



CLASS NUMBER AND NAME: **MDN253 MEDICAL OFFICE MANAGEMENT**

TOTAL HOURS/UNITS: 24 HOURS 2 UNITS

PREREQUISITES: MDN250-Medical Office Procedures I, MDN251- Medical Office Procedures II, and enrollment in the Specialized Associate Degree-Medical Assisting Program

TEXTS AND MATERIALS: *Delmar's Comprehensive Medical Assisting; Administrative and Clinical competencies 5th Edition*, Lindh, Pooler, Tamparo, Dahl & Morris 2014 Text /Workbook package (ISBN-13:978-1-133-60286-6)

Study guides (provided by instructor)
E-Library and Internet

CLASS DESCRIPTION: This class is designed to orient the student to management fundamentals in a medical outpatient setting. Students examine the responsibilities of an office manager, staff relationships, policy and procedures, and daily office functions. Students receive training in personnel management and employee benefits. HIPAA, OSHA, CLIA, HITECH and compliance are discussed in detail including: Implementation, compliance, and documentation.

CLASS OBJECTIVES: To provide the student with a basic understanding of the responsibilities of the Office Manager to include staffing and scheduling.

To introduce the student to computer applications in the office.

To identify the safety hazards in a medical facility as per Cal-OSHA guidelines.

To introduce the student to CLIA Compliance and Laboratory Safety

To help student understand the importance of HIPAA and Compliance as it relates to an office setting.

To introduce the students to competing in the job market.

CLASS FORMAT OVERVIEW: This class is conducted in a lecture format, as well as a question and answer discussion method.

REQUIREMENTS: The student must complete the workbook pages.
Tests must be passed with a grade of 60% or better in order to pass the course.

CLASS ATTENDANCE:

It is expected that each student will be in class when class begins. Should the student come in later than five minutes after class begins, he or she should be certain that the instructor has noted his or her presence in class. It will then be up to the instructor to decide if the student had arrived in time to be counted as present – the instructor’s decision will be final.

It will be the student’s responsibility to learn of any assignments given in class when absent.

Students out of uniform will be subject to the uniform contract grading policy

LATE TESTING:

A 10 PERCENT PENALTY WILL BE ISSUED FOR ALL LATE TESTS. If you are not present the day of the test and have not made arrangements with the instructor to take the test early, you will automatically be given the 10 percent penalty. (Late tests start with a “B” minus 10 %) Late homework will receive 1% off the final grade per class period that it is late.

GRADING POLICIES:

The emphasis on this course is the practical application of what the student has learned. Points are given for quizzes, oral presentation, and class portfolio.

The final grade is determined as follow:

Quizzes.....35%
Class Project.....35%
Final Presentation.....30%

ANTICIPATED STUDENT OUTCOMES

Upon completing this course, the student will be able to:

1. To understand the basic responsibilities of the office manager to include staffing and scheduling.
2. Compose a schedule for a multiple employee medical office.
3. The knowledge to be able to pinpoint the computer software and resources available in the medical office.
4. Be able to identify issues and concern with patient accounts and how to handle credit and collections.
5. Be able to identify CLIA regulations, levels of tests, Organizations affiliated with the lab, QA, QC, hazards, OSHA and safety guidelines.

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1	Class Intro Medical Office Management In Class Assignment Read Chp 10 pgs 170-177	Lecture Chapter 10 Creating the Facility Environment HW: 2 Hours Chapter 10 Content Review – pg 179 (#1 -10) Collect magazines to bring to class Read Chap 11 pgs 183 –199	Discussion: Creating a Reception Area In Class Assignment: Create a reception environment Project – collage a reception area	Lecture Chapter 11 Computers in the Ambulatory Care Setting HW: Chapter 11 Content Review – pg 203 & 204 (#1 – 13)
2	Discussion: Manual vs. Computerized Office Intro to Office *Project* Compliance Manual	Discussion : Research Compliance In Class Assignment Project Work	Quiz Review	Test Chapter 10 – 11 HW: Read Chapter 20 pgs 435 - 448
3	Lecture Chapter 20 Billing and Collections HW: Chapter 20 Review Questions pg 456 (#1 – 10)	In Class Assignment Critical thinking Assignment Pg 456 (#1 – 4) Open Discussion Quiz Review	Test Chapter 20	Guest Speaker: Sexual Harassment HW: Read Chapters 45 & 46 pgs 1311 – 1357
4	Lecture Chapter 45 The Medical Assistant as Office Manager HW: Chapter 45 Review Questions pg: 1345 – 1346 (#1 – 8)	Project Work Day HW: Critical Thinking pg: 1346 (#1 – 5)	Lecture Chapter 46 The Medical Assistant as Human Resources Manager HW: Chapter 46 Review Questions pg: 1361 – 1362 (#1 – 10)	Quiz Review HW: Read Chapters 47 & 48 pgs: 1364 - 1395
5	Test Chapter 45 and 46 HW: Paper: your Employment Strategies	Lecture on Chapters 47 & 48 Preparing for Medical Assisting Credentials & Employment Strategies	Group Project Work	Group Project Work
6	Group Project Feedback	FINAL REVIEW	FINAL	Late Final testing

This is an approximate schedule and is subject to change at the instructor’s discretion. The student is responsible for any missed information and handouts due to absences.

Homework includes familiarizing yourself to the Calendar and Syllabus, textbook reading assignments, and study guide homework plus word part list, flashcards, and practice tests all when appropriate to augment learning. Time spent in preparation for or reflection on course lecture will approximate two hours outside of class for each lecture credit hour utilized by the instructor in delivery of the material and ¼ hour outside of class for each hour of structured lab time.