There are no makeup's for missed quizzes. POP Quizzes will be given each time a cell phone is activated or a text message is sent or received during class.

### TESTS:

There are no makeup's for missed tests. If you foresee that you have an unavoidable situation on an upcoming test date, you may arrange to take the test early. No late tests will be allowed. Telephone or email me to discuss a specific situation.

### FINAL EXAM:

A two-hour comprehensive final exam will be given at the end of the quarter. The date and time of the exam is as follows: **Friday, October 17, 11:00-1:00.**

### PARTICIPATION:

Students are required to participate in all class discussions and activities. Participation Points are earned in this course. You may not start the homework during class. You may not study for another class, sleep, read a book or access the Internet during class.

### GRADING:

- *QUIZZES & CLASS PARTICIPATION:* 20%
- *HOMEWORK:* 30%
- *TESTS:* 50%

| Percent of Total Points | Grade |
|-------------------------|-------|
| 90-100                  | A     |
| 80-89                   | B     |
| 70-79                   | C     |
| 60-69                   | D     |
| 0-59                    | F     |

### WEB ADDRESS TO ACCESS YOUR PROGRESS GRADES:

<http://sc.webgrade.classmanager.com/reedleycollege/>

Your User ID is the same as your Reedley College Student ID.

I will email you your password and a link to the Web site at the end of week 2.

### ADA

If you have special needs as addressed by the Americans with Disabilities (ADA) act including alternate media requests, please notify your course instructor immediately. Reasonable efforts will be made to accommodate your special needs.

## ACADEMIC DISHONESTY

Students at Reedley College are entitled to the best education that the college can make available to them, and they, their instructors, and their fellow students share the responsibility to ensure that this education is honestly attained. Because cheating, plagiarism, and collusion in dishonest activities erode the integrity of the college, each student is expected to exert an entirely honest effort in all academic endeavors. Academic dishonesty in any form is a very serious offense and will incur serious consequences.

Cheating is the act or attempted act of taking an examination or performing an assigned, evaluated task in a fraudulent or deceptive manner, such as having improper access to answers, in an attempt to gain an unearned academic advantage. Cheating may include, but is not limited to, copying from another's work, supplying one's work to another, giving or receiving copies of examinations without an instructor's permission, using or displaying notes or devices inappropriate to the conditions of the examination, allowing someone other than the officially enrolled student to represent the student, or failing to disclose research results completely.

Plagiarism is a specific form of cheating: the use of another's words or ideas without identifying them as such or giving credit to the source. Plagiarism may include, but is not limited to, failing to provide complete citations and references for all work that draws on the ideas, words, or work of others, failing to identify the contributors to work done in collaboration, submitting duplicate work to be evaluated in different courses without the knowledge and consent of the instructors involved, or failing to observe computer security systems and software copyrights.

Incidents of cheating and plagiarism may result in any of a variety of sanctions and penalties, which may range from a failing grade on a particular examination, paper, project, or assignment in question to a failing grade in the course, at the discretion of the instructor and depending on the severity and frequency of the incidents.