

MDCA 1321
Administrative Procedures
Western Texas College

I. Basic Course Information

- A. Course 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.
- B. Prerequisites: None

II. Student Learning Outcomes

- A. Schedule appointments; create, document, and maintain patient medical records; correlate coding, billing, and collecting; perform bookkeeping tasks; utilize computer software for basic office functions; and demonstrate interpersonal communication skills.

III. Online Testing Requirements

- A. The Final exam must be proctored by an approved testing organization. (Ask your instructor for more details.)
- B. Students are not allowed to use their book or notes of any kind while taking their Final exam.

IV. Major Course Requirements:

A. Coursework

Assignments	15%
Skills Check-Off Test	30%
Quiz	20%
Discussion	5%
Final Exam	30%

B. Grading scale:

- A= (90-100%)
- B= (80-89%)
- C= (70-79%)
- D= (60-69%)

C. Students must earn a grade "C" or higher to successfully complete this course.

D. Students must attain a "C" or higher to remain in the program.

V. Information on Books and Other Course Materials

- A. Kinn's The ADMINISTRATIVE MEDICAL ASSIST An Applied Learning Approach.-W/ACCESS, 14th Ed.Niedzwiecki, Pepper & Weaver; ISBN: 978-0323613651
- B. Kinn's The ADMINISTRATIVE MEDICAL ASSIST An Applied Learning Approach.-WKBK, 14th Ed, Niedzwiecki, Pepper & Weaver; ISBN: 978-0323608367

VI. Other Policies, Procedures and important dates: Please refer to the WTC Course Catalog for the following:

- A. Campus Calendar
- B. Final exam schedule
- C. How to drop a class
- D. Withdrawal information
- E. Student Conduct/Academic Integrity
- F. Class Attendance
- G. Students with disabilities

VII. Course Sequence & Content

Week	Topic
Week 1	Course Overview Chapter 1: The Professional Medical Assistant and the Healthcare Team Assignment- workbook pg 1-12 Discussion # 1
Week 2	Chapter 2: Therapeutic Communications Assignment- workbook pg 17-29 Discussion # 2
Week 3	Chapter 7: Patient Coaching Assignment: wkbk Pg 132-141 Quiz #1: Chapter 1& 2 Skills Check- Off Chapter 2-5 Discussion# 3
Week 4	Chapter 8: Technology Assignment: wkbk. Pg 152-160

	<p>Quiz# 2: Chapters 2 &7</p> <p>Discussion # 4</p>
Week 5	<p>Chapter 9: Written Communications Assignment: wkbk. Pg 168-173</p> <p>Chapter 10: Telephone Techniques Assignment: wkbk Pg 190-196</p> <p>Skill Check-off Test Chapter 7-8</p>
Week 6	<p>Chapter 11: Scheduling Appointments and Patient Processing Assignment: wkbk. Pg 206-215</p> <p>Discussion # 6</p>
Week 7	<p>Chapter 12: Health Records Assignment: wkbk. Pg 236-245</p> <p>Quiz #3: 8-10</p> <p>Discussion # 7</p>
Week 8	<p>Chapter 13: Daily Operations and Safety Assignment: wkbk. Pg 270-276</p> <p>Skills Check-off Test: Chapter 9-12</p> <p>Discussion # 8</p>
Week 9	<p>Additional Day to work on Skills Check-Off</p> <p>Quiz # 4: 11-13</p> <p>Discussion #9</p>
Week 10	<p>Chapter 15: Health Insurance Essentials Assignment: wkbk pg 316-321</p> <p>Skills Check-Off Test Chapter 13</p> <p>Discussion # 10</p>
Week 11	<p>Chapter 19: Advanced Ambulatory Care Administration Assignment: wkbk pg. 393-400</p> <p>Chapter 20: Advanced Roles in Administration Assignment: wkbk pg 417-412</p> <p>Quiz #6: 15</p> <p>Skill Check-off Test: 15</p> <p>Discussion #12</p>
Week 12	<p>Chapter 21: Assisting with Medical Specialties Assignment: wkbk pg. 426-431</p> <p>Chapter 22: Job Seeking Assignment: wkbk pg 450-457</p> <p>Skills Check-off Test: 16-20</p>

	Discussion # 13
Week 13	Additional Days to work on Skills Check-Off Discussion # 14
Week 14	Course Review Project due- Resume
Week 15	Final Exam

Disclaimer: Sequence & Content is subject to change at the instructor's discretion.