



MDCA 1321 - Administrative Procedures MDCA 1321 .401 Course Syllabus

Description

Medical office procedures including appointment scheduling, medical records creation and maintenance, interpersonal communications, bookkeeping tasks, coding, billing, collecting, third party reimbursement, credit arrangements, and computer use in the medical office.

Semester Offered

Fall and Spring semesters

Credits 3

Lecture Hours 2

Lab Hours 2

Extended Hours 0

Contact Hours 64

State Approval Code 51.0801

Instructor Name Yvette Royal

Semester/Year Fall 2025

Alternate Operations During Campus Closure

In the event of an emergency or announced campus closure due to a natural disaster or pandemic, it may be necessary for Panola College to move to altered operations. During this time, Panola College may opt to continue delivery of instruction through methods that include, but are not limited to: online learning management system (CANVAS), online conferencing, email messaging, and/or an alternate schedule. It is the responsibility of the student to monitor Panola College's website (www.panola.edu) for instructions about continuing courses remotely, CANVAS for each class for course-specific communication, and Panola College email for important general information.

Student Basic Needs

Unexpected circumstances may arise, but Panola College offers various resources to support students. If you need mental health services or are facing challenges with transportation, affording class materials and supplies, or accessing food regularly—issues that may impact your class performance—please visit panola.edu/resources.

Class Attendance

Regular and punctual attendance of classes and laboratories is required of all students. When a student has been ill or absent from class for approved extracurricular activities, he or she should be allowed, as far as possible, to make up for the missed work. If a student has not actively participated by the census date, they will be dropped by the instructor for non-attendance. This policy applies to courses that are in-person, online, hybrid, and hybrid.

Attendance in online courses is determined by submission of an assignment or participation in an activity. According to federal guidelines, simply logging into a distance learning course without participating in an academic assignment does not constitute attendance. Distance learning is defined as when a majority (more than 50%) of instruction occurs when the instructor and students are in separate physical locations. Students must engage in an academic activity prior to the course census date.

When an instructor feels that a student has been absent to such a degree as to invalidate the learning experience, the instructor may recommend to the Vice President of Instruction that the student be withdrawn from the course. Instructors may seek to withdraw students for non-attendance after they have accumulated the following number of absences:

Fall or spring semesters:

3 or more class meeting times per week - 5 absences

2 class meeting times per week - 3 absences

1 class meeting per week - 2 absences

The student is responsible for seeing that he or she has been officially withdrawn from a class. A student who stops attendance in a class without officially withdrawing from that class will be given a failing grade; consequently, the student must follow official withdrawal procedures in the Admissions/Records Office.

Please note: Health Science and Cosmetology courses may require more stringent attendance policies based on their accreditation agencies. Please see the addendum and/or program handbook for further information concerning attendance.

Pregnant/Parenting Policy

Panola College welcomes pregnant and parenting students as a part of the student body. This institution is committed to providing support and adaptations for a successful educational experience for pregnant and parenting students. Students experiencing a need for accommodations related to pregnancy or parenting will find a Pregnancy and Parenting Accommodations Request form in the Student Handbook or may request the form from the course instructor.

Artificial Intelligence (AI) Course Policy

Use of generated AI Permitted under some classroom circumstances with permission.

There are situations throughout the course where you may be asked to use artificial intelligence (AI) tools to explore how they can be used. Outside of those circumstances, you should not use AI tools to generate content that will end up in any student work (assignments, activities, discussion responses, etc.). In such cases for Option #2, no more than 25% of the student work should be generated by AI. Use of any AI-generated content in this course without the instructor's consent qualifies as academic dishonesty and violates Panola College's standards of academic integrity.

Instructional Goals and Purposes

The purpose of this course is to prepare students for basic medical office procedures needed by Medical Assistants in a medical office or clinic setting.

Learning Outcomes

1. Schedule appointments; create, document, and maintain patient medical records.
2. Correlate coding, billing, and collecting; perform bookkeeping tasks.
3. Utilize computer software for basic office functions.
4. Demonstrate interpersonal communication skills.

Specific Course Objectives (includes SCANS)

After studying all materials and resources presented in the course, the student will be able to:

1. **Review profession of medical assisting (SCANS 2-cii)**
 - a. Detail credentials accepted
 - b. Discuss employment opportunities and associations
2. **Discuss federal and state health care legislation and regulation (SCANS 2-ci)**
 - a. Describe the Affordable Care Act
 - b. Discuss the physician-patient relationship
 - c. Compare and contrast the different types of consent
 - d. List reportable conditions
 - e. Explain the ways in which medical law applies to the medical assistant
3. **Explain general office procedures (SCANS 1a-iv, 1v)**

- a. Demonstrate appropriate telephone etiquette
- b. Schedule and manage appointments for patients and staff
- c. Triage patient emergencies, acutely ill patients, and walk-ins
- d. Locate resources and information for patients and employers
- e. Use computer to identify credible online resources for patients
4. **Perform electronic applications for the medical office (SCANS 2a-iii)**
 - a. Discuss aspects of computers and computer etiquette in an office
 - b. Describe medical software applications
 - c. Discuss the use of cell phones
 - d. Conduct an internet search for appropriate patient information
5. **Identify Medical Office management, safety, and emergency procedures (SCANS 2a-iv)**
 - a. Describe risk management procedures in an office setting
 - b. Participate in Quality Improvement
 - c. Discuss safety in the medical office
 - d. Detail emergency preparedness
6. **Document appropriately (SCANS 2c-iv)**
 - a. File medical records
 - b. Establish and maintain the medical record
 - c. Organize a patient's medical record
7. **Maintain records for accounting and banking purposes (SCANS 2a-ii)**
 - a. Perform accounts receivable, and billing and collection procedures
 - b. Correlate coding, billing, and collecting
 - c. Post adjustments, collection payments, and NSF checks
 - d. Process a credit balance and a refund
 - e. Use manual and computerized bookkeeping systems
 - f. Prepare a bank deposit, statement, deposit record, and check
 - g. Reconcile a bank statement
8. **Complete insurance claim forms (SCANS 2c-iii)**
 - a. Implement current procedural terminology and ICD-10 coding
 - b. Perform diagnostic and procedural coding
 - c. Use current third-party guidelines for reimbursement
 - d. Apply managed care policies and procedures
 - e. Obtain managed care referrals and precertification
 - f. Use physician fee schedule
9. **Serve as a team member with physician and others (SCANS 2b-i)**
 - a. Use appropriate guidelines when releasing records or information
 - b. Perform basic medical assisting clerical functions
 - c. Perform telephone and in-person screening
 - d. Schedule and monitor appointments
 - e. Evaluate and recommend equipment and supplies for practice
 - f. Perform an inventory of equipment and supplies
 - g. Perform routine maintenance of administrative equipment safely
10. **Demonstrate professional communication skills with all activities (SCANS 1a-iv, 1a-v)**

Course Content

Medical office procedures including appointment scheduling, medical records creation and maintenance, interpersonal communications, bookkeeping tasks, coding, billing, collecting, third party reimbursement, credit arrangements, and computer use in the medical office.

Methods of Instruction/Course Format/Delivery

Students are expected to demonstrate basic competency in reading, writing, oral communication, math, and computer skills. Students are expected to be an active learning participant by assuming accountability in preparing for each class by completing required readings and/or other learning activities as listed in each unit assignment. Proficiency will be measured by examination scores, oral discussions and/or presentations, case studies and internet research activities.

Major Assignments/Assessments

The following items are assigned and assessed during the semester and used to calculate the student's final grade.

Assignments

Assignments

1. Assignments for chapters: 1, 2, 8, 9, 10, 11, 12, 13, 15, 18, 19, 20
2. Bioethical Panel (Group project)

Assessments

Assessments

1. 3 Major Exams
2. 1 Final Exam

Course Grade

The grading scale for this course is as follows:

- Assignments – 25%
- Bioethical Panel – 15%
- Major Exams – 30%
- Final Exam – 30%

Texts Materials, and Supplies

Lindh, W., Tamparo, C., Dahl, B., Morris, J., Correa, C. (2018). Comprehensive Medical Assisting: Administrative and Clinical Competencies 6th Edition. Cengage Learning.

Lindh, W., Tamparo, C., Dahl, B., Morris, J., Correa, C. (2018). Study Guide to Accompany: Comprehensive Medical Assisting: Administrative and Clinical Competencies 6th Edition. Cengage Learning

Required Readings

Lindh, W., Tamparo, C., Dahl, B., Morris, J., Correa, C. (2018). Comprehensive Medical Assisting: Administrative and Clinical Competencies 6th Edition. Cengage Learning.

Other

- Courses conducted via video conferencing may be recorded and shared for instructional purposes by the instructor.
- For current texts and materials, use the following link to access bookstore listings: <https://www.panolacollegestore.com>.
- For testing services, use the following link: <https://www.panola.edu/student-services/student-support/academic-testing-center>.
- The Accommodations & Disability Support (A&DS) Office at Panola College provides and facilitates support services and accommodations for students with disabilities. The A&DS office works under the federal guidelines included in Section 503 of the Rehabilitation Act of 1973 and the American with Disabilities Act. Please contact the Accommodations & Disability Support (A&DS) Office located in the Charles C. Matthews Student Center or go to <https://www.panola.edu/disabilitysupport> for more information.
- Withdrawing from a course is the student's responsibility. Students who do not attend class and who do not withdraw will receive the grade earned for the course.
- Student Handbook: <https://www.panola.edu/> (located on at the bottom under student)

SCANS Criteria

1. Foundation skills are defined in three areas: basic skills, thinking skills, and personal qualities.
 1. Basic Skills: A worker must read, write, perform arithmetic and mathematical operations, listen, and speak effectively. These skills include:

1. Reading: locate, understand, and interpret written information in prose and in documents such as manuals, graphs, and schedules.
 2. Writing: communicate thoughts, ideas, information, and messages in writing, and create documents such as letters, directions, manuals, reports, graphs, and flow charts.
 3. Arithmetic and Mathematical Operations: perform basic computations and approach practical problems by choosing appropriately from a variety of mathematical techniques.
 4. Listening: receive, attend to, interpret, and respond to verbal messages and other cues.
 5. Speaking: Organize ideas and communicate orally.
2. Thinking Skills: A worker must think creatively, make decisions, solve problems, visualize, know how to learn, and reason effectively. These skills include:
 1. Creative Thinking: generate new ideas.
 2. Decision Making: specify goals and constraints, generate alternatives, consider risks, and evaluate and choose the best alternative.
 3. Problem Solving: recognize problems and devise and implement plan of action.
 4. Visualize ("Seeing Things in the Mind's Eye"): organize and process symbols, pictures, graphs, objects, and other information.
 5. Knowing How to Learn: use efficient learning techniques to acquire and apply new knowledge and skills.
 6. Reasoning: discover a rule or principle underlying the relationship between two or more objects and apply it when solving a problem.
 3. Personal Qualities: A worker must display responsibility, self-esteem, sociability, self management, integrity, and honesty.
 1. Responsibility: exert a high level of effort and persevere toward goal attainment.
 2. Self-Esteem: believe in one's own self-worth and maintain a positive view of oneself.
 3. Sociability: demonstrate understanding, friendliness, adaptability, empathy, and politeness in group settings.
 4. Self-Management: assess oneself accurately, set personal goals, monitor progress, and exhibit self-control.
 5. Integrity and Honesty: choose ethical courses of action.
2. Workplace competencies are defined in five areas: resources, interpersonal skills, information, systems, and technology.
 1. Resources: A worker must identify, organize, plan, and allocate resources effectively.
 1. Time: select goal-relevant activities, rank them, allocate time, and prepare and follow schedules.
 2. Money: Use or prepare budgets, make forecasts, keep records, and make adjustments to meet objectives.
 3. Material and Facilities: Acquire, store, allocate, and use materials or space efficiently. Examples: construct a decision timeline chart; use computer software to plan a project; prepare a budget; conduct a cost/benefits analysis; design an RFP process; write a job description; develop a staffing plan.
 2. Interpersonal Skills: A worker must work with others effectively.
 1. Participate as a Member of a Team: contribute to group effort.
 2. Teach Others New Skills.
 3. Serve Clients/Customers: work to satisfy customer's expectations.
 4. Exercise Leadership: communicate ideas to justify position, persuade and convince others, responsibly challenge existing procedures and policies.
 5. Negotiate: work toward agreements involving exchange of resources, resolve divergent interests.
 6. Work with Diversity: work well with men and women from diverse backgrounds. Examples: collaborate with a group member to solve a problem; work through a group conflict situation, train a colleague; deal with a dissatisfied customer in person; select and use appropriate leadership styles; use effective delegation techniques; conduct an individual or team negotiation; demonstrate an understanding of how people from different cultural backgrounds might behave in various situations.
 3. Information: A worker must be able to acquire and use information.
 1. Acquire and Evaluate Information.
 2. Organize and Maintain Information.

3. Interpret and Communicate Information.
4. Use Computers to Process Information. Examples: research and collect data from various sources; develop a form to collect data; develop an inventory record-keeping system; produce a report using graphics; make an oral presentation using various media; use on-line computer databases to research a report; use a computer spreadsheet to develop a budget.
4. Systems: A worker must understand complex interrelationships.
 1. Understand Systems: know how social, organizational, and technological systems work and operate effectively with them.
 2. Monitor and Correct Performance: distinguish trends, predict impacts on system operations, diagnose deviations in systems' performance and correct malfunctions.
 3. Improve or Design Systems: suggest modifications to existing systems and develop new or alternative systems to improve performance. Examples: draw and interpret an organizational chart; develop a monitoring process; choose a situation needing improvement, break it down, examine it, propose an improvement, and implement it.
5. Technology: A worker must be able to work with a variety of technologies.
 1. Select Technology: choose procedures, tools or equipment including computers and related technologies.
 2. Apply Technologies to Task: understand overall intent and proper procedures for setup and operation of equipment.
 3. Maintain and Troubleshoot Equipment: Prevent, identify, or solve problems with equipment, including computers and other technologies. Examples: read equipment descriptions and technical specifications to select equipment to meet needs; set up and assemble appropriate equipment from instructions; read and follow directions for troubleshooting and repairing equipment.