

MOA240 – Medical Office Procedures

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Schools closing for inclement weather postings of where to listen, please see the following link: <https://www.jccmi.edu/about/weather-closings-cancellations/>

Pre-requisites: MOA120, ENG131, CIS095

Course Description: Through written and computerized medical office simulations the student will learn basic concepts and medical administrative practices. Topics include: medical office health information management, oral and written communication skills, patient account management, bookkeeping and accounting practices, electronic transmission of data, preparation of correspondence, understanding document content and use, reception and telephone etiquette, appointment scheduling and legal issues.

Required Textbooks and Learning Tools:

Comprehensive Medical Assisting Text, Study Guide, and PrepU package

Edition: 5th

Author: Kronenberger, Judy and Ledbetter, Julie

Publisher: Lippincott, Williams & Wilkins (Use for Ebook)

Copyright year: 2016

ISBN: 9781496331823

[Text Book Zero - This textbook is available in a digital format and may be purchased in the bookstore.]

Other learning materials: www.jccmi.edu Online class: JetNet MOA 240

Course Requirements/Evaluation:

1. Students must attend each class session. You will fall behind quickly if you miss this class. This class includes a large “lab” component requiring use of equipment and practice skills. It is your responsibility to schedule a makeup lab for missed work.
2. Students are expected to conduct themselves in a professional manner and utilize lab time efficiently for practicing skills or completing assigned work.

3. Students are expected to adhere to the department dress code (copy attached).
4. Students will be assigned individual and group projects in addition to the assignments from the textbook and study guide.
5. Students are required to read the textbook and answer questions in the study guide. It is to your advantage to use the study guide to reinforce reading from the text. **All assignments are due at the beginning of class or you will receive a zero.**
6. All assignments are expected to be turned in on time. Even if an assignment is late, it is still required to be completed and handed in, but you will only receive a grade of "1" to demonstrate that it has been completed.
7. **All work products must be achieved with 85% accuracy or better.**
8. All quizzing will be completed through PrepU. Each quiz will be worth 5 points which will be determined by your Mastery Level at the time that the quiz is due, which is 5 am on the Tuesday due date as indicated in the course syllabus. You must earn a Mastery Level of 5 to obtain a 100% for that quiz. No points will be given after the time it is due. It is suggested to continue to practice the quizzes throughout the semester to prepare for the final exam and strive for a Mastery Level of 8 to ensure you are well prepared for the final exam. **Students must earn a Mastery Level of 3 on each of the assigned Chapter PrepU quizzes in order to be eligible to take the final exam.**
9. A skills competency will be evaluated through a written assignment. The competency must be achieved with 85% accuracy or better with two attempts maximum. If the competency must be repeated, a score of 85% is required.

NOTE: Repeat competencies may have to be scheduled outside of class time.
10. Students will be evaluated a minimum of two times per semester for Professional Behavior. Students that have not met competency by the end of Week 11, will not receive a passing grade in the class.

Grading: Your grade will be calculated based on the following percentages:

- 10% - Other (Homework, Professionalism, Participation)
- 35% - Work Product & Group Projects
- 15% - Quizzes
- 30% - Final Exam
- 10% - Competency

** You must achieve a minimum of 2.5 overall on the lecture portion and 85% on all competencies (with a max of two attempts) in order to pass the class! If you do not achieve the required percentage on the theory (lecture) portion of the class, you must repeat the class,

regardless of your total overall average for the course. You must also pass ALL items listed on the Affective Evaluation/Professional Behavior form to receive a passing grade in the course.

Grading Scale:

4.0	100-94%
3.5	93-89%
3.0	88-85%
2.5	84-80% (REQUIRED PASSING GRADE FOR COURSE)
2.0	79-75%
1.5	74-70%
1.0	69-65%
0.5	64-60%
0.0	Below 60%

Course Outcomes/Objectives:

1. Demonstrate written communication- Patient Information Brochure, creating business letters.
2. Perform tasks in which to demonstrate understanding and competence in various medical management scenarios.
3. Schedule patient appointments, making decisions based on the constraints of time, patients already scheduled, doctor's availability, patient's special needs and special office rules.
4. Use the Internet to research information.
5. Use a fax machine with proficiency, including creating a cover sheet.
6. Use e-mail with proficiency including sending an email with an attachment.
7. Process telephone messages.
8. Demonstrate use of your increasing medical vocabulary.
9. Effectively edit the work of others, as well as your own work.
10. Understand the purposes and applications of an EHR in the coordination of patient care.
11. Demonstrate professionalism (affective domain) by cleanliness and appearance in uniform, attendance, being on time, cooperating with the instructor and fellow classmates in teams or partnerships, showing interest in the subject by asking questions or offering observations, and coming to class prepared, using effective verbal, nonverbal and written communications, accepting correction and making changes to behavior.
12. Demonstrate knowledge and behavior of medical ethical principles related to the performance of medical assisting procedures including sensitivity to individual patient needs, compassion, compliance with HIPAA laws, and commitment to quality care.

DRESS CODE FOR MA/MICB STUDENTS

Your career in the medical field is one of importance and prestige. People will seek you out for help with their problems and also look to you as a representative of the healthcare field. You are becoming part of a team, and along with this responsibility, there are rules you will be expected to follow in the MOA courses in preparation for your career in health care.

You must wear the required colored scrubs for your program. MICB students can wear any color/print scrub or business casual. You can wear any colored shirt underneath, but hoodies are not allowed. Please purchase these ASAP. Tennis shoes must be worn or appropriate dress shoes if wearing business casual. No open toe shoes are allowed. Shoes must be clean and free from mud and dirt; white shoes are preferred. Socks must also be worn.

1. Good personal hygiene is imperative.
2. Hair should be neat and clean. If you have long hair, it should be fixed so that it does not fall forward around your face and it should be up and off the collar.
3. **NAILS MUST BE CLEAN AND NEATLY TRIMMED!** You will be applying gloves frequently and long nails will tear the gloves. You will not be allowed to keep long nails working in a medical setting due to harboring of microorganisms under the nails. Nail polish must be light or neutral shades!
4. Jewelry should be discreet: no dangling earrings, chains around the neck, or multiple rings on hands. A wedding/engagement ring is acceptable. Jewelry has to be removed when washing hands and there is a risk of losing it – so please just don't wear it!
5. Use good discretion and moderation with make-up: perfumes are not allowed – no smoke smell either.
6. Gum chewing is prohibited in medical classes.
7. A watch with a second hand, stethoscope, and BP cuff is required for all clinical courses.
8. **A “Dress Code Check-Off” will be conducted twice in the term - please see attached.**

Medical Assistant/MOS Dress Code Check-off

Name _____

Date _____

ITEM	REQUIREMENT	PASS	FAIL
Uniform	Clean & pressed, pants appropriate length & fit - Program Designated Scrubs – <u>MOS- Any</u> Scrubs. No Hoodie – any jacket must be coordinating		
Socks	Wearing coordinating socks, Clean		

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Shoes	Coordinating shoes – white or black – no bright colors – Clean Shoes & Laces		
Hair	Neutral color (blonde, brunette, red). Clean, Off collar; does not fall in face, using hair band, barrette. No large items in hair.		
Male Facial Hair	Beard neatly trimmed		
Facial piercing	Not allowed		
Tattoos	Should not be visible. If tattoo on back of neck, will need to wear turtle neck to cover		
Rings	Only one ring on each hand		
Earrings	Only one set allowed on lower lobe. Migraine ring allowed with note from physician		
Necklaces	Simple, subtle		
Bracelets	Not allowed		
Nails	Clean, trimmed to appropriate length, Polish clear or neutral color; no chipping		
Make Up	Used appropriately; sparingly; should be natural looking		
Perfume/ Cologne	Not allowed		
Gum chewing	Not allowed		
Name Tag	Visible		
Watch	Must have second hand (<i>clinical classes only</i>)		

Dress code is Pass/Fail. This will be conducted twice per term at the instructor’s discretion.

Pass_____ Fail_____ Instructor Signature_____

Comments:

PROFESSIONAL STANDARDS

BEHAVIOR

- Any behavior that is distracting, disrespectful, or inconsiderate to others will not be tolerated and may result in dismissal from the course or expulsion from the College.
- Food is not allowed in the classroom. You are allowed to bring water or any closed drink container to classrooms, but drinks are NOT permitted in laboratories.
- **You are NOT permitted to work on assignments for other classes during class MOA240 periods.**

LATE ASSIGNMENTS

- Assignments are due at the beginning of class.
- Late assignments will NOT be accepted. If you know you will be absent, please hand in homework early.

MAKE-UPS QUIZZES & EXAMS

- Only one exam or quiz may be taken outside of the scheduled time with a 10% deduction. Students will receive a zero for all other missed exams or quizzes.
- Students arriving late on exam/quiz days may begin the exam when they arrive, but must turn it in along with the remainder of the class. If, for example, the quiz is scheduled from 10:00-10:30, ALL quizzes will be collected at 10:30, even if you did not arrive until 10:15.

CELL PHONES

- Cell phones must be turned OFF during class.
 - Students whose phone rings or vibrates during a quiz or exam will have 2% subtracted from their grade on the quiz/exam.

- Students making or accepting calls or text messages during class will be asked to leave.
- Exceptions to the phone policy will be considered by the instructor on an individual basis.

HONOR CODE VIOLATIONS

- Students caught plagiarizing or cheating on an assignment, quiz, or exam will receive a zero for the assignment, quiz, or exam. Cheating a second time or on the final exam will result in failure of the class and could result in expulsion from the College.

COLLABORATION

- Students are expected to work on assignments and homework on their own unless they are given as group projects. If it is found or suspected that students are working together on assignments, a zero will be given. If it continues, the student may be given a failing grade in the class.

PARTICIPATION

- A large portion of your grade is based on your participation in the course. This includes adhering to the dress code, *actively* participating in the class, handing assignments in on time, and acting in a professional manner. If any of these course requirements are not met, participation points will be deducted at the discretion of the instructor.

OTHER POLICIES

- The student is responsible for information and assignments given in class even if they were not present.
- The instructor will reconsider any question that was marked incorrect if the student can demonstrate that the answer is correct, based either on what was presented in class or in the textbook. Appeals of this nature must be made no later than the class period after the item has been returned to the student.

MOA240

Core Curriculum for Medical Assistants

Medical Assisting Education Review Board (MAERB)

2016 Curriculum Requirements

Individuals graduating from Medical Assisting programs accredited by CAAHEP must demonstrate knowledge of the subject matters required for competence in the profession. They must incorporate the cognitive (C) knowledge in performance of the psychomotor (P) and affective (A) competencies in this class or future courses in the program.

The following Cognitive (Knowledge) requirements are covered in this course.

APPLIED COMMUNICATIONS

CONTENT AREA V

<p>CONTENT AREA V: Concepts of Effective Communication Cognitive (Knowledge) V.C Concepts of Effective Communication</p>
7. Recognize elements of fundamental writing skills
8. Discuss applications of electronic technology in professional communication

MEDICAL BUSINESS PRACTICES

CONTENT AREAS VI-IX

<p>CONTENT AREA VI: Administrative Functions Cognitive (Knowledge) VI.C Administrative Functions</p>
1. Identify different types of appointment scheduling methods
2. Identify the advantages and disadvantages of the following appointment systems: a. Manual b. Electronic
3. Identify critical information required for scheduling patient procedures
4. Define types of information contained in the patient's medical record
5. Identify methods of organizing the patient's medical record based on: a. Problem-oriented medical record (POMR) b. Source-oriented medical record (SOMR)
6. Identify equipment and supplies needed for medical records in order to: a. Create b. Maintain c. Store
7. Describe filing indexing rules

8. Differentiate between electronic medical records (EMR) and a practice management system
9. Explain the purpose of routine maintenance of administrative and clinical equipment
10. List steps involved in completing an inventory
11. Explain the importance of data back-up
CONTENT AREA VII: Basic Practice Finances Cognitive (Knowledge) VII.C Basic Practice Finances
2. Describe banking procedures as related to the ambulatory care setting
6. Explain patient financial obligations for services rendered

SAFETY AND EMERGENCY PRACTICES

CONTENT AREA XII

CONTENT AREA XII: Protective Practices Cognitive (Knowledge) XII.C Protective Practices
4. Describe fundamental principles for evacuation of a healthcare setting
5. Describe the purpose of Safety Data Sheets (SDS) in a healthcare setting
7. Identify principles of: a. Body mechanics b. Ergonomics

The following Psychomotor (Skills) requirements are covered in this course.

These skills will be evaluated through, and/or will be included in, various competencies performed throughout the class. All skill based competencies will require earning an 85% or higher with two attempts max.

APPLIED COMMUNICATIONS

CONTENT AREA V

<p>CONTENT AREA V: Concepts of Effective Communication Psychomotor (Skills) V.P Concepts of Effective Communication</p>
1. Use feedback techniques to obtain patient information including: <ul style="list-style-type: none"> a. Reflection b. Restatement c. Clarification
2. Respond to nonverbal communication
3. Use medical terminology correctly and accurately to communicate information to provider's and patients
4. Coach patients regarding: <ul style="list-style-type: none"> a. Office policies
6. Demonstrate professional telephone techniques
7. Document telephone messages accurately
8. Compose professional correspondence utilizing electronic technology
10. Facilitate referrals to community resources in the role of a patient navigator
11. Report relevant information concisely and accurately

MEDICAL BUSINESS PRACTICES

CONTENT AREAS VI-IX

<p>CONTENT AREA VI: Administrative Functions Psychomotor (Skills) VI.P Administrative Functions</p>
1. Manage appointment schedule using established priorities
2. Schedule a patient procedure
3. Create a patient's medical record
4. Organize a patient's medical record
5. File patient medical records
<p>CONTENT AREA VII: Basic Practice Finances Psychomotor (Skills) VII.P Basic Practice Finances</p>
2. Prepare a bank deposit
4. Inform a patient of financial obligations for services rendered

The following Affective (Behavior) requirements are covered in this course.

All Affective items must be met (Pass/Fail) in order to pass this class.

APPLIED COMMUNICATIONS

CONTENT AREA V

<p style="text-align: center;">CONTENT AREA V: Concepts of Effective Communication Affective (Behavior) V.A Concepts of Effective Communication</p>
<p>1. Demonstrate:</p> <ul style="list-style-type: none">a. Empathyb. Active listeningc. Nonverbal communication
<p>2. Demonstrate the principles of self-boundaries</p>
<p>3. Demonstrate respect for individual diversity including:</p> <ul style="list-style-type: none">a. Genderb. Racec. Religiond. Agee. Economic statusf. Appearance

MEDICAL BUSINESS PRACTICES

CONTENT AREAS VI-IX

<p style="text-align: center;">CONTENT AREA VI: Administrative Functions Affective (Behavior) VIA Administrative Functions</p>
<p>1. Display sensitivity when managing appointments</p>
<p style="text-align: center;">CONTENT AREA VII: Basic Practice Finances Affective (Behavior) VII.A Basic Practice Finances</p>
<p>1. Demonstrate professionalism when discussing patient's billing record</p>
<p>2. Display sensitivity when requesting payment for services rendered</p>

MEDICAL LAW AND ETHICS

CONTENT AREA X-XI

<p style="text-align: center;">CONTENT AREA X: Legal Implications Affective (Behavior) X.A Legal Implications</p>
<p>1. Demonstrate sensitivity to patient rights</p>
<p>2. Protect the integrity of the medical record</p>

CONTENT AREA XI: Ethical Considerations Affective (Behavior) XI.A Ethical Considerations
1. Recognize the impact personal ethics and morals have on the delivery of healthcare

JC General Policies

Grades: A 2.0 or "C" is a passing grade. Only courses with passing grades count toward graduation. Other colleges transfer in only courses with passing grades. Many financial aid sources, including most employers, require passing grades. Additionally, earning less than a 2.0 in a class results in not being able to participate in the next level of courses in a discipline, which requires this course as a pre-requisite. If you attempt to register for the next course sequence and have not passed the pre-requisite course, you will be dropped from that class.

Academic Honesty Policy

Academic honesty is expected of all students. It is the ethical behavior that includes producing their own work and not representing others' work as their own, either by plagiarism, by cheating, or by helping others to do so.

Plagiarism is the failure to give credit for the use of material from outside sources.

Plagiarism includes but is not limited to:

- Using data, quotations, or paraphrases from other sources without adequate documentation
- Submitting others' work as your own
- Exhibiting other behaviors generally considered unethical

Cheating means obtaining answers/material from an outside source without authorization.

Cheating includes, but not limited to:

- Plagiarizing in all forms
- Using notes/books without authorization
- Copying
- Submitting others' work as your own or submitting your work for others
- Altering graded work
- Falsifying data
- Exhibiting other behaviors generally considered unethical

Collaboration

While JC encourages students to collaborate in study groups, work teams, and with lab partners, each student should take responsibility for accurately representing his/her own contribution.

Consequences/Procedures

Faculty members who suspect a student of academic dishonesty may penalize the student by taking appropriate action up to and including assigning a failing grade for the paper, project, report, exam, or the course itself. Instructors must document all instances of academic dishonesty beyond those of a very minor nature, in writing to the academic dean.

The Office of the Academic Deans will record and track students who have been reported as having cheated. If the same student cheats in other courses, the dean will enact sanctions appropriate to level of infraction. The sanction will be selected in consultation with the involved faculty. The Dean can administer consequences up to and including suspension.

Student Appeal Process – See JC website.

Course Agreement

I, _____, have received the syllabus for _____ (course name) _____ (semester/year) and have read and understand the course requirements.

- I have also been told that no late work will be accepted and understand that it is my responsibility to get any homework, papers, assignments, etc. turned in at the beginning of class or sooner. I also understand that if any work is handed in after the beginning of class or later, that I will receive a “0” grade on that assignment.
- I have been told and understand that assignments are to be completed on my own and that if it is found that I have worked with another student, I may receive a zero on that assignment and if it happens again, possibly a failing grade in the course.
- I have been told and understand that if I am absent on a competency day, that will be considered my first attempt and that I will have only one attempt left.
- I have been told and understand that if I miss more than two (2) classes TOTAL during the semester (lab or lecture) I will be given a failing grade in the class.
- I have been told and understand that I must receive an 85% or better on all competencies /work products and an 80% or better on a cumulative grade of the lecture portion of the course to be given a minimum passing grade of 2.5 in the course. I also understand that I must pass all items on the Affective Evaluation to receive a passing grade in this class.

If I do not meet these requirements I will be given a grade of 2.0 or my current grade in the course if my overall grade is lower than a 2.0.

Student

Date

Witness – Program Director/Instructor

Date

Student Copy

MOA 240 Assignment Schedule

Additional assignments may be given that are not listed here. Weekly assignments are taken from the Study Guide. You will also be assigned additional tasks to complete, including individual and group projects.

All homework, projects, and assignments will be checked for completion at the beginning of the class. If completed, you will receive full credit. If not completed, you are late to class, or you do not make arrangements to submit your assignments by the due date, you will receive a zero. With the exception of the Study Guide, **all other assignments must be completed with an 85%. Even if an assignment is late, it is still required to be completed and handed in**, but you will only receive a grade of “1” to demonstrate that the assignment has been completed.

It is your responsibility to complete and submit your assignments on time.

If you are absent, it is your responsibility to contact your instructor prior to the next class period, in order to discuss materials covered during your class absence and to pick up your assignments, so that they may be completed before the due date.

Changes to syllabus may be made at instructor discretion.

MOA240 Assignment Schedule

**** ALL PREP U assignments will be due by 5 pm on the Tuesday due date.**

Week	Assignments
Week 1 9/5	<p>Discuss Syllabus, Dress Code, Professionalism</p> <p>Ch. 9 Electronic Applications in the Office Ch. 7 pgs 169-170, 171-172 Components of a Memorandum, Fax Machines, eMail</p> <p><u>In Class:</u></p> <p style="text-align: center;"><i>Letter 1 Memo with Email Attachment, Assign & Complete in Class</i> Forms - Fax Cover Sheet Assign Maintenance Log [HANDOUT], due Wk 2 Assign PCMH Brochure [HANDOUT]: Completed draft, due Wk 3</p>

	Revised and Finished Brochure, due Wk 6
Homework is due at start of Wk 2	<p>Read Ch. 9, complete Study Guide Ch. 9: 1-38, 42-50 Complete Forms - Fax Cover Sheet Read Ch. 10 Complete Maintenance Log</p> <p>Prep U Ch. 9 due by Tuesday 5 pm day of class.</p>
Week 2 9/12	<p>DUE: Study Guide 1-38, 42-50 Maintenance Log Forms - Fax Cover Sheet</p> <p>Prep U Ch. 9 due by Tuesday 5 pm day of class.</p> <p>Ch. 10 Managing the Medical Office</p> <p>In Class: Assign Employment Package, due Wk 4 OSHA Standards Group project [HANDOUT] presentation due Wk 4 Assign Evacuation Route [HANDOUT], due Wk 3 Create Pt Paper Charts PCMH Discussion & Questions</p> <p>Procedure Package Ch. 10 (Safety)</p>
Homework	<p>Complete Study Guide Ch. 10: 1-49, 53-62 Complete Procedure Package Ch. 10 (Safety) Complete Evacuation Route Read Lab Article, prepare to discuss Work on OSHA Standards, due Wk 4</p> <p>Begin Prep U Ch. 10 due by Tuesday 5 pm day of class, due Wk. 4</p>
Week 3 9/26	<p>DUE: Study Guide Ch. 10: 1-49, 53-62 Evacuation Route Discuss Lab Article PCMH Brochure Complete Draft</p> <p>Ch. 10 Managing the Medical Office (cont'd)</p> <p>In Class: Assign SDS Product Questions, Individual project [HANDOUT] Due Wk 4 Complete OSHA Standards Group project, time permitting</p>
Homework	<p>Complete Employment Package Ch. 10 Complete OSHA Standards</p>

	<p>Complete SDS Product Questions Read Ch. 7</p> <p>Complete Prep U Ch. 10 due by Tuesday 5 pm day of class.</p>
<p>Week 4 10/3</p>	<p>DUE: OSHA Standards Presentations Employment Package Ch. 10 SDS Product Questions</p> <p>Prep U Ch. 10, due by Tuesday 5 pm day of class.</p> <p>Ch. 7 Written Communications</p> <p>In Class: <i>Letter 2 Lab Results, Assign & Complete in class</i> Forms - New Pt Postal Package Ch. 7</p>
<p>Homework</p>	<p>Complete Study Guide Ch. 7: 1-41, 45-56, 58-62 Complete Forms - New Pt Read Ch. 8</p> <p>Prep U Ch. 7 due by Tuesday 5 pm day of class.</p>
<p>Week 5 10/10</p>	<p>DUE: Study Guide Ch. 7: 1-41, 45-56, 58-62 Forms - New Patient</p> <p>Prep U Ch. 7, due by Tuesday 5 pm day of class.</p> <p>Ch. 8 Health Information Management and Protection</p> <p>In Class: Assign Diversity Articles, due Wk 6 Letter 3 Referral, Assign & Complete in Class Forms - ROI Alphabetizing</p>
<p>Homework</p>	<p>Complete Study Guide Ch. 8 1-48, 52-71 Read Ch. 5 Complete Forms - ROI</p> <p>Complete Prep U Ch. 8 due by Tuesday 5 pm day of class.</p>
<p>Week 6 10/17</p>	<p>DUE: Study Guide Ch. 8: 1-48, 52-71 Forms - ROI</p> <p>PCMH Revised and Finished Brochure</p> <p>Prep U Ch. 8 due by Tuesday 5 pm day of class.</p> <p>Ch. 5 First Contact: Telephone and Reception</p>

	<p><u>In Class:</u></p> <p>Diversity Articles Discussions Assign Phone Scenarios, due Wk. 7 Forms - Pt. Questionnaire</p> <p>Assign Waiting Room Projects Individual Community Visit & Reflection Paper [HANDOUT], due Wk 8 Group Waiting Room Board Project [HANDOUT]----</p> <ul style="list-style-type: none"> ▪ Spreadsheet due by Wk 8 ▪ Presentation due Wk 10
Homework	<p>Complete Study Guide Ch. 5: 1-50 Read Ch. 6 Complete Forms - Pt. Questionnaire Prepare Phone Skits Begin Community Visit & Reflection Paper, due Wk 8 Begin Waiting Room Project Purchasing Decisions & Layout Begin Waiting Room Project Spreadsheet, due Wk 8</p> <p>Complete Prep U Ch. 5, due by Tuesday 5 pm day of class.</p>
Week 7 10/24	<p><u>DUE:</u> Study Guide Ch. 5: 1-50 Forms - Pt. Questionnaire Present Phone Scenarios</p> <p>Prep U Ch. 5, due by Tuesday 5 pm day of class.</p> <p>Ch. 6: Managing Appointments</p> <p><u>In Class:</u></p> <p>Procedure Package Ch. 6 (Scheduling) Forms - Comm Resources: Abuse, Care Giver Resources Work on Waiting Room Board, time permitting</p>
Homework	<p>Complete Study Guide Ch. 6: 1-68 Complete Procedure Package Ch. 6 (Scheduling) Complete Forms - Abuse, Care Giver Resources Read Ch. 15 Complete Community Visit & Reflection Paper, due Wk 8 Complete Waiting Room Project Spreadsheet, due Wk 8 Continue working on Waiting Room Project Purchasing Decisions & Layout</p> <p>Complete Prep U Ch. 6 due by Tuesday 5 pm day of class.</p>
Week 8 10/31	<p><u>DUE:</u> Study Guide Ch. 6: 1-68 Forms - Abuse, Care Giver Resource</p>

	<p>Individual Community Visit & Reflection Paper Waiting Room Spreadsheet</p> <p>Prep U Ch. 6</p> <p>Ch. 15: Credit and Collections</p> <p>In Class: <i>Letter 4 Overdue Account, Assign & Complete in Class</i> Assign Office Financial Policy [HANDOUT], due Wk 11</p> <p>Procedure Package Ch. 15 (Overdue Accounts) Work on Waiting Room Board, time permitting</p>
Homework	<p>Complete Study Guide Ch. 15: 1-29, 31, 33-36, 40-45 Procedure Package Ch. 15 (Overdue Accounts) Read Ch. 14 Complete Community Visit and Reflection Paper Complete Waiting Room Spreadsheet Work on Waiting Room Board Work on Office Financial Policy</p> <p>Prep U Ch. 15, due by Tuesday 5 pm day of class. ** (no Prep U for Ch. 13)</p>
Week 9 11/7	<p>DUE: Study Guide Ch. 15: 1-29, 31, 33-36, 40-45</p> <p>Prep U Ch. 15, due by Tuesday 5 pm day of class.</p> <p>Ch. 14: Accounting Responsibilities</p> <p>In Class: Competency Letter (REPEATS WILL BE BY APPOINTMENT) Procedure Package Ch. 14 (Banking)</p>
Homework	<p>Complete Study Guide Ch. 14: 1-51, 54-64 Continue working on Procedure Package Ch. 14 (Banking) Complete Waiting Room Project Continue working on Office Financial Project</p> <p>Complete Prep U Ch. 14 due by Tuesday 5 pm day of class, due Wk 11</p>
Week 10 11/14	<p>DUE: Study Guide Ch. 14: 1-51, 54-64 Presentations Waiting Room Board</p> <p>Prep U Ch. 14</p> <p>In Class: Continue working on Procedure Package Ch. 14 (Banking) Continue working on Office Financial Policy</p>

Homework	Complete Procedures Package Ch. 14 (Banking) Read Ch. 13 There is NO Prep U for Ch. 13 Complete Study Guide Worksheet Ch. 13 [HANDOUT] Complete Office Financial Project Complete Prep U Ch. 14, due by Tuesday 5 pm day of class, Wk 11
Week 11 11/21	DUE: Study Guide Worksheet Ch. 13 [HANDOUT] Turn in YOUR patient chart (only students needing to take MED116) Financial Policy Presentations Prep U Ch. 14 due by Tuesday 5 pm day of class. Ch. 13: Healthcare Insurance and Reimbursement <u>In class:</u> Discuss Final Exam
Homework	Study for Final
Week 12 11/28	Return remaining assignments and Projects Sign Behavior Evaluation Form and return Final Exam

MOA240 F17 Student Schedule
8/25/2017

Course Agreement

I, _____, have received the syllabus for _____ (course name) _____ (semester/year) and have read and understand the course requirements.

- I have also been told that no late work will be accepted and understand that it is my responsibility to get any homework, papers, assignments, etc. turned in at the beginning of class or sooner. I also understand that if any work is handed in after the beginning of class or later, that I will receive a “0” grade on that assignment.
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If I do not meet these requirements I will be given a grade of 2.0 or my current grade in the course if my overall grade is lower than a 2.0.

Student

Date

Witness – Program Director/Instructor

Date

Instructor Copy