



MERCER
COUNTY COMMUNITY COLLEGE

COURSE OUTLINE

Course Number	Course Title	Credits
MOA101	Medical Office Procedures	3
Hours: Lecture/Lab/Other	Co- or Pre-requisite	Implementation Semester & Year
3/0/0	ENG101	Spring 2023

Catalog description:

Focuses on administrative skills necessary for work in a medical office. Includes communicating with patients, telephone management, organizing and maintaining records, coordinating appointments, and legal and ethical issues. Students use medical management software for scheduling and records management.

General Education Category: **Not GenEd**

Course Coordinator:

Course Professor: Shan Bercaw, bercaws@mccc.edu

Required texts & Other materials

Medical Office Procedures. 10th Edition. By Nenna Bayes and Amy Blochowiak. © 2022. | Published: August 11, 2021 ISBN: 9781260021769

Course Student Learning Outcomes (SLO):

Upon successful completion of this course the student will be able to:

1. Define the vocabulary in each chapter in order to become a well-informed healthcare professional. [Supports ILG #1, 9, 10 ; PLO #2, 3, 4]
2. Assess the importance of developing professional behaviors as a member of the allied health team. [Supports ILG 1, 8 ; PLO #2, 3]
3. Explain and describe the impact of medical pioneers in the medical profession. [Supports ILG 8]
4. Define administrative (MAA, MOA) and/or clinical medical assisting (CCMA, CMA, RMA) duties. [Supports ILG 1,3; PLO #1]
5. Discuss the differences between an administrative medical assistant (MAA, MOA) and a clinical medical assistant (CCMA, CMA, RMA) duty. [Supports ILG 1,3; PLO #1]
6. Discuss the role of the medical office assistant's attitude in caring for patients. [Supports ILG 8; PLO #1]
7. Explain and describe some of the barriers to effective communication. [Supports ILG 1; PLO #3]
8. Discuss the process used for making an ethical decision. [Supports ILG 1,3; PLO #1]
9. Explain the importance of confidentiality in the medical office. [Supports ILG 1,4,10,11; PLO #2]
10. Distinguish which type of civil law deals with medical professional liability. [Supports ILG 1,3; PLO #1]
11. Explain why telephone courtesy is important. [Supports ILG 1,8, 9; PLO #3, 4, 5]
12. Discuss the items that must be considered when scheduling an appointment. [Supports ILG 4,11; PLO #2]
13. Discuss ways to make the patient feel at ease and comfortable in the medical office. [Supports ILG 1,8; PLO #2, 3]
14. Describe how an office environment should operate. [Supports ILG 1,8; PLO #2, 3]

15. Analyze, compose, proofread, and mail business correspondence. [Supports ILG 1, 11; PLO #3, 5]
16. Prepare, organize, and file medical records. [Supports ILG 1, 11; PLO #1, 2, 4, 5]
17. Explain the importance of management in the medical office. [Supports ILG 1, 4, 10, 11; PLO #2]
18. Demonstrate the correct procedure for sanitization of contaminated instruments. [Supports ILG 3, 11; PLO #2]

Course-specific Institutional Learning Goals (Institutional Learning Goal (ILG):

Institutional Learning Goal 1. Written and Oral Communication in English. Students will communicate effectively in both speech and writing.

Institutional Learning Goal 3. Science. Students will use the scientific method of inquiry, through the acquisition of scientific knowledge.

Institutional Learning Goal 4. Technology. Students will use computer systems or other appropriate forms of technology to achieve educational and personal goals.

Institutional Learning Goal 8. Diversity and Global Perspective: Students will understand the importance of a global perspective and culturally diverse peoples

Institutional Learning Goal 9. Ethical Reasoning and Action. Students will understand ethical frameworks, issues, and situations.

Institutional Learning Goal 10. Information Literacy: Students will recognize when information is needed and have the knowledge and skills to locate, evaluate, and effectively use information for college level work.

Institutional Learning Goal 11. Critical Thinking: Students will use critical thinking skills understand, analyze, or apply information or solve problems.

Program Learning Outcomes for Medical Office Assistant

1. To prepare students to perform safely and effectively within the ethical and legal boundaries of the scope of practice.
2. Perform and document routine administrative procedures according to current office protocol.
3. Effectively apply verbal, nonverbal, and written communication principles and skills in the workplace.
4. Build a fundamental understanding of the human body and medical terminology as they apply to medical billing and coding.
5. Assign and understand diagnostic and procedure codes using ICD and HCPCS/CPT coding systems as used in a variety of settings.

Units of study in detail – Unit Student Learning Outcomes:

Unit I: The Administrative Medical Assistant [Supports Course SLO # 1, 2, 3]

Learning Objectives

The student will be able to:

1. Define and spell the terms listed in the vocabulary in every chapter
2. Evaluate the concept of critical thinking and how it affects your actions.
3. Assess the importance of developing professional behaviors as a member of the allied health team

Unit II: Medical Ethics, Law and Compliance [Supports Course SLOs # 8, 9, 10]

Learning Objectives

The student will be able to:

1. Distinguish which type of civil law deals with medical professional liability.
2. Know the two types of laws
3. Discuss the process used for making an ethical decision.
4. Explain why confidentiality is an ethical issue.

Unit III: Office Communication: Overview of verbal and written [Supports Course SLOs 4, 5, 6,15]

Learning Objectives

The student will be able to:

1. Differentiate between administrative and clinical medical assisting duties.
2. Discuss the difference between a MOA and an MA.
3. Discuss the role of the medical assistant's attitude in caring for patients.
4. Analyze, compose, proofread and mail business correspondence.

Unit IV: Office Communications: phone, scheduling and mail [Supports Course SLOs 1, 7, 11, 12, 13]

Learning Objectives

The student will be able to:

1. Evaluate various scheduling methods, determine scheduling needs for the facility, new and established patients
2. Follow protocol for no show, missed cancelled or follow-up appointments
3. Explain some of the barriers to effective communication.
4. Explain why courtesy is so important when speaking on the telephone.
5. Discuss the three items that must be considered when scheduling appointments.
6. Discuss ways to make the patient feel at ease and comfortable in the medical office.

Unit V: Managing Health Information [Supports Course SLOs # 16, 17]

Learning Objectives

The student will be able to:

1. Prepare, organize, and file medical records.
2. Describe how an office environment should operate.

Unit VI: Office Management [Supports Course SLOs # 14, 17]

Learning Objectives

The student will be able to:

1. Explain the importance of management in the medical office.
2. Discuss the desirable qualities of a medical office manager.
3. List five actions that need to be taken before the office opens in the morning.

Unit VII: Practice Finances [Supports Course SLOs # 14, 17]

Learning Objectives

The student will be able to:

1. Explain the procedures of banking services as it pertains to the medical office.
2. Discuss the advantages of using checks.

Unit VIII: Preparing for Employment [Supports Course SLOs # 18]

Learning Objectives

The student will be able to:

1. Demonstrate the proper hand washing technique for medial asepsis.
2. Complete a mock interview, update resume and apply for MOA positions

Evaluation of student learning:

Students will utilize Blackboard Learning Management System and the McGraw Hill Connect Platform to complete all assignments and assessments for this course.

Assignments: 30%

Chapter Quizzes: 25%

Chapter Tests: 35%

Final Exam: 10%

Grade	
$93 \leq x \leq 100$	A
$90 \leq x < 93$	A-
$87 \leq x < 90$	B+
$83 \leq x < 87$	B
$80 \leq x < 83$	B-
$76 \leq x < 80$	C+
$70 \leq x < 76$	C
$60 \leq x < 70$	D
$x < 60$	F