



## COURSE OUTLINE

<u>OST107</u> Course Number	<u>Procedures Law &amp; Ethics for the Medical Office</u> Course Title	<u>3</u> Credits
<u>3</u> Lecture Hours	<u>None</u> Co-or Pre-requisite	<u>Fall 2009</u> sem/year

**Catalog description (2006-2009 Catalog):** Focuses on the administrative skills necessary for work in a medical office. Includes communicating with patients, telephone management, organizing and maintaining records, coordinating appointments, and ethical issues. Students use medical management software for scheduling and records management.

**Required Text/other materials:** Kinn's The Medical Assistant, An Applied Learning Approach

Publisher: Saunders  
Edition: 10<sup>th</sup>

Textbook & Workbook package

**Revision date:** 8/2009

**Course coordinator:** Colleen Courtney, 609-570-3471  
[courtnecc@mccc.edu](mailto:courtnecc@mccc.edu)

**Information resources:** The primary information resources that are used in this course are the Kinn's Textbook and Workbook along with information obtained from websites.

**Other learning resources:** A Companion CD-ROM is included with the Kinn's Textbook. This CD will reinforce concepts in the chapters, familiarize students with the technology used in today's medical office, and show detailed anatomy and physiology animations.

**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. Differentiate between administrative and clinical medical assisting duties.
5. Discuss the difference between a CMA and RMA.
6. Discuss the role of the medical 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 appointments.
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 procedures of banking services as it pertains to the medical office.
18. Explain the importance of management in the medical office.
19. Demonstrate the correct procedure for sanitization of contaminated instruments.

**Course-specific General Education Knowledge Goals and Core Skills:**

**General Education Knowledge Goals**

**Goal 1. Communication.** 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 3. Technology.** Students will use computer systems or other appropriate forms of technology to achieve educational and personal goals

**Goal 4. 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 5. History.** Students will understand historical events and movements in World, Western, non-Western or American societies and assess their subsequent significance.

**Goal 6. Diversity.** Students will understand the importance of a global perspective and culturally diverse peoples.

**Goal 7. Ethical Reasoning and Action.** Students will understand ethical issues and situations.

**MCCC Core Skills**

**Goal A. Written and Oral Communication in English.** Students will communicate effectively in speech and writing.

**Goal B. Critical Thinking and Problem-solving.** Students will use critical thinking and problem solving skills in analyzing information.

**Goal C. Ethical Decision-Making.** Students will recognize, analyze and assess ethical issues and situation.

**Goal 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.

**Goal E. Computer Literacy.** Students will use computers to access, analyze or present information, solve problems, and communicate with others.

**Goal F. Collaboration and Cooperation.** Students will develop the interpersonal skills required for effective performance in group situations.

**Goal G. Intra-Cultural and Inter-Cultural Responsibility.** Students will demonstrate an awareness of the responsibilities of intelligent citizenship in a diverse and pluralistic society, and will demonstrate cultural, global, and environmental awareness.

**Units of study in detail:**

**Unit I:            **Becoming a Successful Student****

*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:*

- Explain the impact of Johns Hopkins and other medical pioneers on medical education in the United States. (**Course Competencies 3; Gen Ed Goals 4, 5**)
- Explain the role of the world healthcare organizations. (**Course Competencies 3; Gen Ed Goals 5, 6**)

**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 CMA and RMA. (**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**)
- 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 medial 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**)

**Evaluation of student learning:** Chapter vocabulary tests will be given to see if SLOs have been met for each chapter. Workbook assignments will be submitted by each student for each chapter to see if SLOs have been met for concepts. In addition, Projects will be assigned by the instructor to see if SLOs have been met for critical thinking application of the concepts learned in each Unit.

**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.

The college recognizes the following general categories of violations of Academic Integrity, with representative examples of each. Academic Integrity is violated whenever a student:

**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.