

EASTERN ARIZONA COLLEGE
Medical Assisting: Administrative Competencies
Course Design
2018-2019

Course Information

Division Allied Health
Course Number HCE 130
Title Medical Assisting: Administrative Competencies
Credits 4
Developed by Diane Knapp
Lecture/Lab Ratio 4 Lecture/0 Lab

Transfer Status

ASU	NAU	UA
Non Transferable	NTS Departmental Elective	Non Transferable

Activity Course No
CIP Code 51.0800
Assessment Mode Pre/Post Test (100 Questions/100 Points)
Semester Taught Spring
GE Category None
Separate Lab No
Awareness Course No
Intensive Writing Course No
Diversity and Inclusion Course No

Prerequisites

None

Educational Value

This is a required course for students to obtain the Medical Assistant certificate.

Description

This course is focused on acquiring the knowledge necessary to perform medical assistant's administrative duties. The content includes introduction to common equipment utilized to file and maintain medical records, and defines and outlines the security and safety measures employed when working with medical records. Identifies and compares active, inactive, and closed medical records and how to set up a medical record retention system for a medical office. Defines medical assisting as it relates to the health care profession, ethics, safety, and security in the medical office, cultural diversity, integrated administrative procedures, health insurance, medical coding, and billing. Relates the importance of the FDA and DEA to administrative procedures and summarizes the purpose of federal healthcare regulations: HCQIA, False Claims Act, OSHA, and HIPAA.

Supplies

None

Competencies and Performance Standards

1. List general procedures in medical assisting.

Learning objectives

What you will learn as you master the competency:

- a. Explain the profession of medical assisting and analyze its career opportunities in relationship to your interests.
- b. State the importance in understanding the scope of practice for the medical assistant.
- c. Analyze the benefits and limitations of working in the different health care settings.
- d. Explain the role of medical assistant in the health care team.
- e. Name and describe the role of medical specialists.

Performance Standards

Competence will be demonstrated:

- o in completion of the work experience
- o in completion of the tests

Performance will be satisfactory when:

- o learner participates in class discussion and activities
- o learner practices required assignments and procedures

2. Describe federal regulations and guidelines.

Learning objectives

What you will learn as you master the competency:

- a. Describe the purpose of standard precautions and give six examples of ways health care providers should practice standard precautions.
- b. Describe disposal of infectious waste.
- c. Describe the importance of CLIA to the medical assistant.
- d. Identify two OSHA standards that seek to safeguard employees.
- e. Describe MSDS manuals and their purpose. Differentiate among the four colors and five numbers of the National Fire Protection Association.
- f. Describe components of the blood borne standard. Analyze what the law covers.
- g. Describe HIPAA regulations and standards.

Performance Standards

Competence will be demonstrated:

- o in completion of the work experience
- o in completion of the tests

Criteria - Performance will be satisfactory when:

- o learner participates in class discussion and activities
- o learner practices required assignments and procedures

3. Identify Medical Assistant's legal responsibility in medical practice.

Learning objectives

What you will learn as you master the competency:

- a. Define the medical assistant's role in legal issues.
- b. Describe the use of contracts in ambulatory care setting.
- c. Explain the standard of care for health care professional.
- d. Explain the 4 Ds of negligence.
- e. Define and give example of torts.
- f. Explain the necessity of informed consent.
- g. Describe procedures to follow in documenting and reporting abuse.
- h. Describe Good Samaritan Laws, physician's directives, and the Americans with Disabilities Act.
- i. Compare the AAMA and the AMA Codes of Ethics.
- j. Relate the principles or standards of conduct adopted by the AMA.

Performance Standards

Competence will be demonstrated:

- o in completion of the work experience
- o in completion of the tests

Criteria - Performance will be satisfactory when:

- o learner participates in class discussion and activities
- o learner practices required assignments and procedures

4. Describe integrated administrative procedures.

Learning objectives

What you will learn as you master the competency:

- a. Explain the importance of the physical office environment to the patient's care.
- b. Identify the important personality characteristics the medical receptionist should possess.
- c. Describe the procedure to use when an unexpected delay causes patients to wait for the physician.
- d. Demonstrate the use of computer in the ambulatory care setting.
- e. Outline the proper procedure for answering incoming calls.
- f. Recall questions that should be asked during telephone triage.
- g. Elaborate on how problem calls should be handled in a professional manner and give three steps to take when a problem call is received.
- h. Prepare a daily appointment sheet. Describe how it differs from a daily worksheet.
- i. Describe the considerations in scheduling appointments.
- j. Describe the purpose and content of a patient information brochure.
- k. Manage the medical records.
- l. Compose and key letters using appropriate component parts of a business letter.
- m. Practice oral and written communication skills.

Performance Standards

Competence will be demonstrated:

- in completion of the work experience
- in completion of the tests

Criteria - Performance will be satisfactory when:

- learner participates in class discussion and activities
- learner practices required assignments and procedures

5. Demonstrate basic accounting skills in managing facility finances.

Learning objectives

What you will learn as you master the competency:

- a. Describe the various credit arrangements for patient fees.
- b. Differentiate between manual and computerized bookkeeping systems.
- c. Demonstrate proficiency in establishing and maintaining daily financial practices.
- d. Explain the difference between the HCFA-1500 and the UB92 forms.
- e. Recall at least five examples of medical insurance coverage.
- f. Demonstrate the process of procedure and diagnosis coding.
- g. Demonstrate the coding of a sample claim form.
- h. Describe the advantages of billing at time of service.
- i. Recall three special collections problems encountered in the ambulatory care setting.
- j. Describe the four different types of bookkeeping and accounting systems.
- k. Explain the use and validity of the income statement and the balance sheet.
- l. Identify proper steps in accounts payable management.

Performance Standards

Competence will be demonstrated:

- in completion of the work experience
- in completion of the tests

Criteria - Performance will be satisfactory when:

- learner participates in class discussion and activities
- learner practices required assignments and procedures

6. Discuss professional procedures.

Learning objectives

What you will learn as you master the competency:

- a. Manage office and resources.
- b. List three methods of increasing productivity and efficient time management approaches.
- c. Describe the purpose and benefit of marketing.
- d. Define records management, financial management, facility and equipment management, and risk management.
- e. Describe the steps involved in payroll processing.
- f. Describe liability coverage and what is meant by bonding.

- g. Explain the function of the office policy manual.
- h. Describe appropriate evaluation tools for employees.
- i. List and define laws related to personnel management.
- j. Prepare for externship.

Performance Standards

Competence will be demonstrated:

- o in completion of the work experience
- o in completion of the tests

Criteria - Performance will be satisfactory when:

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- o learner practices required assignments and procedures

Types of Instruction

Classroom Presentation & Demonstration

Grading Information

Grading Rationale

Final	25%
Activity and assignments	25%
Exams	50%

Grading Scale

A	90-100%
B	80-89%
C	70-79%
D	60-69%
F	0-59%