QUARTER 1, SPRING 2010   MWF 11:00 – 11:50 BUS 41   #51899: 1/11/10-3/12/10

INSTRUCTOR: TONI ENSZ   OFFICE: BE 46   PHONE: 638-3641, EXT: 3785
                                                            BUS 41: 638-3641, EXT. 3335
                         EMAIL: toni.ensz@reedleycollege.edu
OFFICE HOURS: T TH 9:00-10:00 AND W 12:00 – 1:00 IN BUS 41 OR BY APPOINTMENT

Required Text and Supplies:

➕.   128 MB JUMP DRIVE (FLASH DRIVE, MEMORY STICK, USB DRIVE)
➕.   THE MEDICAL MANAGER, STUDENT EDITION, V 10.31
                                    FITZPATRICK

COURSE DESCRIPTION:
This course introduces the student to The Medical Manager office management software. Students will learn to enter patient information, insurance information, procedural and diagnostic codes, post charges and payments, schedule appointments, and generate reports.

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

A. perform tasks and duties using the management software found in many medical offices.
B. analyze source documents to retrieve necessary information to post charges and payments.
C. gather, examine, and evaluate source documents to retrieve information necessary to generate encounter forms, billing statements, and insurance claim forms.
D. update management data by analyzing and selecting pertinent information.
E. formulate what information needs to be included in patient and practice reports and print them.
F. apply the operating knowledge of The Medical Manager software with any medical office management software.

COURSE OBJECTIVES:
In the process of completing this course, students will:

A. demonstrate a sound knowledge of how to operate the management software.
B. post charges and payments.
C. generate encounter forms, billing statements, and insurance claim forms.
D. process management data.
E. print patient and practice reports.
F. learn the concepts and transfer that knowledge to any practice management software.

COURSE CONTENT OUTLINE:

A. Unit 1 – Today's Medical Office
    1.   Flow of information in a medical office
    2.   Insurance payments
    3.   Role of Computers in today's medical office
    4.   What is The Medical Manager?

B. Unit 2 - Using the Medical Manager
    1.   Starting Up the Medical Manager
    2.   Support Files Maintenance Menu

3. Support Files
    4. Printing Reports
    5. Daily Files Backup
    6. Fatal Error Messages

C. Unit 3 - Building Your Patient File
    1. New Patient entry
    2. Guarantor information
    3. Account information
    4. Additional Screens

D. Unit 4 - Posting Your Entries
    1. Procedure Entry
    2. Posting Ailment Details
    3. Printing daily reports
    4. Advancing the date
    5. Editing prior entries

E. Unit 5 - Office management/appointment scheduling
    1. Making and canceling appointments
    2. Entering and printing hospital rounds and reports

F. Unit 6 - Practice Management
    1. Billing routines
    2. Posting payments and adjustments

G. Unit 7 - Report Generation
    1. Types of Reports
    2. Patient Billing
    3. Systems utilities

H. Unit 8 - Advanced Functions
    1. Unique payments
    2. Aging report
    3. Display patient data
    4. Period Close

I. Unit 9 – Tomorrow's medical office
    1. Managed Care
    2. Multipractice Service Organizations
    3. Electronic Data Interchange
    4. Electronic medical records

ATTENDANCE AND TARDIES:
- Just as it is expected that employees will be present for all workdays, students are expected to attend all class meetings, be on time, and be in class the entire class session. Roll is taken each class period. The only excused absences are those due to a school-related activity or a requirement to appear in court and you must let me know before the absence. Any other absence, calling me to tell me you will be absent does not excuse you but is considered professional courtesy and will be noted in your attendance record. (On the job, if you do not call prior to being absent, you will be reprimanded or fired.) Students leaving class before the end of class will be recorded as a tardy and 3 points will be deducted from participation.

- 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. **Check the Schedule of Courses for the drop date.**

- <u>I do not accept late work, nor do I allow for make-up work (this includes in-class work, homework, and tests)</u>. This means you need to be in class and do the work as assigned. If you are aware you are going to be absent, you may complete the assignment and hand it in early, but no late work will be accepted.

- In this class, you are allowed 4 absences before being dropped from the class. Absences and tardies <u>will affect your grade</u>. Five points will be deducted each day of non participation and 3 points for each tardy.

- Students are expected to be on time. Two tardies are considered 1 absence.

HOLIDAYS:
Monday, January 19
Friday, February 13
Monday, February 16

TESTS:
- There are no make-ups 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: **Wednesday, March 10 and Friday, March 12 during class.**

GRADING:

- *Class Participation*   *15%*
- *Computer work*   *55%*
- *Concept Reviews*   *15%*
- *Final Exam*   *15%*

Grade	Percentage of total points
A	90-100%
B	80-89%
C	70-79%
D	60-69%
F	59% and lower

CELL PHONES:

Please place your phones on vibrate before class begins. No texting allowed in class. If you must take a phone call, please step out of the classroom when talking.

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.

Receipt and Acknowledgement of OT 28 syllabus

I, _____acknowledge the receipt of this OT 28 syllabus.
(Print your name legibly)

I have read the guide and understand the policies and procedures of this course. I particularly

understand the policies regarding **Attendance**, **make-ups, cell phones,** and **Grading,** as

outlined in this document.

Signature _____

Id # _____

Date _____

Phone # _____

Email _____