



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:** Summer 2015

**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 and development of resume

### 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 12 quizzes, three equally-weighted assignments and a participation/discussion grade; specifically 12 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). 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:**

In order to gain access to final course grades, students must complete evaluations for each course attended at SMCC. Evaluations are submitted on-line and can be accessed through the student portal site. Students can access the course evaluation report beginning two weeks before the end of classes. The deadline for submission of evaluations occurs 24 hours after the last day of classes each semester. Instructors will announce when the on-line course evaluation is available.

**SMCC Student Printing Policy**

Students can print 100 pages per semester for free. If you print over 100 pages, you will be charged 10 cents per page to your Beacon Bucks account. Left-over pages will roll over to the following semester but will zero out at the end of the academic year. A pilot project tracking public printing has shown that this amount of free printing meets the needs of the vast majority of students. The College's pay-for-print system monitors printing on all public printers (i.e., those in general access labs, library printers, the LAC, and technology labs). Each time you log in to the system, the print station displays the remaining print quota. Once the printing quota has been exceeded, users will be charged \$0.10 per page on their Beacon Bucks accounts. Color printouts will be charged at 11-page units. This means each color printout will count as 11 pages toward the quota and cost \$1.10. Students can add money to their cards using a credit card on-line.

**Academic Integrity:**

Southern Maine Community College requires all students to adhere to high standards of integrity in their academic work. Activities such as plagiarism and cheating are not acceptable and will not be condoned by the College. Students involved in such activities are subject to serious disciplinary action.

- **PLAGIARISM** is defined as the use, whether by paraphrase, or direct quotation of a work, published, or unpublished of another person's ideas, words, statistics, or other creative materials, without full or clear acknowledgement that the work belongs to that other person.
- **CHEATING** would include the giving or receiving of unauthorized assistance on quizzes, examinations, and written assignments from any source not approved by the instructor.

**STEALING, DESTROYING, or UNAUTHORIZED COPYING** of another person's computer program of files, deliberately preventing another's access to the college computer system, or impeding the system's performance in any way are also included in this policy.

#### **Plagiarism Statement:**

Adherence to ethical academic standards is obligatory. Cheating is a serious offense, whether it consists of taking credit for work done by another person or doing work for which another person will receive credit. Taking and using the ideas or writings of another person without clearly and fully crediting the source in plagiarism and violates the academic code as well as the Student Code of Conduct. If it is suspected that a student in any course in which s/he is enrolled has knowingly committed such a violation, faculty member should refer the matter to the College's Disciplinary Officer and appropriate action will be taken under the Student Code of Conduct. Sanctions may include suspension from the course and a failing grade in the course. Students have the right to appeal these actions to the Disciplinary Committee under the terms outlined in the Student code of Conduct.

#### **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 the twelfth week of the fall and spring semesters and the second through the ninth week of twelve-week summer courses. This period is pro-rated for shorter-length courses. To withdraw from a course, a student must complete and submit the appropriate course withdrawal form, available at the Enrollment Service Center (no phone calls please). The designation "w" will appear on the transcript after a student has officially withdrawn. A course withdrawal is an uncompleted course and may adversely affect financial aid eligibility. Failure to attend or ceasing to attend class does not constitute withdrawal from the course. There is no refund associated with a withdrawal.

#### **ADA 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, Mark Krogaman, who can be reached at 741-5629. There will be some documentation for your teachers that must be supplied before accommodations can be given. Further information about services for students with disabilities and the accommodation process is available upon request at this number.

***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 on Blackboard. Assignments & Discussions are generally due on Saturdays and considered late with a grade point deduction after 11:59 p.m. on Saturday. **\*\*PLEASE NOTE: Deadlines are Saturdays by midnight EXCEPT Week 6 which is a THURSDAY and Week 16 which is a FRIDAY (due to holiday and term-end).**

WEEK	COURSE CONTENT	WEEK ENDING
1	Read Ch 1 - Today's Healthcare Environment Take Chapter 1 Quiz	Sat, 5/30/15
2	Read Ch 2 – Communications in the Medical Office <b>Discussion Board: Active Listening</b> Take Chapter 2 quiz	Sat, 6/6/15
3	Read Ch 4 - Personnel Management <b>and</b> Ch 5 - Managing the Front Office <b>Discussion Board: Background Checks; see email instructions regarding Week 2 Discussion</b> Take Chapter 4/5 Quiz <i>MANDATORY ROUGH DRAFT of Assignment #1 due 6/13</i>	Sat, 6/13/15
4	Read Ch 6 – Appointment Scheduling <b>and</b> Ch 7 Medical Records Management <b>Discussion Board: Deadly Administrative Errors?</b> Take Chapter 6/7 Quiz <b>Assignment #1 – Community Resources Project – is due 6/20/15</b>	Sat, 6/20/15
5	Read Ch 8 - Regulatory Compliance in the Healthcare Setting <b>Discussion Board: OSHA Regulations</b> Take Chapter 8 Quiz	Sat, 6/27/15
6	Read Ch 9 - Duties of the Medical Office Manager <b>Discussion Board: Management Styles</b> Take Chapter 9 Quiz	<b>THURS, 7/2/15**</b>
7	Read Ch 10 - Use of Computers in the Medical Office <b>Discussion Board: Computer Security &amp; HIPAA</b> Take Chapter 10 Quiz	Sat, 7/11/15
8	Read Ch 11 - Office Policies and Procedures <b>Discussion Board: Medical Records Recap</b> Take Chapter 11 Quiz <b>Assignment #2 – HIPAA Corporate Compliance Plan – is due 7/18/15</b>	Sat, 7/18/15
9	Read Ch 12 – Accounting and Payroll in the Medical Office <b>and</b> Ch 13 - Billing and Collections <b>Discussion Board: To Bill or Not to Bill...</b> Take Chapter 12/13 Quiz	Sat, 7/25/15
10	Read Ch 14 – Health Insurance <b>Discussion Board: The Donut Hole</b> Take Chapter 14 Quiz	Sat, 8/1/15
11	Read Ch 16 - Quality Improvement and Risk Management Take Chapter 16 Quiz <b>Assignment #3 – Medical Errors – is due 8/8/15</b>	Sat, 8/8/15
12	Read Ch 17 - Marketing the Medical Office <b>Discussion Board: Marketing Professionalism</b> Take Chapter 17 Quiz by <b>FRIDAY 8/14**</b>	<b>FRIDAY 8/14/15**</b>

**\*\*Term ends Friday, August 14th**