

Course Number and Title: MEA 125 Medical Office Procedures II

Campus Location:

Wilmington

Effective Date:

2021-51

Prerequisite:

MEA 120, SSC 100 or concurrent

Co-Requisites:

None

Course Credits and Hours:

3.00 credits

2.00 lecture hours/week

2.00 lab hours/week

Course Description:

This is the second of two courses using an electronic medical record system for administrative duties for a medical assistant in a medical office. Topics include scheduling appointments, patient processing, diagnostic coding, procedural coding, health insurance, medical billing, patient accounts, collections, and banking procedures.

Required Text(s):

Obtain current textbook information by viewing the [campus bookstore - https://www.dtcc.edu/bookstores](https://www.dtcc.edu/bookstores) online or visit a campus bookstore. Check your course schedule for the course number and section.

Additional Materials:

Medical Assistant Program Manual

Allied Health/Science Department Program Student Policy Manual medical dictionary

Schedule Type:

Classroom Course

Video Conferencing

Web Conferencing

Hybrid Course

Disclaimer:

None

Core Course Performance Objectives (CCPOs):

1. Demonstrate administrative functions for a medical office. (CCC 2, 6; PGC 5)
2. Practice basic finance processes as required in a medical office. (CCC 6; PGC 5)
3. Demonstrate managed care/insurance processes as required in a medical office. (CCC 6; PGC 5)
4. Demonstrate procedural and diagnostic coding used in a medical office. (CCC 6; PGC 5)

See Core Curriculum Competencies and Program Graduate Competencies at the end of the syllabus. CCPOs are linked to every competency they develop.

Measurable Performance Objectives (MPOs):

Upon completion of this course, the student will:

1. Demonstrate administrative functions for a medical office.
 1. Prepare an appointment schedule using established priorities in an electronic medical record (EMR).
 2. Arrange a patient procedure in an EMR.
 3. Create, organize, and file a patient's medical record in an EMR.
 4. Use an EMR.
 5. Prepare and input patient data using a practice management system.
 6. Show sensitivity when managing appointments during a classroom simulation.
 7. Produce professional correspondence using an EMR.
 8. Apply HIPAA rules in regards to release of information.
 9. Document patient care accurately in the EMR.
 10. Prepare an incident report related to an error in patient care in the EMR.
2. Practice basic finance processes as required in a medical office.
 1. Demonstrate accounts receivable procedures to patient accounts in an EMR, including posting charges, payments, and adjustments.
 2. Prepare a bank deposit using an EMR.
 3. Collect accurate patient billing information.
 4. Explain and inform a patient of financial obligations for services rendered.
 5. Demonstrate sensitivity when requesting payment for services rendered.
3. Demonstrate managed care/insurance processes as required in a medical office.
 1. Interpret information on an insurance card.
 2. Identify eligibility for services, including documentation.
 3. Demonstrate how to obtain precertification or preauthorization, including documentation.
 4. Prepare an insurance claim form in an EMR.
 5. Role play interacting professionally with third party representatives.
 6. Show tactful behavior when communicating with medical providers regarding third party requirements.
 7. Show sensitivity when communicating with patients regarding third party requirements.
4. Demonstrate procedural and diagnostic coding used in a medical office.
 1. Demonstrate procedural and diagnostic coding in an EMR.
 2. Use medical necessity guidelines.
 3. Use tactful communication skills with medical providers to ensure accurate code selection.

Evaluation Criteria/Policies:

The grade will be determined using the Delaware Tech grading system:

90	-	100	=	A
80	-	89	=	B
70	-	79	=	C
0	-	69	=	F

Students should refer to the [Student Handbook - https://www.dtcc.edu/handbook](https://www.dtcc.edu/handbook) for information on the Academic Standing Policy, the Academic Integrity Policy, Student Rights and Responsibilities, and other policies relevant to their academic progress.

Final Course Grade:

Calculated using the following weighted average

Evaluation Measure	Percentage of final grade
Summative Tests (7) equally weighted	5%
Summative Lab Competencies (33) equally weighted	60%
Summative Final Lab Competencies (5) equally weighted	10%
Formative Reading Lessons (7) equally weighted	5%
Summative Assignment (110) equally weighted	20%
TOTAL	100%

Core Curriculum Competencies (CCCs are the competencies every graduate will develop):

1. Apply clear and effective communication skills.
2. Use critical thinking to solve problems.
3. Collaborate to achieve a common goal.
4. Demonstrate professional and ethical conduct.
5. Use information literacy for effective vocational and/or academic research.
6. Apply quantitative reasoning and/or scientific inquiry to solve practical problems.

Program Graduate Competencies (PGCs are the competencies every graduate will develop specific to his or her major):

AHTAASMEA Program Graduate Competencies:

1. Exhibit effective nonverbal, verbal, and written communication in patient/client and family interventions and education and in professional relationships.
2. Exercise independent judgment and critical thinking in performance of medical assisting, according to the profession's standards of practice.
3. Demonstrate professional patterns of behavior consistent with the profession's code of ethics.
4. Demonstrate clinical competence by performing a full range of medical assistant procedures on all patient population.
5. Demonstrate administrative competence by performing a full range of medical assistant procedures on all patient population.

AHTDIPMAS Program Graduate Competencies:

1. Exhibit effective communication, independent judgment, and critical thinking in performance of medical assisting, according to the profession's standards of practice.
2. Demonstrate professional patterns of behavior consistent with the profession's code of ethics.
3. Demonstrate clinical and administrative competence by performing a full range of medical assistant procedures.

Disabilities Support Statement:

The College is committed to providing reasonable accommodations for students with disabilities. Students are encouraged to schedule an appointment with the campus Disabilities Support Counselor to request an accommodation needed due to a disability. A listing of campus Disabilities Support Counselors and contact information can be found at the [disabilities services - https://www.dtcc.edu/disabilitysupport](https://www.dtcc.edu/disabilitysupport) web page or visit the campus Advising Center.