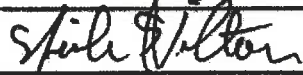




# Perris Union High School District

## Course of Study

A. COURSE INFORMATION		
<b>Course Title: Medical Assisting: Administrative</b> <input checked="" type="checkbox"/> REVISION	<b>Subject Area:</b> <input type="checkbox"/> Social Science <input type="checkbox"/> English <input type="checkbox"/> Mathematics <input type="checkbox"/> Laboratory Science <input type="checkbox"/> World Languages <input type="checkbox"/> Visual or Performing Arts <input checked="" type="checkbox"/> College Prep Elective <input type="checkbox"/> Other	<b>Grade Level</b> <input type="checkbox"/> MS <input type="checkbox"/> HS <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input checked="" type="checkbox"/> 10 <input checked="" type="checkbox"/> 11 <input checked="" type="checkbox"/> 12
<b>If revised previous course name if changed</b> <div style="border: 1px solid black; height: 20px; width: 100%;"></div>	<b>Is this classified as a Career Technical Education course?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Transcript Course Code/Number:</b> <div style="border: 1px solid black; padding: 2px;">608050</div> (To be assigned by Educational Services)		
<b>Required for Graduation:</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>Credential Required to teach this course:</b> <div style="border: 1px solid black; padding: 2px;">CPE: Health Science and Medical Technology</div> <u>To be completed by Human Resources only.</u>	
<b>Meets UC/CSU Requirements?</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No  <b>Was this course <u>previously approved by UC</u> for PUHSD?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (Will be verified by Ed Services)	<div style="border: 1px solid black; padding: 5px;"> <div style="display: flex; justify-content: space-between;"> <div style="text-align: center;">   <b>Signature</b> </div> <div style="text-align: center;">           04/27/2022  <b>Date</b> </div> </div> <div style="margin-top: 10px;"> <b>CalPADS CODE</b> <span style="border: 1px solid black; padding: 2px 10px;">7931</span> </div> </div>	
<b>Meets "AP" Requirements?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<b>Meets "Honors" Requirements?</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<b>Submitted by: Dian Martin</b> <b>Site: District</b> <b>Date: 11.19.2021</b>	<b>Unit Value/Length of Course:</b> <input checked="" type="checkbox"/> 0.5 (half year or semester equivalent) <input type="checkbox"/> 1.0 (one year equivalent) <input type="checkbox"/> 2.0 (two year equivalent) <input type="checkbox"/> Other:	
<b>Approvals</b>	<b>Name/Signature</b>	<b>Date</b>
Director of Curriculum & Instruction		4/27/22
Asst. Superintendent of Educational Services		4/29/22
Governing Board		

**Prerequisite(s) (REQUIRED):**

None

**Corequisite(s) (REQUIRED):**

None

**Brief Course Description (REQUIRED):**

This class prepares students for employment in solo-practitioner, multi-physician, outpatient clinics, managed care facilities and other medical offices. Training will prepare students to perform basic administrative medical assisting functions; patient appointment scheduling, maintain medical records, basic procedural and diagnostic coding, utilize Allied Health technical supportive services and work as a member of a healthcare team.

## B. COURSE CONTENT

**Course Purpose (REQUIRED):**

*What is the purpose of this course? Please provide a brief description of the goals and expected outcomes. Note: More specificity than a simple recitation of the State Standards is needed.*

The medical office administration curriculum prepares individuals for employment in medical and other health-care related offices. Students develop skills applicable in medical environments.

The mission is to provide career and lifelong learning experiences designed to meet the workforce challenges of a changing world. Students in the healthcare career professions are in high demand in the healthcare industry.

**Course Outline (REQUIRED):**

*Detailed description of topics covered. All historical knowledge is expected to be empirically based, give examples. Show examples of how the text is incorporated into the topics covered.*

1. Medical Law, Ethics, and Confidentiality
  1. Document accurately
  2. Legal relationships of physicians and patients
  3. Use of appropriate guidelines when releasing records or information
  4. Needs for documentation and reporting

5. Maintain licenses; state and DEA
6. Monitor and apply changes in legislature in allied health and the medical practice
7. Perform within ethical boundaries
8. Maintain confidentiality of verbal, written and computer information
2. Monitor and Schedule Patient Appointments through Phone Contact and Office "Walk-Ins."
  1. Utilize and monitor appointments
  2. Conduct phone appointment triage
  3. Conduct "walk-in" appointment triage
  4. Interview patients or family members effectively by phone or in the office
3. Medical Record Preparation and Management
  1. Perform electronic patient intake
  2. Patient chart preparation
  3. Maintenance of electronic medical records
  4. HIPPA regulation and compliance
4. Professionalism, Communication, Attitude, Behaviors and Duties
  1. Project positive attitude
  2. Work as a team member
  3. Conduct oneself in a courteous and diplomatic manner
  4. Adapt to change
  5. Manage stress
  6. Treat all patients with empathy and impartiality
  7. Recognize and respond to verbal and nonverbal communication
  8. Serve as liaison between physician and others
  9. Develop cultural awareness and sensitivity
  10. Compose written communication using correct grammar, spelling and formatting
  11. Evaluate level of understanding of communication
5. Health Insurances, PPO, HMO, Medicare
  1. Analyze and use current third-party guidelines for reimbursement
  2. Determine insurance eligibility
  3. Private Insurance
  4. Medicare
  5. HMO
  6. Medi-Cal
  7. Health insurance changes
6. Accounting Systems in the Medical Practice
  1. Utilization of current bookkeeping system
  2. Manage accounts receivable
  3. Prepare daily deposits
  4. Manage accounts payable
  5. Maintain records for accounting and banking purposes
7. Basic work Within Computer Operating Environment
  1. Perform keyboard tasks and use basic terminology common in the computer industry
  2. Demonstrate care and routine maintenance of computer system
  3. Identify the types of operating systems and types and functions of hardware and computer components
  4. Define differences in the application of microcomputer software and be able to start up programs
  5. Produce and format common business documents—letters, memos, and reports
  6. Edit, print, save and retrieve documents
  7. Perform basic database operations
  8. Index or sort and link databases
  9. Design reports
  10. Perform basic spreadsheet applications

11. Use operating system commands; understand the basic function of batch files; perform basic file commands on network drive
12. Print using a network printer
13. Explain and manage network security/users
14. Operate a healthcare software system
8. Medical CPT and ICD Coding
  1. ICD coding
  2. CPT coding
9. Perform Administrative Duties
  1. Use proper telephone technique
  2. Organize and place outgoing telephone calls
  3. Interview patients or family members effectively
  4. Use medical terminology appropriately
  5. Develop/obtain information for patients and employers
  6. Receive, organize, prioritize, and transmit information
  7. Manage calendar/itineraries
10. Manage the Front Office
  1. Operate and maintain equipment safely and observe safety precautions in the office
  2. Inventory equipment and supplies and identify supply resources
  3. Evaluate and recommend equipment and supplies
  4. Handle incoming mail
  5. Maintain liability coverage
  6. Maintain documentation of continuing education
11. Provide Patient Instruction
  1. Orient patients of office policies and procedures
  2. Orient and train personnel
  3. Supervise office staff/Medical Assistant

**Writing Assignments (REQUIRED):**

*Give examples of the writing assignments and the use of critical analysis within the writing assignments.*

1. Students will write a three-page paper evaluating medical law, ethics, and confidentiality concepts as they apply to the medical office assistant's administrative duties. Students will correctly format the paper using a word processing program and will utilize correct grammar, spelling, and punctuation.

**INSTRUCTIONAL MATERIALS (REQUIRED)**

**Textbook #1**

Title: *Study Guide for Lindh/Tamparo/Dahl/Morris/Correa's Comprehensive Medical Assisting: Administrative and Clinical Competencies, 6th.*

Edition: 6th

Author: Lindh/Tampano/Dahl/Morris/ Correa

ISBN: 10:1-305-96485-3

Publisher: Cengage

Publication Date: 2018

Usage: <input checked="" type="checkbox"/> Primary Text <input type="checkbox"/> Read in entirety or near	
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**Textbook #2**

Title: <i>Comprehensive Medical Assisting Administrative and Clinical Competencies, 6th Edition</i> Cengage.	Edition: 6th
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Author: Lindh/Tampano/Dahl/Morris/ Correa (2018).	ISBN: 10:1-305-96479-9
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Publisher: Cengage	Publication Date: 2018
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Usage: <input checked="" type="checkbox"/> Primary Text <input type="checkbox"/> Read in entirety or near	
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**Supplemental Instructional Materials** *Please include online, and open source resources if any.*

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**Estimated costs for classroom materials and supplies (REQUIRED).** *Please describe in detail.*  
 If more space is needed than what is provided, please attach backup as applicable.

Cost for class set of textbooks: Approx. \$7,200 (\$180 X 40); \$7,200 (180 X 40)	Description of Additional Costs:
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Additional costs:	
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<b>Total cost per class set of instructional materials:</b>	\$14,400
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**Key Assignments (REQUIRED):**

Please provide a detailed description of the Key Assignments including tests, and quizzes, which should incorporate not only short answers but essay questions also. How do assignments incorporate topics? Include all major assessments that students will be required to complete

1. Students will write a three-page paper evaluating medical law, ethics, and confidentiality concepts as they apply to the medical office assistant's administrative duties. Students will correctly format the paper using a word processing program and will utilize correct grammar, spelling, and punctuation.
2. Utilizing basic bookkeeping skills, students will be given information for ten patients. Students will correctly record and post patient transactions, prepare a deposit if appropriate, and/or bill insurance for the visit.
3. The copying machine has failed again and the doctor wants the office assistant to gather appropriate comparison data from three vendors. Compare and evaluate size, pages per month, cost (lease or purchase), and list the various attributes of each copier. Present your findings in a paper indicating your recommendations.

4. Students will enter patient information electronically from various case studies and use this information to create files, schedule appointments, create billing accounts, insurance and provider records.

**Instructional Methods and/or Strategies (REQUIRED):**

Please list specific instructional methods that will be use.

- **Method:** Lecture and interactive discussion  
**Integration:** Lectures and interactive discussions are designed to provide students with the ability to survey and relate to a variety of administrative and supportive functions in the medical office.
- **Method:** DVD/CD/Videos  
**Integration:** This particular use of technology is designed to reinforce learning from theory/lecture portions of the course/program and present scenario for discussion, generalization and critique, debate, assessment and evaluation.
- **Method:** Group/individual presentations  
**Integration:** Students will participate in group and/or individual presentation on contemporary medical office issues such as stress, time management, ethics, sexual harassment, HIPPA compliance, diversity in the workplace, bookkeeping procedures, coding, confidentiality and other medical office issues.
- **Method:** Role playing  
**Integration:** Role playing activities are designed to develop and validate acceptable use of communication skills and strategies for use in the medical office
- **Method:** Cooperative learning tasks  
**Integration:** Cooperative learning tasks are designed to foster teamwork in the classroom and medical office setting.

**Assessment Methods and/or Tools (REQUIRED):**

Please list different methods of assessments that will be used.

- **Method:** Problem solving activities, demonstrations, and written exercises  
**Integration:** Problem solving activities, demonstrations and written exercises are designed to evaluate students' understanding of a variety of medical office tasks, procedures, and ethical situations.
- **Method:** Exams/Tests  
**Integration:** Exams are used to assess students' ability to produce letters, memorandums, and reports in a written and electronic format. They will also demonstrate their skill and knowledge of electronic file management and telephone usage.
- **Method:** Oral presentations and/or written reports  
**Integration:** Oral and written presentations are designed to evaluate Students' understanding of medical office administrative procedures as well evaluate their verbal communication skills and use of electronic media for presentations.
- **Method:** Bookkeeping applications  
**Integration:** Students will be evaluated on their ability to apply basic bookkeeping skills. This method of evaluation is used to measure students' ability to record and post specific transactions, including posting to accounts receivable; prepare a deposit; pay an invoice; and prepare a monthly balance sheet.

**COURSE PACING GUIDE AND OBJECTIVES (REQUIRED)**

Day(s)	Objective	CTE Standard(s)	Chapter(s)	Reference
	1. Identify and evaluate medical law, ethics, and confidentiality concepts as they apply to the administrative assistant's duties and compliance with HIPPA regulations.	8.1 Access, analyze, and implement quality assurance standards of practice. 8.2 Identify local, district, state, and federal regulatory agencies, entities, laws, and regulations related to the Health Science and Medical Technology industry sector. 8.3 Demonstrate ethical and legal practices consistent with Health Science and Medical Technology sector workplace standards. 8.4 Explain the importance of personal integrity, confidentiality, and ethical behavior in the workplace		
	2. Effectively schedule and monitor patient appointments through phone contact and office "walk-ins."			
	3. Describe electronic medical record preparation and electronic medical record management.	C9.4 Compose a rationale that compares and contrasts the relative advantages and disadvantages of paper versus electronic records. C9.5 Distinguish which type of documents must have hard copies retained, and which may be stored only in digital form.		
	4. Compare and contrast reimbursement guidelines for various health insurance programs—PPO, HMO, Medicare, Medicaid and assess patient's insurance eligibility.			
	5. Utilize a word processing program, compose electronic communications using correct grammar, spelling, and document formatting and communicate effectively using email, fax and other software programs.			
	6. Utilize basic electronic bookkeeping skills to record and post transactions, control accounts receivable, prepare deposits, monitor invoices, and balance	C9.1 File records using various methodologies (e.g., alphabetically, by patient record number).		

	financial records.	C9.2 Enter information within the parameters of the information system. (e.g., entering appropriate data types in the appropriate fields)		
	7. Compare and evaluate procedures for handling incoming mail, recommending equipment, software and supply purchases, and operating and maintaining equipment safely.			

**C. HONORS COURSES ONLY**

Indicate how much this honors course is different from the standard course.

Not Applicable

**D. BACKGROUND INFORMATION**

**Context for course (optional)**

**History of Course Development (optional)**