

# MA A175: ADMINISTRATIVE MEDICAL ASSISTING I

Item	Value
Curriculum Committee Approval Date	12/02/2020
Top Code	120810 - Clinical Medical Assisting
Units	3 Total Units
Hours	54 Total Hours (Lecture Hours 54)
Total Outside of Class Hours	0
Course Credit Status	Credit: Degree Applicable (D)
Material Fee	No
Basic Skills	Not Basic Skills (N)
Repeatable	No
Open Entry/Open Exit	No
Grading Policy	Standard Letter (S)

## Course Description

Introduction to the role of the administrative medical assistant in health care delivery. COREQUISITE: MA A150. Transfer Credit: CSU.

## Course Level Student Learning Outcome(s)

1. Perform the functions of an entry-level medical assistant in the administrative area of a medical office or outpatient facility.

## Course Objectives

- 1. Differentiate ethical and legal issues pertaining to the receptionist's role.
- 2. Demonstrate skill in operating multiple types of telecommunication methods and equipment.
- 3. Prepare an inventory of required equipment and supplies used within an administrative office setting.
- 4. Explain the purpose of patient registration.
- 5. Perform proper documentation in the appointment scheduling process.
- 6. Demonstrate the proper method of correcting documentation errors.
- 7. Describe the referral process as it relates to scheduling.
- 8. Describe the information contained in a medical record.
- 9. Identify the types of health information management used in medical records.
- 10. Describe the organization of a medical record.
- 11. Describe the types of filing systems.
- 12. Demonstrate proficiency in filing
- 13. Describe the legal implication of record control.
- 14. Select the correct level of mail delivery services offered by the United States Postal Service.
- 15. Rank the order of importance in sorting, annotating and distribution of mail.
- 16. Review and discuss rules of grammar, spelling, and punctuation.
- 17. Describe methods of electronic communications.
- 18. Effectively document in an electronic medical record.
- 19. Identify letter styles and components of a correspondence.

- 20. Demonstrate the ability to proofread a document.
- 21. Describe the skills needed by a Medical Transcriptionist.

## Lecture Content

Module A Role of the Administrative Medical Assistant Role of the Administrative Medical Assistant The role and responsibilities of an Administrative Medical Assistant Role of the Medical Receptionist. Skills necessary to fulfill the duties required by a facility. The importance of professionalism. Appropriate communication skills. Ethical and legal issues pertaining to the receptionist's role. Resources and information for patients and employers. Office Equipment and the Medical Office Environment Various types of equipment needed to carry out the duties of an Administrative Medical Assistant. Operating multiple types of telecommunication methods and equipment. Identification and differentiation of lease, rent and purchase as each relates to office equipment. Ergonomic environment in a facility. Inventory preparation of required equipment and supplies used within an administrative office setting. Completing a purchase order. Americans with Disabilities Act (ADA) on the physical structure of the medical office. Appointment Scheduling Name and describe different types of scheduling methods. Determine standard appointment times necessary to schedule common office visits and procedures. List and prioritize appointment times. Perform proper documentation in the scheduling process. Demonstrate the proper method of correcting documentation errors. Illustrate the advance preparation that must be done to the scheduling system prior to use. Describe the referral process as it relates to scheduling. Describe how to handle unusual situations according to facility protocol. Patient Registration Demonstrate how the medical assistant maintains a professional appearance and attitude. Discuss confidentiality while registering and communicating with new and established patients. Identify forms necessary to complete patient registration. Explain the purpose of patient registration. Recognize special patient needs and be prepared to adapt accordingly. Demonstrate conflict resolution. Describe the importance of public relations and first impressions. Distinguish cultural, ethnic, physical and mental diversities Module B Medical Office Records Health Information Management Record keeping methods Medical records types SOAP POMR Narrative Organization of medical records Electronic health records Filing Systems Record control Mail and Correspondence Methods and equipment currently used for postage and delivery. Mail delivery services offered by the United States Postal Service. Alternate types of mail delivery. Sorting and distribution of mail. Rules of grammar, spelling, and punctuation. Identify letter styles and components of a correspondence. Types of incoming mail. Editing and Transcription Identify current types of transcription equipment. Effectively use reference materials in transcribing or editing a document. Apply the use of special medical transcription knowledge. Demonstrate the ability to proofread a document. Describe the skills needed by a Medical Transcriptionist.

## Method(s) of Instruction

- Lecture (02)
- DE Live Online Lecture (02S)

## Instructional Techniques

Lecture; demonstration; group projects; class discussion; PowerPoint assisted lecture.

## **Reading Assignments**

Students will spend approximately 2 - 3 hours per week reading from assigned text.

## **Writing Assignments**

Students will spend approximately 2 - 3 hours per week on writing assignments, including text workbook assignments, word processing assignments, and letter writing practice.

## **Out-of-class Assignments**

Students will spend approximately 4 - 6 hours per week on outside assignments, including reading, writing, and application of skills in a clinical setting during MA 281

## **Demonstration of Critical Thinking**

Quizzes/examinations; project/competency assignments; text workbook assignments

## **Required Writing, Problem Solving, Skills Demonstration**

Text workbook assignments; word processing assignments; and letter writing practice.

## **Eligible Disciplines**

Nursing: Master's degree in nursing OR bachelor's degree in nursing AND master's degree in health education or health science OR the equivalent OR the minimum qualifications as set by the Board of Registered Nursing, whichever is higher. Master's degree required. Nursing science/clinical practice: Any bachelor's degree and two years of professional experience, or any associate degree and six years of professional experience.

## **Textbooks Resources**

1. Required Proctor, D.. Kinn's The Medical Assistant, 12th ed. St. Louis: Elsevier, 2014  
2. Required Proctor, D.. Kinn's The Medical Assistant: Procedure Manual, 12th ed. St. Louis: Elsevier, 2014  
3. Required Proctor, D.. Kinn's The Medical Assistant: Study Guide, 12th ed. St. Louis: Elsevier, 2014  
4. Required DeVore, A.. The Electronic Health Record for the Physician's Office, 1st ed. St. Louis: Elsevier, 2014