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| **PROFESSOR:** | **PHONE NUMBER:** |
| **OFFICE LOCATION:** | **E-MAIL:** |
| **OFFICE HOURS:** | **SEMESTER:** |

1. **COURSE NUMBER AND TITLE, CATALOG DESCRIPTION, CREDITS:**

**HSA 1253 MEDICAL OFFICE ADMINISTRATION (3 CREDITS)**

This course will provide instruction and activities specific to the administration and management of a medical office.

1. **PREREQUISITES FOR THIS COURSE:**

CGS 1100 AND HSC 1531 both with a grade of C or higher

**CO-REQUISITES FOR THIS COURSE:**

None

1. **GENERAL COURSE INFORMATION:** Topic Outline

* Current Medical Office Environment
* Communication in the Medical Office
* Managing the Front Office
* Appointment Scheduling
* Regulatory Compliance
* Medical Office Manager Duties
* Office Policies and Procedures
* Accounting and Payroll in the Medical Office
* Billing and Collections
* Marketing the Medical Office

1. **All courses at Florida SouthWestern State College contribute to the general education program by meeting one or more of the following general education competencies:**

**C**ommunicate clearly in a variety of modes and media.

**R**esearch and examine academic and non-academic information, resources, and evidence.

**E**valuate and utilize mathematical principles, technology, scientific and quantitative data.

**A**nalyze and create individual and collaborative works of art, literature, and performance.

**T**hink critically about questions to yield meaning and value.

**I**nvestigate and engage in the transdisciplinary applications of research, learning, and knowledge.

**V**isualize and engage the world from different historical, social, religious, and cultural approaches.

**E**ngage meanings of active citizenship in one’s community, nation, and the world.

**A.**  **General Education Competencies and Course Outcomes**

1. Listed here are the course outcomes/objectives assessed in this course which play an integral part in contributing to the student’s general education along with the general education competency it supports.

General Education Competency: **Think**

Course Outcomes or Objectives Supporting the General Education Competency Selected:

* Demonstrate competency in medical office administrative procedures

**B. Other Course Objectives/Standards**

* Explain the history and current state of the healthcare industry
* Exemplify professional behavior
* Use interpersonal skills to communicate effectively and deal with conflict
* Schedule and manage appointments
* Schedule inpatient and outpatient admissions and procedures
* Demonstrate patient reception and processing procedures
* Organize and maintain a patient’s medical record
* Apply managed care policies and procedures
* Apply third party guidelines
* Perform basic procedural coding
* Perform basic diagnostic coding
* Complete insurance claim forms
* File medical records
* Perform within legal and ethical boundaries
* Explain legal issues relating to the medical profession especially confidentiality and right to privacy as it relates to medical records.
* Use computers effectively in the medical office for written communication
* Use proper telephone techniques
* Explain and exhibit fees, billing, and collection procedures
* Explain medical practice management and customer service
* Perform basic accounting procedures for the medical office including:
  + preparing a bank deposit,
  + posting entries to a day sheet,
  + processing accounts receivable,
  + posting adjustments,
  + processing credit balances,
  + processing refunds,
  + posting NSF checks,
  + posting collection agency payments
* Utilize computerized record keeping for both patient and financial data.

1. **DISTRICT-WIDE POLICIES:**

**Programs for Students with Disabilities**

Florida SouthWestern State College, in accordance with the Americans with Disabilities Act and the College’s guiding principles, offers students with documented disabilities programs to equalize access to the educational process. Students needing to request an accommodation in this class due to a disability, or who suspect that their academic performance is affected by a disability should contact the Office of Adaptive Services at the nearest campus. The office locations and telephone numbers for the Office of Adaptive Services at each campus can be found at <http://www.fsw.edu/adaptiveservices>.

**REPORTING TITLE IX VIOLATIONS**

Florida SouthWestern State College, in accordance with Title IX and the Violence Against Women Act, has established a set of procedures for reporting and investigating Title IX violations including sexual misconduct.  Students who need to report an incident or need to receive support regarding an incident should contact the Equity Officer at [equity@fsw.edu](mailto:equity@fsw.edu).  Incoming students are encouraged to participate in the Sexual Violence Prevention training offered online.  Additional information and resources can be found on the College’s website at <http://www.fsw.edu/sexualassault>.

1. **REQUIREMENTS FOR THE STUDENTS:**

List specific course assessments such as class participation, tests, homework assignments, make-up procedures, etc.

1. **ATTENDANCE POLICY:**

The professor’s specific policy concerning absence. (The College policy on attendance is in the Catalog, and defers to the professor.)

1. **GRADING POLICY:**

Include numerical ranges for letter grades; the following is a range commonly used by many faculty:

90 - 100 = A

80 - 89 = B

70 - 79 = C

60 - 69 = D

Below 60 = F

(Note: The “incomplete” grade [“I”] should be given only when unusual circumstances warrant. An “incomplete” is not a substitute for a “D,” “F,” or “W.” Refer to the policy on “incomplete grades.)

1. **REQUIRED COURSE MATERIALS:**

(In correct bibliographic format.)

1. **RESERVED MATERIALS FOR THE COURSE:**

Other special learning resources.

1. **CLASS SCHEDULE:**

This section includes assignments for each class meeting or unit, along with scheduled Library activities and other scheduled support, including scheduled tests.

1. **ANY OTHER INFORMATION OR CLASS PROCEDURES OR POLICIES:**

(Which would be useful to the students in the class.)