



Southern Maine Community College  
Medical Assisting Department  
South Portland, Maine 04106

**Title:** Medical Office Administration

**Course Number:** MDAS-260

**Credit Hours:** 3 (45 total contact hours)

**Pre-requisite:** MDAS 105

**Instructor:** Susan Blake

**Semester:** Spring 2017

**Delivery Mode:** Online

**Instructor E-mail:** [sblake@smccme.edu](mailto:sblake@smccme.edu) (ALL communication is to take place in Blackboard)

**Office Hours:** N/A, This is an online course. A Telephone conference may be scheduled, upon request.

## Course Syllabus

### **Course Description:**

This advanced course is designed to integrate administrative office skills including: Human resources & business organization management, professionalism, quality assurance, healthcare compliance, office safety compliance, patient interaction and other office communications, maintenance of supplies and equipment, and appropriate documentation. Methods of instruction include: Discussions through student postings, communication via email and discussion boards, audiovisual materials, class projects, online assessments.

### **Course Learning Goals:**

- Recognize, respond to, and initiate written, verbal and non-verbal communications
- Demonstrate understanding of proper patient instruction and community resources
- Perform the functions associated with business organization management
- Demonstrate understanding of office safety and operational functions
- Demonstrate understanding of human resources and payroll processes
- Learn and apply professional continuing education resources

### **Course Objectives:**

On completion of this course the student will:

- Understand the role of the medical assistant as office manager
- Perform the functions associated with business organization management
- Understand specific safety rules and regulations
- Practice positive patient and employment related communications
- Understand and apply human resources and leadership skills

### **Teaching Procedures:**

- Discussion Through Student Postings in "Discussions"
- Audiovisual Materials
- Special Class Projects
- Computer Assisted Instruction
- Online Assignments
- Research using reputable Internet sources, library resources, former textbooks, and networking with area office personnel

### **Outside Work & Hours**

The expectation is you spend two hours per semester credit per week doing outside work. This is a 3-credit course, so you should expect to spend 6 hours per week doing outside work for a total of 96 hours for a 16-week semester. This time should be spent on: Reading, research and writing projects,

completing the self-assessments in the textbook, studying and preparing for online assessments, or working on other relevant assignments as directed.

### **Student Evaluation and Grading:**

The final grade in the course is based on 15 quizzes, three equally-weighted assignments and a participation/discussion grade; specifically 15 opportunities to participate and 10 opportunities to engage in discussion (see participation and discussion guidelines below).

Quizzes 45%, Assignments 30%, Discussions & Participation 25%

### **Grading System:**

A	4.00 grade points per credit hour (100-93%)
A-	3.67 grade points per credit hour (92-90)
B+	3.33 grade points per credit hour (89-87)
B	3.00 grade points per credit hour (86-83)
B-	2.67 grade points per credit hour (82-80)
C+	2.33 grade points per credit hour (79-77)
C	2.00 grade points per credit hour (76-73)

**For MDAS and MHIT courses, 73 is the minimum acceptable passing grade.**

C-	1.67 grade points per credit hour (72-70)
D+	1.33 grade points per credit hour (69-67)
D	1.00 grade points per credit hour (66-63)
F	0.00 grade points per credit hour (62-0)

### **Required Text:**

- Medical Office Management, Christine Malone, Pearson 2013, ISBN 13: 9780135060674
- This course will be hosted in Blackboard (Blackboard.smccme.edu)

### **Medical Assisting Department Policy Regarding Attendance/Participation: Online Classes**

1. A student is required to log into the course once a week-failure to do so will result in an absence.
2. There will be two excused absences per semester. For each subsequent absence, the student's grade will drop a whole letter—i.e. for a student has a B or 83% average- their grade will automatically drop to a 73%.
3. Students are expected to be active participants and engage in all course activities. If a student does not log in and meaningfully engage for a period of two consecutive weeks the student will be withdrawn from the course.
4. Exceptions to the above are few and include situations like illness documented by a note from a physician or death in the immediate family reported via e-mail and confirmed. These would constitute an excused absence.

Exceptions to this policy will be evaluated at the discretion of the instructor teaching the course. The Medical Assistant Department Chair also has the option to evaluate instructor exceptions.

### **Discussions**

- All students must participate in the class discussions which, like the quizzes, must be completed by 11:59 on Saturday evenings (see course calendar for details/exceptions). Meaningful and thoughtful participation in the discussion is required and will be graded on a weekly basis. No time extensions will be granted.
- Meaningful participation will be defined as multiple, thoughtful posts and replies to fellow classmates throughout the weekly discussion period. Do not wait until the end of the week to post your answer to the discussion question. Thoughtful participation includes posting early (by Wednesday) so others have a chance to respond to your thoughts. Those who habitually post late in the week will not earn an A for the weekly discussion topic. The Discussion Rubric is available in the Gradebook. Please become familiar with the Grading Rubric during Week 1.

- I reserve the right to grade up or down depending on the quality of your posts and the effort put into them.

### **Quizzes:**

Students are expected to complete all assessments by the posted time. You must complete all quizzes on the first attempt and they are timed to expire at 11:59 on Saturday evenings, so do not procrastinate. The following policy has been enacted:

1. Assignments are due by the due date in all circumstances. Late submissions may be accepted at the instructor's discretion.
2. Any late submission must occur within three days of the due date and five points shall be deducted for each late date.
3. The student is to maintain communication with the instructor if there is an expected or real delay in submission.

### **Written Assignments:**

Written assignments must be submitted on or before the due date. Since these are given at the beginning of the semester with plenty of time to complete them, **late assignments will not be accepted except for verifiable extenuating circumstance.**

All written assignments must be presented in **Microsoft Word DOC 97-03, PowerPoint format, or PDF format** and must be uploaded to the appropriate assignment in Blackboard. Name the document "Your Name Assignment X", where X is the week number for the assignment. See specific grading rubrics for each assignment. Generally, all written assignments are expected to be professional in tone with proper grammar and spelling and any sources should be cited properly.

### **Professionalism**

It is expected that you conduct yourself in the lab and the classroom as you would in a medical office. Professional dress attitude and language is expected at all times. Professionalism also includes punctuality, dependability and initiative. Be professionally dressed and ready to possibly go into the lab days this course meets.

### **Code of Professionalism**

- ❖ student completes any assignment, test etc. on time
- ❖ students send messages that are written professionally and respectful, with or concerns questions - text message language is inappropriate in any form of professional communication- i.e. email
- ❖ student is ready to go- at the start of class
- ❖ cell phones are off and not used during class
- ❖ opinions that differ from your colleagues or instructors are encourage however, a student will present their view diplomatically

### **Course Sequence:**

Student **MUST** finish with a "C" 73% grade or better in all core courses prior to taking advanced core courses or participating in the PRACTICUM. Student is expected to meet all pre-requisites and take core courses in appropriate approved sequence.

Dismissal from the program may occur at any point in the semester, if a student violates safety standards, fails to adhere to professional conduct, or fails to meet the requirements of a clinical course or practicum warning, s/he will be dismissed from the Medical Assisting program.

**Communication:**

All students will be expected to set up an email address, keep it current, and are responsible for checking their email for announcements and other communication. Students will have access to computers in SMCC computer labs and library. If the student does not maintain a valid e-mail, the student is still responsible for all missed information communicated. Students are expected to regularly check the on-line course site utilized by the course for any pertinent information, including course email within Blackboard (which is separate from SMCC email).

**Snow Policy:**

Staff and students should listen for specific SMCC announcements for class cancellations or postponement on local TV and radio stations. The following should serve as a guide for Medical Assisting Dept. students. Classes scheduled at SMCC will be held unless officially canceled as per institutional policy. Class absences will be recorded as usual on storm days unless SMCC is officially closed. If a class is cancelled it is expected the student check blackboard for any assignments/information that are posted. The student is responsible for this information even if the class day has been cancelled. *Online course assignments will be due regardless of weather.*

**Academic Achievement Center:**

The Academic Achievement Center is located next to the Library. They offer a wide range of services that include study techniques, test taking techniques, math, and writing tutoring.

**End-of-Course Evaluation**

Students complete evaluations for each course attended at SMCC. Evaluations are submitted online and can be accessed through the student portal. Students can access the course evaluations beginning one week before the end of classes. The deadline for submission of evaluations occurs Monday at 5 p.m. following the last day of the class. You will receive an e-mail to your student e-mail account when course evaluations are available.

**ADA Syllabus Statement**

Southern Maine Community College is an equal opportunity/affirmative action institution and employer. For more information, please call (207) 741-5798. If you have a disabling condition and wish to request accommodations in order to have reasonable access to the programs and services offered by SMCC, you must register with the Disability Services Coordinator, Sandra Lynham, who can be reached at 741-5923. Further information about services for students with disabilities and the accommodation process is available upon request at this number. Course policies about online testing are modified to suit each individual's accommodations.

**SMCC Pay-for-Print Policy**

Each semester students receive a \$20 printing credit. The balance resets at the end of the semester and any remaining credits are removed. The College's pay-for-print system monitors printing on all printers (including those in general access labs, library printers, Tutoring Services, Campus Center Lounge and technology labs). Be sure to log OUT of the system when you've finished your printing, to prevent unauthorized access to your account. Students can check the number of pages they have printed by using the Printing Balance tool available on SMCC computers (located in the lower right corner of the screen, near the clock). Departments with work study students who need to print documents for the department should contact the Help Desk at 741-5696 to have a special account set up. To find ways to reduce your printing charges, please go to the IT Help tab on My SMCC. If you have questions about the pay-for-printing policy or your printing charges, please contact the Help Desk at 741-5696 or send an e-mail to [helpdesk@smccme.edu](mailto:helpdesk@smccme.edu).

### **Refunds**

Print jobs are eligible for a refund in the event of mechanical or electronic error on the part of the printer, print server, or software used to submit the job. Jobs are not eligible for a refund in cases where the job was not set up correctly, was submitted multiple times, or the student is not satisfied with the result. To request a refund, please bring the offending print to the IT Department in the basement of the Ross Technology Center. Refunds will be granted in the form of a credit to the student's account.

### **Add-Drop Policy**

Students who drop a course during the one-week "add/drop" period in the fall and spring semesters and the first three days of summer sessions receive a 100% refund of the tuition and associated fees for that course. Please note any course that meets for less than the traditional semester length, i.e., 15 weeks, has a pro-rated add/drop period. There is no refund for non-attendance.

### **Withdrawal Policy**

A student may withdraw from a course only during the semester in which s/he is registered for that course. The withdrawal period is the second through twelfth week of the Fall and Spring semesters and the second through ninth week of twelve-week Summer courses. This period is pro-rated for shorter-length courses (usually 75 percent of course meeting times; please check with the Registration Office. To withdraw from a course, a student must complete and submit the appropriate course withdrawal form, available at the Registration Office. This process must be completed either in person or by using SMCC e-mail accounts.

### **Plagiarism Statement**

If an instructor suspects that a student has knowingly committed a violation defined in the Maine Community College System Policy on Student Grade Appeals and Academic Misconduct, the instructor has the authority to review the alleged misconduct and determine the grade that the student should receive for the assignment and the course. The instructor may assign a failing grade for the assignment or course and may require the student to complete additional work for the course. The instructor may consult with the department chair and/or the College's chief academic officer prior to making such decisions. If a student seeks to challenge an instructor's determination, the student should submit a grade appeal. Grade appeal forms are available in the Advising Office on the South Portland Campus or in the administrative offices in the Learning Commons on the Midcoast Campus. An instructor may also refer the matter to the College's disciplinary officer for review under the procedures of the MCCS Student Code of Conduct.

***See detailed course calendar located on next page:***

**MDAS 260 Course Calendar:** Each week is defined as Sunday through Saturday. Assignments will be outlined in the week-specific folder and in announcements. Assignments are due on Saturdays and considered late with a grade point deduction after 11:59 on Saturday.

WEEK	COURSE CONTENT	WEEK ENDING
1	Read Ch 1 - Today's Healthcare Environment Take Chapter 1 Quiz	1/21
2	Read Ch 2 – Communications in the Medical Office <b>Discussion Board: Active Listening</b> Take Chapter 2 quiz	1/28
3	Read Ch 4 - Personnel Management <b>Discussion Board: Background Checks (also Respond to Week 2 Discussion Feedback)</b> Take Chapter 4 Quiz	2/4
4	Read Ch 5 - Managing the Front Office Take Chapter 5 Quiz <b>MANDATORY ROUGH DRAFT of Assignment #1 is due</b>	2/11
5	Read Ch 6 – Appointment Scheduling Take Chapter 6 Quiz <b>Assignment #1 – FINAL DRAFT of Community Resources Project – is due</b>	2/18
6	Read Ch 7 - Medical Records Management <b>Discussion Board: Deadly Administrative Errors?</b> Take Chapter 7 Quiz	2/25
7	Read Ch 8 - Regulatory Compliance in the Healthcare Setting <b>Discussion Board: OSHA Regulations</b> Take Chapter 8 Quiz	3/4
8	Read Ch 9 - Duties of the Medical Office Manager <b>Discussion Board: Management Styles</b> Take Chapter 9 Quiz	3/11
<b>NO SCHOOL – SPRING BREAK</b>		<b>**3/18</b>
9	Read Ch 10 - Use of Computers in the Medical Office <b>Discussion Board: Computer Security &amp; HIPAA</b> Take Chapter 10 Quiz <b>Assignment #2 – HIPAA Corporate Compliance Plan – is due</b>	3/25
10	Read Ch 11 - Office Policies and Procedures <b>Discussion Board: Medical Records Recap</b> Take Chapter 11 Quiz	4/1
11	Read Ch 12 - Accounting and Payroll in the Medical Office Take Chapter 12 Quiz	4/8
12	Read Ch 13 - Billing and Collections <b>Discussion Board: To Bill or Not to Bill...</b> Take Chapter 13 Quiz	4/15
13	Read Ch 14 – Health Insurance <b>Discussion Board: The Donut Hole</b> Take Chapter 14 Quiz	4/22
14	<b>Assignment #3 – Medical Errors – is due</b>	4/29
15	Read Ch 16 - Quality Improvement and Risk Management Take Chapter 16 Quiz	5/6
16	Read Ch 17 - Marketing the Medical Office <b>Discussion Board: Marketing Professionalism</b> Take Chapter 17 Quiz	5/13

**\*\*Spring break – no quizzes or assignments due 3/18**