COURSE: AOT 252 | EFFECTIVE DATE: May 2011 | NEXT REVIEW DATE: May 2012

TITLE: Medical Systems and Procedures | CREDITS: 3 | CONTACTS: CLASS - LAB - TOTAL 3 0 3

PREREQUISITES: AOT 105, AOT 115 and AOT 165 with a grade of “C” or better.

DESCRIPTION: This course emphasizes development of proficiency in integrating skills commonly performed in medical offices.


MATERIALS (specifying those to be purchased by student): Textbook

COLLATERAL READING: NONE

CLASS MANAGEMENT ACTIVITIES (Attendance, tardies, testing, etc.): Academic Honesty:

During a test, as well as on any written assignment, paper, or project, anyone determined to be exchanging information or copying someone else's work will be given a grade of "0" on that work and will face further disciplinary action. Collusion is defined as the unauthorized collaboration with any other person in preparing work offered for credit. This, as well as plagiarism, the appropriation of any other person’s work and the unacknowledged incorporation of that work in one’s own work offered for credit, will also be subject to a grade of “0” on the work and further disciplinary action. Please refer to the “Student Code Book” on "Academic Dishonesty".

Absences:
Twenty percent of total class hours will be the maximum amount allowed. There are no excused absences except those verified by other instructors for field trips or school-related assignments. A student with a doctor’s excuse will be able to make up missed work, but the absence is still counted toward the twenty percent.

Tardies:
A student is tardy if he/she arrives for class after the instructor has checked the class roll. Three tardies count as one absence. Any student who shows up for class more than ten minutes late will be counted as absent for that class.
Make-up Tests:
Make-up tests will be given at the discretion of the instructor. This will require the student to give a valid reason for missing the test and must be requested in advance. Any missed test will be put in the Success Center to be made up. The test should be made up within one week upon return or it may be dropped a letter grade.

Assigned Work:
If an assignment is given to the class while a student is absent, he/she is required to turn in the work on the first day back in class.

Classroom Etiquette:
An integral part of an education is developing a sense of integrity and responsibility not only toward ourselves but also toward others. In the classroom, as on the job or in your home, exhibiting appropriate behavior reflects on your maturity. Arriving late to class, being unprepared, inappropriate talking while class is in session, etc., negatively reflect on you and your fellow students. Please be considerate. Remember no food or drinks allowed in classrooms. Cell phones should not be on during class.

Student ID:
It is mandatory that every student wear his or her student ID at all times. The instructor will dismiss students without ID from class. The student may get his/her ID and return to class before the midpoint of the class. If the student cannot get his/her ID and return to class by the midpoint, the instructor will record the absence.

DISABILITIES STATEMENT:
Students with disabilities are encouraged to contact the Dean of Student Services to discuss needs or concerns as they pursue an academic program and participate in campus life. The Dean of Student Services will provide guidance regarding official documentation of disabilities and/or accommodation of needs. (See College Catalog)

RESOURCES (A-V, persons, tools/equipment):
- Textbook/CD
- Videos
- Guest Speakers
COURSE TOPICAL OUTLINE: (List topics and sub-topics of course) and Calendar or approximate length of time devoted to topic.

The course will cover the following topics at the approximate rate of two chapters per week.

THE ADMINISTRATIVE MEDICAL ASSISTANT’S CAREER

Chapter 1 The Administrative Medical Assistant
Chapter 2 Medical Ethics, Law, and Compliance
Chapter 3 Computer Usage in the Medical Office

ADMINISTRATIVE RESPONSIBILITIES

Chapter 4 Telephone Procedures and Scheduling
Chapter 5 Records Management
Chapter 6 Written Communications
Simulation 1

COURSE TOPICAL OUTLINE: (Continued)

PATIENT RECORDS

Chapter 7 Patient Medical Records
Chapter 8 Insurance and Coding
Chapter 9 Billing, Reimbursement, and Collections
Simulation 2

PRACTICE FINANCES AND MANAGEMENT

Chapter 10 Practice Finances
Chapter 11 Office Management
Simulation 3

LEARNING OUTCOMES/OBJECTIVES OF COURSE:

At the completion of this course, the student should be able to
• Understand the profession of medical assisting.
• Gain knowledge of legal and ethical issues involved in this field.
• Learn the tools of: managing correspondence, office supplies, and medical records.
• Learn to schedule appointments, process insurance, billing and collection information.
**INSTRUCTIONAL METHODS TO COMPLETE OBJECTIVES:**

**Participation -**

Discussion assignments are the equivalent to class time within on-ground classrooms. Therefore, students should expect to log on at least twice per week, spending at least three hours per week in the classroom. While online classes are convenient, they are not a substitute for work a student would see at a “brick and mortar” classroom. Online courses offer flexibility; therefore, students may break this down into three times per week at an hour a day or even six times per week into a half-hour per day. How the students break this time down is their prerogative, as this is a guideline as to how much time should be spent in the online classroom. Moodle can track time spent online time per week.

Each week students will find several different postings as part of students’ learning process. Students must make an initial posting and at least two responses to other students posting for each question (hence, at least three posts a week). Students can provide multiple responses to the same question after students’ initial response, but it is usually better to engage in discussion of more than one question, where possible. The length of students’ initial posting and students’ responses should aim to be 150 words and 75 words respectively; however, each instructor reserves the right to increase or decrease this number. In general, students should not exceed 5 or 6 postings per discussion session, although it is never wrong if students take the extra initiative.

**Guide for discussion posts:**

- Discussions are a part of the week’s work and a portion of the final grade.
  - Four thoughtful postings are better than eight average ones.
  - Hint: It is best if students post the initial responses before reading the postings of others.

**Threaded Discussion Netiquette:**

Northeastern Technical College encourages all opinions, perceptions, and freedom of thought and writing. NETC also does not tolerate disrespectful, insightful, or derogatory writing. Please use Netiquette when posting, your grade partially depends on it.

See Netiquette Guidelines for more information. If link is unavailable, go to [http://www.albion.com/netiquette/corerules.html](http://www.albion.com/netiquette/corerules.html)

**Rating Scale:**

Your instructor will assess the quality of your contributions to
Please see the scoring rubric listed below to review the criteria. This only applies to forums.

<table>
<thead>
<tr>
<th>CRITERIA for responses</th>
<th>POINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>The student adequately answered the discussion question</td>
<td>20 15 10 5 0</td>
</tr>
<tr>
<td>The student’s post was understandable, and related to the question.</td>
<td>20 15 10 5 0</td>
</tr>
<tr>
<td>The student provided thorough thoughts in a clear and concise post.</td>
<td>20 15 10 5 0</td>
</tr>
<tr>
<td>Grammar and spelling</td>
<td>20 15 10 5 0</td>
</tr>
<tr>
<td>The student cited sources using the prescribed style</td>
<td>20 15 10 5 0</td>
</tr>
<tr>
<td>The student used proper “netiquette”.</td>
<td>20 15 10 5 0</td>
</tr>
<tr>
<td>General Participation Points</td>
<td>20 15 10 5 0</td>
</tr>
</tbody>
</table>

Total Possible Points: 100

Please note: Late work is at the discretion of the instructor, however, the student can generally not earn any more than “good”. If a post is not made during the week, the student receives a zero, unless cleared by the instructor.

**EVALUATIVE METHODS TO APPRAISE OBJECTIVES:**

The student will be evaluated in this course on the following criteria:

<table>
<thead>
<tr>
<th>Course Element</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discussion</td>
<td>10%</td>
</tr>
<tr>
<td>Assignments</td>
<td>30%</td>
</tr>
<tr>
<td>Test</td>
<td>40%</td>
</tr>
<tr>
<td>Simulation</td>
<td>20%</td>
</tr>
</tbody>
</table>

**GRADING SCALE:** The following grading scale will be observed.

- 93 - 100 = A
- 85 - 92 = B
- 77 - 84 = C
70 - 76 = D
Below 70 = F

**EXPECTATIONS FOR THE STUDENT:**
A typical university course may extend across a semester for 16 weeks. Because of this students will need to be proactive regarding their studies. To be successful, students are expected to:

- visit the course site a minimum of four days per calendar week
- complete all assigned readings from text and other course related documents
- participate in classroom discussions
- use ‘netiquette’ when responding to others in the class
- submit all work in a timely manner
- complete all course work on your own unless otherwise instructed
- cite/document all non original material as to not plagiarize others’ work (see section on Academic Dishonesty)