Cerro Coso College
Course Outline of Record Report
10/11/2021

HCRSC133 : Medical Office Procedures

General Information

Author:	-
Course Code (CB01) :	HCRSC133
Course Title (CB02) :	Medical Office Procedures
Department:	Allied Health
Proposal Start:	Fall 2013
TOP Code (CB03) :	(1208.20) Administrative Medical Assisting
SAM Code (CB09) :	Clearly Occupational
Distance Education Approved:	Yes
Course Control Number (CB00) :	CCC000532218
Curriculum Committee Approval Date:	05/04/2012
Board of Trustees Approval Date:	06/14/2012
External Review Approval Date:	12/31/1969
Course Description:	This course enables the student to gain a wide range of skills that may be required in a medical front office which is an area that is constantly changing. It covers basic office procedures, which include receptionist, appointments, scheduling, telephone techniques, interpersonal relations, computer data entry, oral communication, and medico-legal doctrines.
Submission Type:	New Course
Author:	No value

Faculty Minimum Qualifications

Master Discipline Preferred:	No value
Alternate Master Discipline Preferred:	No value
Bachelors or Associates Discipline Preferred:	• Health Care Ancillaries (Medical assisting, hospice worker, home care aide, certified nurse aide, health aide, ward clerk, central service technology, childbirth educator, primary care associate, massage therapy)
Additional Bachelors or Associates Discipline Preferred:	No value

Course Development Options

Basic Skills Status (CB08)

Course is not a basic skills course.

☐ Allow Students to Gain Credit by Exam/Challenge

Course Special Class Status (CB13)

Course is not a special class.

Allowed Number of Retakes

0

Grade Options

• Letter Grade Methods

Course Prior To College Level (CB21)

Not applicable.

Rationale For Credit By Exam/Challenge	Retake Policy Description	☐ Allow Students To Audit Course
No value	Type:|Non-Repeatable Credit	

Course Support Course Status (CB26)

No value

Associated Programs

☑ Course is part of a program (CB24)

Associated Program	Award Type	Active
CC HCRS Medical Assisting	A.S. Degree Major	Spring 2018
Medical Coding	Certificate of Achievement	Fall 2020
Medical Billing	Certificate of Achievement	Fall 2020

Transferability & Gen. Ed. Options

Course General Education Status (CB25)

No value

Transferability	Transferability Status
Transferable to CSU only	Approved

Units and Hours:

Summary

Minimum Credit Units (CB07)	3
Maximum Credit Units (CB06)	3
Total Course In-Class (Contact) Hours	54
Total Course Out-of-Class Hours	108
Total Student Learning Hours	162
Faculty Load	0

Credit / Non-Credit Options

Course Credit Status (CB04)

Credit - Degree Applicable

Course Non Credit Category (CB22)

Credit Course.

Non-Credit Characteristic

No Value

Course Classification Status (CB11)

Credit Course.

☐ Variable Credit Course

Funding Agency Category (CB23)

Not Applicable.

☐ Cooperative Work Experience Education Status (CB10)

Weekly Student Hours

	In Class	Out of Classs
Lecture Hours	3	6
Laboratory Hours	0	0
Activity Hours	0	0

Course Student Hours

Course Duration (Weeks)	18
Hours per unit divisor	0
Course In-Class (Contact) Hours	
Lecture	0
Laboratory	0
Activity	0
Total	54
Course Out-of-Class Hours	
Lecture	0
Laboratory	0
Activity	0
Total	108

Time Commitment Notes for Students

No value

Faculty Load

Extra Duties: 0

Faculty Load: 0

Units and Hours: - Weekly Specialty Hours

Activity Name	Type	In Class	Out of Class
No Value	No Value	No Value	No Value

Pre-requisites, Co-requisites, Anti-requisites and Advisories

Prerequisite

HCRSC132 - Electronic Health Record

HCRS C132: Electronic Health Record is a part of the core courses required in the new Administrative Medical Assisting Certificate. Students will need the basic electronic medical records skills acquired in HCRS C132 to be successful in HCRS C133.

AND

Prerequisite

HCRSC131 - Medical Law and Ethics for Medical Assistants

HCRS C131: Medical Law and Ethics is a part of the core courses required in the new Administrative Medical Assisting Certificate. Students will need the ethical and legal information proved in HCRS C131 to be successful in HCRS C133.

AND

Prerequisite

HCRSC130 - Communication in Healthcare

HCRS C130: Healthcare Communication is a part of the core courses required in the new Administrative Medical Assisting Certificate. Students will need the communication skills learned in HCRS C130 to be successful in HCRS C133.

AND

Prerequisite

HCRSC150 - Medical Terminology for Health

HCRS C150: Medical Terminology is a part of the core courses required in the new Administrative Medical Assisting Certificate. Students will need the medical terminology learned in HCRS C150 to be successful in HCRS C133.

Entrance Skills

Entrance Skills	Description
No value	No value

Limitations on Enrollment

Limitations on Enrollment	Description
No value	No value

Specifications

Methods of Instruction

Methods of Instruction	Skills Development and Performance
Rationale	No value

Methods of Instruction	Discussion
Rationale	No value

Methods of Instruction	Lecture
Rationale	No value

Methods of Instruction	Outside reading
Rationale	No value

Methods of Instruction	Problem Solving
Rationale	No value

Methods of Instruction	Case Study
Rationale	No value

Methods of Instruction	Computational Work
Rationale	No value

Methods of Instruction	Demonstration
Rationale	No value

Methods of Instruction	Audiovisual
Rationale	No value

Assignments

A. Required Readings: outline chapter prior to lecture.
B. Homework Assignments: complete end-of-chapter questions/assignments.
C. Five page research paper on an assigned topic such as the past history and current issues affecting the practice of medicine.

Methods of Evaluation	Rationale
Other	The student will demonstrate scenario-based medical front office procedures
Tests	Weekly examinations. Examination may include multiple-choice, true-false, or short answer questions. EXAMPLE QUESTION: A marketing plan for a physician's office may include A. Radio advertisements B. Participation in a health fair C. Newsletters D. All of the above
Final Exam	Mid-term and Final examinations. Examination may include multiple-choice, true-false, or short answer questions. EXAMPLE QUESTION: When scheduling patients you should A. Approximate how late the patient might be B. Allow the patient to determine the length of the appointment C. Assume the patient has insurance D. Work within an established appointment matrix

Equipment

No Value

Textbooks

Author	Title	Publisher	Date	ISBN
	Booth, K.A. . (2011) Administrative Procedures for Medical Assisting, 4th, McGraw Hill-Higher Education.			
	Booth, K.A. . (2011) Administrative Procedures for Medical Assisting Workbook, 4th, McGraw Hill-Higher Education			

Other Instructional Materials

No Value

Materials Fee

No

Learning Outcomes and Objectives

Course Objectives

No value

CSLOs

Analyze environmental safety hazards and state techniques used to maintain a safe environment for clients and staff. | Expected SLO Performance: 70.0

Allied Health Medical Billing PLOS	Utilize software in the completion of Health Information Management (HIM) processes for billing, data collection, and data reporting.
Allied Health Administrative Medical Assisting Certificate of Achievement	2. Perform Administrative Medical Assisting procedures competently, such as Occupational Safety and Health Administration (OSHA) standards, electronic technologies, and medical records.
	1. Research online reference materials effectively to stay informed about emerging trends and breakthroughs in healthcare issues related to the medical assistant's administrative role.

Differentiate between administrative (front office)and clinical (back office) roles, responsibilities, and functions. | Expected SLO Performance: 70.0

Allied Health Medical Billing PLOS	Utilize software in the completion of Health Information Management (HIM) processes for billing, data collection, and data reporting.

Discuss verbal and nonverbal communication skills and techniques for the medical office. | Expected SLO Performance: 70.0

Allied Health Medical Billing PLOS	Apply policies and procedures to the use of data required in healthcare reimbursement.

Discuss and identify the electronic technologies used as part of the business of a medical office. | Expected SLO Performance: 70.0

Allied Health Medical Billing PLOS	Apply policies and procedures to the use of data required in healthcare reimbursement.
	Utilize software in the completion of Health Information Management (HIM) processes for billing, data collection, and data reporting.
	Evaluate the accuracy of diagnostic and procedural billing.
	Analyze current regulations and established guidelines in billing systems.

Identify systems used in medical office settings for filing, maintaining and utilized medical records. | Expected SLO Performance: 70.0

Allied Health Administrative Medical Assisting Certificate of Achievement	3. Achieve entry level Administrative Medical Assisting competencies, such as verbal communication, basic banking procedures, and medical insurance which satisfy industry needs.
Allied Health Medical Billing PLOS	Analyze current regulations and established guidelines in billing systems.
	Utilize software in the completion of Health Information Management (HIM) processes for billing, data collection, and data reporting.

Differentiate between medical and surgical aseptic techniques. | Expected SLO Performance: 70.0

Allied Health Medical Billing PLOS	Apply policies and procedures to the use of data required in healthcare reimbursement.
	Analyze current regulations and established guidelines in billing systems.

Allied Health
Administrative Medical Assisting
Certificate of Achievement

2. Perform Administrative Medical Assisting procedures competently, such as Occupational Safety and Health Administration (OSHA) standards, electronic technologies, and medical records.

Outline

Course Outline

A. Public and Interpersonal Relations
1. Professional conduct
2. Professional appearance
3. Working with the public
4. Office stress management
B. Reception room and greeting patients
C. Terminology
D. Appointments/Scheduling
1. Time management
2. Office hours
3. Scheduling appointments
4. Cancellations/delays
5. Scheduling outside appointments for patients
E. Telephone Techniques
1. Answering calls/inquiries
2. Taking messages
3. Organizing phone directory
4. Emergency calls
5. Answering service
6. Specialty Call
a) Long Distance
b) Conference Call
c) Skyping
d) Other technology
COMMUNICATION
A. Oral CommunicationAttitudesDefense mechanismsCultural diversitiesCultural influencesRecognizing discriminationSexual harassmentBody language
B. Communication TechniquesPatientsPhysicians/ProvidersPeersPatient education
C. Written CommunicationTypingTranscription and dictationLetters and correspondenceTypes of lettersComposing a letterResponding to lettersProcessing mailRecordsManaging recordsContents of recordsStyles and forms of records
D. Electronic Health Records (EHR)/Medical RecordsPatient historiesTypes of Medical Records and Charting systemsMedical abbreviations/symbols
F. Filing SystemsAlphabeticNumericColor codingOrganization

Delivery Methods and Distance Education

Delivery Method: Please list all that apply -Face to face -Online (purely online no face-to-face contact) -Online with some required face-to-face meetings ("Hybrid") -Online course with on ground testing -iTV – Interactive video = Face to face course with significant required activities in a distance modality -Other

Face 2 Face
Online
Interactive

Rigor Statement: Assignments and evaluations should be of the same rigor as those used in the on-ground course. If they are not the same as those noted in the COR on the Methods of Evaluation and out-of-class assignments pages, indicate what the differences are

and why they are being used. For instance, if labs, field trips, or site visits are required in the face to face section of this course, how will these requirements be met with the same rigor in the Distance Education section?

No Value

Effective Student-Instructor Contact: Good practice requires both asynchronous and synchronous contact for effective contact. List the methods expected of all instructors teaching the course. -Learning Management System -Discussion Forums -Moodle Message -Other Contact -Chat/Instant Messaging -E-mail -Face-to-face meeting(s) -Newsgroup/Discussion Board -Proctored Exam -Telephone -iTV - Interactive Video -Other (specify)

contact_moodle_forums
contact_moodle_message
contact_chat
contact_email
contact_face2face
contact_phone
contact_itv

Software and Equipment: What additional software or hardware, if any, is required for this course purely because of its delivery mode? How is technical support to be provided?

eBook

Accessibility: Section 508 of the Rehabilitation Act requires access to the Federal government's electronic and information technology. The law covers all types of electronic and information technology in the Federal sector and is not limited to assistive technologies used by people with disabilities. It applies to all Federal agencies when they develop, procure, maintain, or use such technology. Federal agencies must ensure that this technology is accessible to employees and the public to the extent it does not pose an "undue burden". I am using -iTV—Interactive Video only -Learning management system -Publisher course with learning management system interface.

s508_itv
s508_moodle
s508_publisher

Class Size: Good practice is that section size should be no greater in distance ed modes than in regular face-to-face versions of the course. Will the recommended section size be lower than in on-ground sections? If so, explain why.

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