## COURSE OUTLINE

<table>
<thead>
<tr>
<th>Course Number</th>
<th>Course Title</th>
<th>Credits</th>
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<tbody>
<tr>
<td>MOA 101</td>
<td>Medical Ethics &amp; Office Procedures</td>
<td>3</td>
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</tbody>
</table>

**Hours:** lecture/Lab/Other 3/0/0

**Pre-requisites:** BIO 103, CSW 100, ENG 101, MAT 135, and PSY 101, or Coordinator approval

**Implementation:** sem/year 2018-2019

**Catalog description (as it appears in 2018-2019 edition):**

[Note: All revisions to the course description in the catalog require the submission of a memo to the Curriculum Committee.]

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.

**OFFERED:** Every fall and spring

**IMPORTANT:** You must receive a C or above in this course to graduate with the Certificate of Proficiency in Medical Office Assistant, along with a C or above in HPE 113 and MOA 101

**ROOM:**

**DAY, TIME:**

**INSTRUCTOR WWC OFFICE HOURS IN C326:**

You are REQUIRED to check your Mercer email addresses at least once per day all year. If you need support, follow the instructions and contact the program coordinator with any questions.

**Required texts/other materials:** Certified Medical Assistant (CMAA) Study Guide. National Health Career Association (NHA/Assessment Technologies Institute. Instructions will be discussed in class.

**Revision date:** Spring 2019

**Program Coordinator:** Andrew Millin, (609) 570-3396, millina@mccc.edu
**Instructor:** Beverly Benjamin, benjamib@mccc.edu
**MOA Program Website:** www.mccc.edu/MOA

**ACCOMMODATIONS FOR STUDENTS WITH SPECIAL NEEDS:**

MCCC Course Outline; Approved by the Curriculum Committee 12/6/07
Mercer County Community College is committed to ensuring the full participation of all students in all activities, programs and services. If you have a documented differing ability or think that you may have a differing ability that is protected under the ADA and Section 504 of the Rehabilitation Act, please contact Arlene Stinson in LB 216 stinsona@mccc.edu for information regarding support services. If you do not have a documented differing ability, remember that other resources are available to all students on campus including academic support through our learning centers on both campuses. Please let the instructor know immediately of your accommodations. If you need extended time on exams, the professor must be given two weeks’ notice to guarantee accommodations. We support; you are responsible for your education.

Attendance Policy:

To receive full credit in this class, the student must be present and on time to each class meeting and make productive use of all class time. Attendance is important and will be taken each class time. Students should make every attempt to notify instructor when they will be absent. It will be their responsibility to follow up with homework and to review material required for the next class. It is still the student’s responsibility to turn in weekly assignments in a timely fashion. If a student misses more than 2 consecutive classes due to illness, a doctor’s excuse may be required.

Course Competencies/Goals:

The student will be able to:
1. Define the vocabulary in each chapter in order to become a well-informed healthcare professional.
2. Assess the importance of developing professional behaviors as a member of the allied health team.
3. Explain and describe the impact of medical pioneers in the medical profession.
4. Define administrative (MAA, MOA) and/or clinical medical assisting (CCMA, CMA, RMA) duties.
5. Discuss the differences between an administrative medical assistant (MAA, MOA) and a clinical medical assistant (CCMA, CMA, RMA) duties.
6. Discuss the role of the medical office assistant’s attitude in caring for patients.
7. Explain and describe some of the barriers to effective communication.
8. Discuss the process used for making an ethical decision.
9. Explain the importance of confidentiality in the medical office.
10. Distinguish which type of civil law deals with medical professional liability.
11. Explain why telephone courtesy is important.
12. Discuss the items that must be considered when scheduling an appointment.
13. Discuss ways to make the patient feel at ease and comfortable in the medical office.
14. Describe how an office environment should operate.
15. Analyze, compose, proofread and mail business correspondence.
16. Prepare, organize and file medical records.
17. Explain the importance of management in the medical office.
18. Demonstrate the correct procedure for sanitization of contaminated instruments.
Course-specific Institutional Learning Goals (ILGs)/General Education Goals:

A. Communication: Students will communicate effectively in both speech and writing.
B. Critical Thinking and Problem-Solving: Students will use critical thinking and problem-solving skills in analyzing information.
C. Ethical Reasoning and Action: Students will understand ethical issues and situations.
D. 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.
E. Computer Literacy: Students will use computers to access, analyze or present information, solve problems, and communicate with others.

Goal 1. Written and Oral Communication in English: Students will communicate effectively in both speech and writing.
Goal 2. Mathematics: Students will use appropriate mathematical and statistical concepts and operations to interpret data and to solve problems.
Goal 4. Technology or Information Literacy: Students will use computer systems or other appropriate forms of technology to achieve educational and personal goals.
Goal 5. Social Science: Students will use social science theories and concepts to analyze human behavior and social and political institutions and to act as responsible citizens.
Goal 6. History: Students will understand historical events and movements in World, Western, non-Western or American societies and assess their subsequent significance.

Units of study in detail:

COURSE UNITS:

Unit I: Transitioning from a successful student to a successful Professional
The student will be able to:
§ Define and spell the terms listed in the vocabulary in every chapter (Course Competencies 1; Gen Ed Goal 1).
§ Evaluate the concept of critical thinking and how it affects your actions. (Course Competencies 2; Gen Ed Goals 1, 7).
§ Assess the importance of developing professional behaviors as a member of the allied health team (Course Competencies 2, 7; Gen Ed Goals 1, 7)

Unit II: The Healthcare Industry
The student will be able to:
§ Evaluate various scheduling methods, determine scheduling needs for the facility, new and established patients
Follow protocol for no show, missed cancelled or follow-up appointments

Unit III: The Medical Assisting Profession and Behavior in the Workplace
The student will be able to:
§ Differentiate between administrative and clinical medical assisting duties. (Course Competencies 4; Gen Ed Goals 4)
§ Discuss the difference between a MOA and an MA. (Course Competencies 5; Gen Ed Goals 1)
§ Discuss the role of the medical assistant’s attitude in caring for patients. (Course Competencies 6; Gen Ed Goals 4)
Unit IV: Interpersonal Skills, Human Behavior, and Ethics

The student will be able to:

§ Explain some of the barriers to effective communication. (Course Competencies 7; Gen Ed Goals 1, 7)
§ Discuss the process used for making an ethical decision. (Course Competencies 8; Gen Ed Goals 7)
§ Explain why confidentiality is an ethical issue. (Course Competencies 9; Gen Ed. Goals 7; Core Skill C)

Unit V: Medicine & Law

The student will be able to:

§ Distinguish which type of civil law deals with medical professional liability. (Course Comp. 10; Gen Ed. Goals 4; Core Skills; B, C)
§ Know the two types of laws (Course Comp. Goal 10; Gen Ed Goals 4; Core Skill B)

Unit VI: Telephone Techniques, Scheduling Appointments, & Patient Processing

The student will be able to:

§ Explain why courtesy is so important when speaking on the telephone. (Course Comp. 11; Gen Ed. Goals 1, 4; Core Skills A, C, G)
§ Discuss the three items that must be considered when scheduling appointments. (Course Comp. 12; Gen Ed. Goal 1, 4; Core Skills A, D)
§ Discuss ways to make the patient feel at ease and comfortable in the medical office. (Course Comp. 13; Gen Ed. Goals 1, 4, 6; Core Skills A, G)

Unit VII: Office Environment & Daily Operations

The student will be able to:

§ Describe how an office environment should operate. (Course Comp. 14; Gen Ed. Goals 1; Core Skills A, B)
§ List five actions that need to be taken before the office opens in the morning. (Course Comp 14; Gen Ed. Goals 1; Core Skills A, B)

Unit VIII Written Communications, Mail Processing & Medical Records Management

The student will be able to:

§ Analyze, compose, proofread and mail business correspondence. (Course Comp. 15; Gen Ed. Goals 1, 3; Core Skills A, B, D, E)
§ Prepare, organize, and file medical records. (Course Comp. 16; Gen Ed. Goals 3; Core Skills A, B, D, E)

Unit IX: Banking Services and Procedures & Financial Management

The student will be able to:

§ Explain the procedures of banking services as it pertains to the medical office. (Course Comp. 17; Gen Ed. Goals 1, 2, 3; Core Skills B, D, C)
§ Discuss the advantages of using checks. (Course Comp. 17; Gen Ed. Goals 1, 2; Core Skills B, D)

Unit X: Medical Professional Management

The student will be able to:
§ Explain the importance of management in the medical office. (Course Comp. /18; Gen Ed. Goals 1, 6, 7; Core Skills A, B, C, G)

§ 09/05/2018 Discuss the desirable qualities of a medical office manager. (Course Comp. 18; Gen Ed. Goals 1, 6, 7; Core Skills A, B, C, F, G)

Unit XI: Infection Control
The student will be able to:
§ Demonstrate the proper hand washing technique for medical asepsis. (Course Comp. 19; Gen Ed. Goal 1; Core Skills B)
§ Demonstrate the correct procedure for sanitization of contaminated instruments. (Course Comp. 19; Gen Ed. Goal 1; Core Skills B)

**TIMELINE:**

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<thead>
<tr>
<th>DATE</th>
<th>ASSIGNMENTS</th>
<th>COURSE UNITS</th>
<th>TOPICS DISCUSSED</th>
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<tbody>
<tr>
<td><strong>Week 1</strong></td>
<td>Register for CMAA online study Guide and access class to become familiar with software. Read and discuss – Student success Professionalism in the Workplace for a medical assistant (handout) Pre-test Watch PowerPoint- Administrative Medical Assistant Discussion-Group Project</td>
<td>Units I, III</td>
<td>Discuss the learning goals and objectives for this course. Introduction to the CMAA Study Guide online package, how to access and utilize. Discuss the role of the Medical Assistant Professional behavior in the workplace, interpersonal skills and human behavior as it relates to the medical office professional.</td>
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<tr>
<td><strong>Week 2</strong></td>
<td>Read Telephone techniques Determining Scheduling Needs Read Chapter 1, pages 1-10- Scheduling Appointments, Types of Patient Scheduling</td>
<td>Units III, IV</td>
<td>Discuss and determine appropriate/inappropriate telephone techniques. Explore various types of patient scheduling</td>
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<td><strong>Week 3</strong></td>
<td>Continue to read Chapter 1- Scheduling- pages 11-14 Watch Chapter 1 PowerPoint, Arranging diagnostic testing and procedures Confirming future appointments Confirming insurance details</td>
<td>Units II, VI</td>
<td>Explore Practice Fusion Scheduling Discuss scheduling types Develop vocabulary list as a resource</td>
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| Week 4 | Read Chapter 2- Patient Intake  
Watch Chapter 2 PowerPoint | Units II, III | Discuss the patient intake process |
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<tr>
<td>Week 5</td>
<td>Exam 1</td>
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| Week 6 | Read Chapter 3, pages 33-45  
Watch chapter 3 PowerPoint | Units III, VI | Discuss office logistics, medical records, financial  
procedures and mail delivery |
| Week 7 | Read Chapter 4, pages 49-60  
Watch Chapter PowerPoint  
Review and complete chapter drill | Units IV, V | Discuss compliance, HIPAA, OSHA, Center for Medicare  
and Medicaid Services (CMS)  
Explore case studies |
| Week 8 | Midterm                     |              | Exam w/ case studies               |
| Week 9 | Recess                      | Units VII, IX | Read Chapter 5, pages 73-88 and be prepared to discuss  
at the next class session |
| Week 10 | Watch Chapter 5 PowerPoint  
Review chapter drill | Unit III | Discuss patient education, patient bill of rights and  
insurance responsibilities |
| Week 11 | Read Chapter 6  
Watch – Chapter 6 PowerPoint  
Review Chapter Drill | Unit X | Discuss general office policies and procedures |
| Week 12 | Exam 2                      |              |                                   |
| Week 13 | Read Orientation to the lab and principles of pharmacology (handouts)  
Watch –PowerPoint | Unit XI | Analyze and discuss selected case studies |
| Week 14 | Final Projects Due          | Unit I, X | Presentation - a student designed medical office |
| Week 15 | Final Exam                  |              |                                   |

**IMPORTANT DATES:**
Course begins: 
Final Exam date: 
Last day for withdrawing from the course to get a "W" grade: 
Grades anticipated online: 

**EVALUATION OF STUDENT LEARNING:**

Students will be evaluated based on their attendance in class, homework assignments via the Connect learning technology environment, pop quizzes as formative assessments to evaluate knowledge learned in prior class, and exams as summative assessments to cover knowledge learned over the entire semester, quarters, and halves of material learned in course sessions.

<table>
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<tr>
<th>GRADING:</th>
<th>Grade</th>
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<tbody>
<tr>
<td>Attendance: 14%</td>
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<td>- If students do not arrive within the first 15 minutes of class, unless there is an approved reason with documentation as requested, students will be counted absent. Each of the 14 classes is worth one percentage point.</td>
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<tr>
<td>Chapter Review Exercises: 26%</td>
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<td>- Due dates for homework will be announced during each class period. Open notes pop quizzes can be given at any time. The average (total points) of all of these scores will comprise the 26%.</td>
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<td>Exam 1: 10%</td>
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<td>Midterm: 20%</td>
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<td>Exam 2: 10%</td>
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<tr>
<td>Final Exam: 20%</td>
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<thead>
<tr>
<th>Grade</th>
<th>Score Range</th>
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<tbody>
<tr>
<td>A</td>
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<tr>
<td>A-</td>
<td>90 \leq x &lt; 93</td>
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<tr>
<td>B+</td>
<td>87 \leq x &lt; 90</td>
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<td>B</td>
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<td>C+</td>
<td>76 \leq x &lt; 80</td>
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<tr>
<td>C</td>
<td>70 \leq x &lt; 76</td>
</tr>
<tr>
<td>D</td>
<td>60 \leq x &lt; 70</td>
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<tr>
<td>F</td>
<td>x &lt; 60</td>
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**ACADEMIC INTEGRITY STATEMENT:**

Mercer County Community College is committed to Academic Integrity – the honest, fair and continuing pursuit of knowledge, free from fraud or deception. This implies that students are expected to be responsible for their own work, and that faculty and academic support services staff members will take reasonable precautions to prevent the opportunity for academic dishonesty. **All will be held accountable based on Student Handbook policies.**

**A. Uses or obtains unauthorized assistance in any academic work.**
- copying from another student’s exam.
- using notes, books, electronic devices or other aids of any kind during an exam when prohibited.
- stealing an exam or possessing a stolen copy of an exam.

**B. Gives fraudulent assistance to another student.**
• completing a graded academic activity or taking an exam for someone else.
• giving answers to or sharing answers with another student before, during or after an exam or other graded academic activity.
• sharing answers during an exam by using a system of signals.

C. Knowingly represents the work of others as his/her own, or represents previously completed academic work as current.
• submitting a paper or other academic work for credit which includes words, ideas, data or creative work of others without acknowledging the source.
• using another author's words without enclosing them in quotation marks, without paraphrasing them or without citing the source appropriately.
• presenting another individual's work as one's own.
• submitting the same paper or academic assignment to another class without the permission of the instructor.
• falsifying bibliographic entries.
• submitting any academic assignment which contains falsified or fabricated data or results.

D. Inappropriately or unethically uses technological means to gain academic advantage.
• inappropriately or unethically acquiring material via the Internet or by any other means.
• using any electronic or hidden devices for communication during an exam. Each instructor and academic support service area is authorized to establish specific guidelines consistent with this policy.

The instructor reserves the right to update the course outline and syllabus at any time.

See http://mlink.mccc.edu/omb/OMB210.pdf