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

# 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.

## PREREQUISITES FOR THIS COURSE:

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

### CO-REQUISITES FOR THIS COURSE:

None

## 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

## 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 proceduresB. 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:

o preparing a bank deposit,

o posting entries to a day sheet,

o processing accounts receivable,

o posting adjustments,

o processing credit balances,

o processing refunds,

o posting NSF checks,

o posting collection agency payments

 Utilize computerized record keeping for both patient and financial data.

## 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 <https://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. 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 <https://www.fsw.edu/sexualassault>.

## REQUIREMENTS FOR THE STUDENTS:

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

## ATTENDANCE POLICY:

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

## GRADING POLICY:

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

| **Grade Percent** | **Letter Grade** |
| --- | --- |
| 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.)

## REQUIRED COURSE MATERIALS:

(In correct bibliographic format.)

## RESERVED MATERIALS FOR THE COURSE:

Other special learning resources.

## CLASS SCHEDULE:

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

## ANY OTHER INFORMATION OR CLASS PROCEDURES OR POLICIES:

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