Course Title and Number:  MAS101 Medical Secretarial Procedures

Instructor:

Office Location: Room

Office Hours: Office hours are posted on the door to room 270. If the posted hours do not meet your needs, we will find another time that is convenient for the student and the professor.


Supplies: Usage:

| 2 3-ring Notebooks (1-1 ½”) title pocket on front | 1 for Portfolio |
| 1 pkg. of Presentation Tabs (Staples) or X-Large Tabs | 1 for Policy and Procedure Manual |
| 25 manila folders | Project 5.3 |
| 1 accordion folder | Project 5.3 |
| 1 folder/3 metal tabs | Appointment Book |
| Thumb Drive | Back up for projects and assignments |

Course Description:
This is the first semester of a comprehensive two-semester course sequence, MAS101 Medical Secretarial Procedures and MAS203 Computers in the Healthcare Setting, designed to provide the student with the skills, knowledge, and attitude necessary to manage a medical office. These tasks include: interacting with patients; using the telephone; scheduling appointments; processing information; managing medical records; word processing medical correspondence; completing accounting transactions; understanding insurance; billing patients; and understanding medical ethics, HIPPA, and confidentiality. In MAS101 the student learns the “manual” method of completing the tasks listed above, and in MAS203 the student learns the “computerized” method of completing the tasks listed above.

Prerequisites: RDG100 or placement, CIS101 or placement (or co requisite) CIS101, RDG100 or placement

Instructional Objectives: Upon completion of this course, the student will be able to:

1. Describe the tasks and skills required of an administrative medical assistant, the employment opportunities, and the advantages of professional certification.
2. Identify the players of the healthcare team and various types of health care facilities.
3. Have a clear grasp of medical law and confidentiality and how they apply to all operations of the medical office.
4. Define medical ethics and describe common ethical issues in healthcare.
5. Demonstrate an understanding of the diversity of patients in a medical practice.
6. Demonstrate interpersonal communications in both oral and written forms.
7. Perform appointment scheduling. using an appointment book...
8. Explain the concept of exceptional patient service and patient registration.
9. Identify the components of the medical record, the various filing systems, and the rules and regulations of record retention and the release of medical information.
10. Identify the steps of the billing process, create superbills, billing cycles and perform fundamental concepts of procedural and diagnosis coding.
11. Describe the various types of medical insurances, including workers compensation and short and long term disability. Complete a HCFA form and describe the life cycle of an insurance claim.
12. Explain CLIA, JCAHO, and OSHA standards.
13. Demonstrate an understanding of accounting principles of accounts payable and receivable, petty cash funds and banking reconciliation.
14. Develop the skills for managing an office including producing a policy and procedures manual, employee selection process, discipline, employee records and payroll.
15. Locate job openings, prepare a cover letter and resume, prepare for an interview and assess a benefit package.

Teaching Procedures:
This course combines lecture, class discussion, learning activities, and simulations.

Course Topics:
1. The Administrative Medical Assistant
2. Medical Ethics, Law, and Compliance
3. Computer Usage in the Medical Office
4. Telephone Procedures and Scheduling
5. Records Management
6. Written Communications
7. Patient Medical Records
8. Insurance and Coding
9. Billing, Reimbursement, and Collections
10. Practice Finances

Attendance:
Students are expected to attend each class and to arrive on time and stay for the entire period that class is in session. Should the student arrive late to class, it is the student’s responsibility to obtain all information that was discussed prior to the student’s arrival. This may include, but not be limited to, assignments, concepts discussed and demonstrated, scheduling of due dates for assignments, or scheduling of examinations. The student is also responsible to verify with the professor that he/she has been given credit for attending a class late. The student should see the professor at the END of the class to verify his/her attendance for that day. If the student does not see the professor at the end of the class that the student was late, the attendance sheet will not be adjusted, and the student will not receive credit for being present should the student realize that he/she did not see the professor at the end of the class that day.

Should the student leave early from class, it is the student’s responsibility to obtain all information that was discussed after to the student’s arrival. This may include, but not be limited to, assignments, concepts discussed and demonstrated, scheduling of due dates for assignments, or scheduling of examinations.

A student is allowed to miss one week of classroom meetings (2 for a class that meets on Tuesday and Thursday or 2 for a class that meets on Monday and Wednesday) without penalty. If a student misses more than one week of classroom meetings, the student may be automatically withdrawn from the class and will need to retake the class during a different semester.
**Disabilities:**
Students with documented disabilities who believe that they may need accommodations in this class are encouraged to contact the Counselor for Students with Disabilities in room 135, extension 120, as soon as possible to ensure that such accommodations are implemented in a timely fashion.

Should the student leave early from class, it is the student’s responsibility to obtain all information that was discussed after the student’s departure. This may include, but not be limited to, assignments, concepts discussed and demonstrated, scheduling of due dates for assignments, or scheduling of examinations.

No more than three absences will be allowed. Any absence over the third will result in the instructor’s being permitted to drop the student from the course—unless there are extenuating circumstances that are made known to the instructor. Missing work will be graded as “0” in averaging the final grade.

**Student Preparation:**
Students should be aware that all the work associated with this class cannot be accomplished during class time. Therefore, students should be aware that for every one (1) hour of class time, students may need to spend one (1) to three (3) hours or more reviewing the material in order to be academically successful.

**Tutoring Services:**
All Mount Wachusett Community College students now have access to FREE Online Tutoring Professional tutors are available 7 days a week.

Visit the eTutoring website at  http://www.eTutoring.org and get one-on-one eTutoring at your convenience. For more information, stop by the Academic Support Center, Room 116 or call us at 978-630-9333.

**Plagiarism and Academic Dishonesty**
All policies stated in the MWCC college catalog concerning Plagiarism or Academic Dishonesty will be adhered to in this class. Students should refer to the catalog for details.

**MWCC’s LaChance Library - Access information:**

**LIBRARY SERVICES**
All students are strongly encouraged to use the library collections in completing research assignments. During the academic year, the library is open Monday-Thursday from 7:30 a.m. to 7:30 p.m. and Fridays from 7:30 a.m. to 4:00 p.m. To see a complete listing of library hours, as well as dates the library is closed, please visit the library’s webpage at http://library.mwcc.edu.

**LIBRARY ACCESS ON CAMPUS:**
The LaChance Library is located on the first floor of the College, near the Advising Center. Please feel free to visit the Library to search for books and other materials to assist you in your research. Librarians are always available, and love to assist – so don’t be afraid to ask for help.

**Finding books:**
Search the library catalog to find books on a topic. The MWCC Library catalog is available from the Library’s webpage (http://library.mwcc.edu) by clicking on the link to “Find Books & More.” Remember to use a keyword search for your topic in the catalog. Please note that most library materials may be borrowed for 28 days, although special collections may have different loan periods. Books may be
renewed for one additional loan period, either at the library, online, or by phone, as long as another patron has not placed a hold on the item(s). Your student ID card with a barcode affixed to the back, acts as your library card and must be presented to charge out library materials or use reserve materials. If you don’t have a student ID, the Library will be happy to issue you a library card – just ask at the circulation desk. With a valid MWCC library card, students may also borrow materials from other libraries through the online catalog - check with a librarian for further details.

Finding Magazine/Journal Articles:
Journal articles can be found by searching the library’s online periodical databases. To get to these resources, visit the Library’s webpage (http://library.mwcc.edu) and click on the link to "Find an Article." Choose an appropriate database (for example, Health Reference Center/Academic, or Health Source: Nursing/Academic Edition), and conduct a keyword search. Articles may be printed in the library ($0.10 per page), or emailed to an active email account, or saved to a storage device. Please ask for help if you have any questions.

LIBRARY ACCESS OFF CAMPUS:

Finding books:
The Library’s catalog is available remotely, and can be found at the Library’s webpage (http://library.mwcc.edu). If necessary books are not located in the MWCC catalog, the search may be expanded to include all libraries in the C/WMARS Library consortium. Books located at other libraries may be requested by using the “request” feature, and may be delivered to the MWCC Library, or any library within the system that would be more convenient. Please note that you will need your library card number to utilize this feature. If you do not have an MWCC library card, you may request one. There are several ways to accomplish this:

1. Online Library card registration is available at: http://www.mwcc.edu/Html/Library/distance.html
2. You can call the Library at 978-630-9125 to request a card
3. To email your request for a card, send your name, address, telephone number, and student ID number to: circulation@mwcc.mass.edu
4. If you prefer to fax, please forward your name, address, telephone number, and student ID number to 978-630-9556

You will be contacted within 48 hours with your library card barcode number. Further instructions as well as the actual library card will be mailed to you shortly thereafter.

Finding Magazine/Journal Articles:
As an MWCC student, you have access 24 hours a day to all of the MWCC Library online periodical databases. Note that in order to access the Library’s online databases from a remote location (home, your office, another library, etc.) you will be prompted to enter your 8 digit MWCC student ID number, along with your last name.

For more information about accessing library resources, please contact the reference librarians at 978-630-9338 (888-884-6922 toll free), or email library@mwcc.mass.edu, or send an AOL IM to mwcclibrarian.

This syllabus adheres to all MWCC’s policies and procedures as stated in the college catalog.

Any posting or documentation that is listed in Blackboard becomes a part of the syllabus.

Copyright Statement:
Students shall adhere to the laws governing the use of copyrighted materials. They must ensure that their activities comply with fair use and in no way infringe on the copyright or other proprietary rights of others and that the materials used and developed at Mount Wachusett Community College contain nothing unlawful, unethical, or libelous, and do not constitute any violation of any right of privacy. For further information consult the MWCC Copyright Policy http://www.mwcc.mass.edu/HTML/Library/copyright.html

**Grading and Evaluation:**

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<thead>
<tr>
<th>Component</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Procedures Manual</td>
<td>30%</td>
</tr>
<tr>
<td>Patient Information Brochure</td>
<td>10%</td>
</tr>
<tr>
<td>Portfolio</td>
<td>10%</td>
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<tr>
<td>Supply List</td>
<td>10%</td>
</tr>
<tr>
<td>Chapter Quizzes</td>
<td>20%</td>
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<tr>
<td>Final</td>
<td>20%</td>
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</table>

**Procedures Manual**

The procedure manual receives four grades throughout the semester. The actual grade for this manual is the average of the four grades. If the manual is turned in late, a 5-point deduction is included in the calculation of the grade for each and every day after the due date. This deduction includes the day that it is turned in.

**Patient Information Brochure**

If the brochure is turned in late, a 5-point deduction is included in the calculation of the grade for each and every day after the due date. This deduction includes the day that it is turned in.

**Portfolio**

If the portfolio is turned in late, a 5-point deduction is included in the calculation of the grade for each and every day after the due date. This deduction includes the day that it is turned in.

**Supply List**

If the supply list is turned in late, a 5-point deduction is included in the calculation of the grade for each and every day after the due date. This deduction includes the day that it is turned in.

**Chapter Quizzes**

There is no make up for a missed chapter quiz. The lowest graded quiz will be dropped.

**Final**

All students are expected to take the final. The date of the final is determined at the end of the semester and is based on the final examination schedule.

**Extra Credit:**

There may be opportunities for students to earn extra credit. The extra credit is given on a random basis. It may be announced or it may not be announced. The student must be present on the day that the extra credit is given. There is no make up for extra credit.

**NOTE:** Students must pass this course (and all other MAS and BIO courses) with a grade of 77 (C+) in order to remain a student in good standing in the MAS program.
EXPLANATION OF MAJOR PROJECTS

1. **PATIENT INFORMATION BROCHURE**:

   Design a **one page/tri-fold** patient information brochure. This folder should be an introduction to the family practice that you have created. The cover should show the name of the practice, its location and the practice logo, if there is one. The brochure can include an introduction of the physician(s) and their credentials, office policies regarding appointments, cancellations, telephone calls, answering service, referrals, prescription refills, etc.

   Brochures created for previous classes will be circulated for reference. Set up should be uniform throughout. Remember the looks of the brochure will say a lot about your practice and give an impression—be sure the impression is professional. Grammatical, format, punctuation, style, and spelling errors will cause points to be deducted. It is not acceptable to design a patient information brochure and have errors in the final copy.

   **DUE DATE**: See Syllabus

2. **PORTFOLIO**:

   A portfolio is a compilation of samples of your work. These samples can be from ANY class, i.e., word-processing, terminology, office procedures, etc. A portfolio is taken to a job interview and shown to a prospective employer as a way of imparting to him/her how well you can complete an assigned task and a showcase of your knowledge and skills. Therefore, the first item in your portfolio should be your resume! Other items in this three-ring tabbed notebook could be letters and memos you have typed, projects you have completed in class, research papers, tests, and even handouts; anything that highlights your talents. Another item that should be included is newspaper advertisements regarding jobs in this area. Beginning in September, you should look in the *Worcester Telegram, Fitchburg Sentinel*, or the *Boston Globe* and cut out job opportunity ads that you will be qualified for when you graduate and place them in your portfolio.

   A portfolio is a reflection of you and your work. What do you want to tell an employer about yourself? What do you want that employer to conclude about you from your work? Do you complete your work accurately? Do you take pride in your assignments? Do you have excellent writing skills? Do you understand formatting, grammar, style, and punctuation rules? A portfolio will say all of this to a prospective employer.

   **IMPORTANT**: A portfolio that is required for ANY other class may be used for this assignment; however, the portfolio MUST contain Medical Office Procedures documents, handouts, and related information in order to be acceptable for a grade. The resume must be medical field focused.

   **DUE DATE**: See Syllabus
3. **POLICY AND PROCEDURE MANUAL**

Begin the Procedures Manual **TODAY** and continue to add information to it as the semester progresses. This will be a continuous project that will continue into the second half of this course.

In an outpatient medical facility, a written policy and procedure manual is **required** by regulatory and accrediting agencies. The manual consists of the organization’s policies and out lines step-by-step procedures for each task performed in the facility.

A **policy** is a statement regarding the facility’s rules on a given topic. A **procedure** is a series of steps required to perform a given task. Policies and procedures must be written in a clear, concise, and understandable format.

**This is a typed document with a Table of Contents and numbered pages presented in protective plastic sleeves.**

Extensive discussion at all classes will help determine the content of this project and a content list is available in the Course Documents tab in Blackboard. Grammatical, format, punctuation, style, and spelling errors will cause points to be deducted. It is not acceptable to design a policy and procedure manual and have errors in the final copy.

**DUE DATE:** See Syllabus

4. **SUPPLIES PROJECT AND RE-ORDER SHEET**

Dr. Matthew Michaels is a new physician in town and has hired you as his Administrative Medical Assistant. In order to save money, all medical records and clerical functions will be completed using the paper method. Dr. Michaels has ordered all of the furniture, equipment and instruments for his examination rooms and his personal office. You have been given the responsibility for ordering all the day-to-day office supplies, equipment and furniture for the waiting room and administrative area, (i.e., stationary, desk items, folders, labels, cards, appointment books, etc). Using supply catalogs or on-line catalogs from reputable suppliers, make up two purchase orders; one for renewable supplies and one for furniture and equipment. Include reception and billing furniture and office machines in your order. An office cannot operate efficiently unless it is well stocked. Dr. Michaels has allowed you to spend $6,000 without his approval. He must approve anything over $6,000. (Your instructor is Dr. Michaels)

Upon completion of this project, create a master supply sheet for all supplies that will need to be re-ordered at some point. Create this as a useful on-going list that keeps constant track of supplies, so you can see at a glance what will need to be re-ordered when that time arrives.

**DUE DATE:** See Syllabus
<table>
<thead>
<tr>
<th>Week</th>
<th>Assignment(s)</th>
<th>Quizzes/Project Due Dates</th>
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</table>
| Week 1 9/7/10 – 9/9/10 | Introductions  
Review of Blackboard  
Review of textbook | Project 5.3 – DD: 9/13  
Appointment book – DD: 9/13  
Ch. 1 questions – DD: 9/13 |
| Week 2 9/13/10 – 9/16/10 | 9/14/10-Last day to add/drop a class  
Pat Brewerton-Portfolio (9/13)  
Review Chapter 1 text  
Review Project 5.3  
Review Appointment book | Ch. 2 questions – DD: 9/20  
Quiz Ch 1 – DD: 9/20  
P&P-part 1 – DD: 9/22 |
| Week 3 9/20/10 – 9/23/10 | Quiz Chapter 1  
Review Chapter 2 text  
Lab Day-Brochure  
P&P part 1-turn in (TOC, Directory, Ch 1) | Ch 2 projects – DD: 9/27  
Ch 3 questions – DD: 9/27  
Brochure – DD: 9/29  
Quiz Ch 2 – DD: 9/29 |
| Week 4 9/27/10 – 9/30/10 | Pat Brewerton-Resume (9/27)  
Review Chapter 2 projects  
Quiz Chapter 2  
Brochure-turn in  
P&P part 2-turn in (TOC, Directory, Ch 2)  
Review Chapter 3 text | Ch 3 projects – DD: 10/4  
Quiz Ch 3 – DD: 10/6  
Ch 4 questions – DD: 10/6  
P&P-part 2 – DD: 10/6 |
| Week 5 10/4/10 – 10/7/10 | Review Ch 3 projects  
Quiz Ch 3  
Review Ch 4 text | Ch 4 projects – 10/18  
Ch 5 questions – DD: 10/18  
Quiz Ch 4 – DD: 10/20 |
| Week 6 10/11/10 – 10/14/10 | 10/11/10-Columbus Day-No Classes  
Lab Day - Portfolio | Portfolio – DD: 10/20 |
| Week 7 10/18/10 – 10/21/10 | Review Ch 4 projects  
Quiz Ch 4  
Portfolio-turn in  
P&P part 3-turn in (TOC, Directory, Ch 4)  
Review Ch 5 text | Ch 5 projects – DD: 10/25  
Quiz Ch 5 – DD: 10/27  
P&P-part 3 – DD: 10/27 |
| Week 8 10/25/10 – 10/28/10 | Review Ch 5 projects  
Quiz Ch 5  
Lab Day | Ch 6 question – DD: 11/1  
Ch 6 projects – DD: 11/3  
P&P-part 4 – DD: 11/3 |
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<tr>
<th>Week</th>
<th>Dates</th>
<th>Assignments</th>
<th>Due Dates</th>
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<tr>
<td>Week 11</td>
<td>11/15/10 – 11/18/10</td>
<td>11/15/10-11/19/10 – Student Evaluations, Quiz Ch 7, Review Ch 8 text, Review Ch 8 projects, <em>P &amp; P part 5 – turn in completed TOC, Directory, Ch 7 and Ch 8)</em></td>
<td>Ch 8 quiz – DD: 11/22, Ch 9 questions – DD: 11/22, Ch 9 projects – DD: 11/22</td>
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<td>Week 13</td>
<td>11/29/10 – 12/2/10</td>
<td>Quiz Ch 9, Review Ch 10 text, Review Ch 10 projects, <em>P &amp; P – part 6 – turn in completed TOC, Directory, Ch 9 and Ch 10</em></td>
<td>Supply List – DD: 12/6</td>
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<td>Week 14</td>
<td>12/6/10 – 12/9/10</td>
<td>Quiz Ch 10, <em>Supply List-turn in</em></td>
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<td>Week 15</td>
<td>12/13/10 – 12/16/10</td>
<td>12/16/10 – Last day of class, Prepare for final exam. Begin final exam, time permitting</td>
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<td>Week 16</td>
<td>12/17/10 – 12/22/10</td>
<td>Final Exam-TBD</td>
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The instructor reserves the right at any time to make whatever changes in this syllabus that are found to be necessary.