# Washtenaw Community College Comprehensive Report

## MED 210 Medical Assistant Administrative II
## Effective Term: Winter 2020

## Course Cover

**Division:** Health Sciences
**Department:** Allied Health
**Discipline:** Medical Office Worker
**Course Number:** 210
**Org Number:** 15900
**Full Course Title:** Medical Assistant Administrative II
**Transcript Title:** Medica1 Asst Administrative II
**Is Consultation with other department(s) required:** No
**Publish in the Following:** College Catalog , Time Schedule , Web Page
**Reason for Submission:** Course Change
**Change Information:**
     **Consultation with all departments affected by this course is required.**
**Rationale:** Conditionally approved; seeking full approval.
**Proposed Start Semester:** Winter 2020
**Course Description:** In this course, students learn more advanced administrative topics such as financial management of the practice, including billing and collections. They also review medical office administrative procedures such as written communications and medical record management.

## Course Credit Hours

**Variable hours:** No
**Credits:** 2
**Lecture Hours: Instructor:** 30 **Student:** 30
**Lab: Instructor:** 0 **Student:** 0
**Clinical: Instructor:** 0 **Student:** 0

**Total Contact Hours: Instructor:** 30 **Student:** 30
**Repeatable for Credit:** NO
**Grading Methods:** Letter Grades
Audit
**Are lectures, labs, or clinicals offered as separate sections?:** NO (same sections)

## College-Level Reading and Writing

Reduced Reading/Writing Scores

## College-Level Math

## Requisites

**Prerequisite**
Academic Reading Level 5; Academic Writing Level 3
and
**Prerequisite**
MED 112 minimum grade "C"
and

**Prerequisite**
MED 114 minimum grade "C"

## General Education

## Request Course Transfer
**Proposed For:**

## Student Learning Outcomes

1. Define the following bookkeeping terms: charges, payments, accounts receivable, accounts payable, and adjustments.
    **Assessment 1**
        Assessment Tool: Outcome-related questions on departmental exam
        Assessment Date: Winter 2023
        Assessment Cycle: Every Three Years
        Course section(s)/other population: All
        Number students to be assessed: All
        How the assessment will be scored: Answer key
        Standard of success to be used for this assessment: 80% of students will score 75% or higher
        Who will score and analyze the data: Departmental faculty

2. Perform accounts receivable procedures to patient accounts, including posting charges, payments, and adjustments.
    **Assessment 1**
        Assessment Tool: Skill Check sheets
        Assessment Date: Winter 2023
        Assessment Cycle: Every Three Years
        Course section(s)/other population: All
        Number students to be assessed: All
        How the assessment will be scored: Rubrics
        Standard of success to be used for this assessment: 80% of the students will score 85% or higher
        Who will score and analyze the data: Departmental faculty

3. Explain patient financial obligations for services rendered.
    **Assessment 1**
        Assessment Tool: Outcome-related questions on departmental exam
        Assessment Date: Winter 2023
        Assessment Cycle: Every Three Years
        Course section(s)/other population: All
        Number students to be assessed: All
        How the assessment will be scored: Answer key
        Standard of success to be used for this assessment: 80% of the students will score 75% or higher
        Who will score and analyze the data: Departmental faculty

4. Differentiate between electronic medical records (EMR) and a practice management system.
    **Assessment 1**
        Assessment Tool: Outcome-related questions on departmental exam
        Assessment Date: Winter 2023
        Assessment Cycle: Every Three Years
        Course section(s)/other population: All
        Number students to be assessed: All

How the assessment will be scored: Answer key

Standard of success to be used for this assessment: 80% of students will score 75% or higher

Who will score and analyze the data: Departmental faculty

## Course Objectives

1. Recognize elements of fundamental writing skills.
2. Discuss applications of electronic technology in professional communication.
3. Describe filing indexing rules.
4. Differentiate between electronic medical records (EMR) and a practice management system.
5. Explain the importance of data back-up.
6. Explain meaningful use as it applies to EMR.
7. Create a patient's medical record.
8. Organize a patient's medical record.
9. File patient medical records.
10. Utilize an EMR.
11. Input patient data utilizing a practice management system.
12. Perform routine maintenance of administrative or clinical equipment.
13. Define the following bookkeeping terms: charges, payments, accounts receivable, accounts payable, and adjustments.
14. Describe banking procedures as related to the ambulatory care setting.
15. Identify precautions for accepting the following types of payments: cash, check, credit card, and debit card.
16. Describe types of adjustments made to patient accounts including non-sufficient funds (NSF) check, collection agency transaction, credit balance, and third party.
17. Identify types of information contained in a patient's billing record.
18. Explain patient financial obligations for services rendered.
19. Perform accounts receivable procedures to patient accounts including posting charges, payments, and adjustments.
20. Prepare a bank deposit.
21. Obtain accurate patient billing information.
22. Inform a patient of financial obligations for services rendered.
23. Demonstrate professionalism when discussing a patient's billing record.
24. Display sensitivity when requesting payment for services rendered.

## New Resources for Course

## Course Textbooks/Resources

Textbooks

Manuals

Periodicals

Software

## Equipment/Facilities

| Reviewer | Action | Date |
| --- | --- | --- |
| **Faculty Preparer:** | | |
| *Rhonda Johns* | *Faculty Preparer* | *Sep 09, 2019* |
| **Department Chair/Area Director:** | | |
| *Kristina Sprague* | *Recommend Approval* | *Sep 09, 2019* |
| **Dean:** | | |
| *Valerie Greaves* | *Recommend Approval* | *Sep 09, 2019* |
| **Curriculum Committee Chair:** | | |
| *Lisa Veasey* | *Recommend Approval* | *Oct 04, 2019* |

**Assessment Committee Chair:**

*Shawn Deron*                          *Recommend Approval*                          *Oct 10, 2019*

**Vice President for Instruction:**

*Kimberly Hurns*                       *Approve*                                     *Oct 14, 2019*