



**I. Course:**

Medical Office Administration

**Instructor Information:**

Name: Beth Reilly MPH

Phone: (Office and Cell) 970-306-9955 Please leave a message with a phone number and I will try to answer questions within a 48 hours period

Email: [breilly@coloradomtn.edu](mailto:breilly@coloradomtn.edu)

Office Hours: Please contact me by phone or email to set up an appointment.

**Format:** Web

**Course Information:**

Course Title: Medical Office Administration

Synonym Number: 71357

Course Code: MOT-110-DS21

Credits: 4

Semester: Spring 2013

Prerequisite: none

Class Location: Web Based

Start Date: 1/14/13

End Date: 5/3/13

Refund Date: 1/30/13

Withdraw Date: 4/7/13

Meeting Times and Days:

Web based. Weekly homework due Fridays by 11:59 pm.

**Orientation Note:** Orientation will occur through Canvas. Please assure your settings under communication/ conversation are up to date and allow you to receive frequent messages. I will communicate with students primarily through Canvas and your CMC email account.

***It is critical to purchase the text and access code before the course start date.***

You may also purchase textbooks for Online Learning and Interactive Video (IVS) classes through Follett, our new book vendor. Order online at [www.coloradomtn.bkstr.com](http://www.coloradomtn.bkstr.com). Students should have their course code and synonym number ready when ordering (see above). You will need to identify your program as "Online Learning & IVS" rather than the physical campus where you take classes.

Page 5 of this syllabus offers details on the purchase of this text and access code.

Purchase a new text and access code from Follett. **Used texts will not have a valid access code.** The access code allows students to see all the information that is included under Modules and Quizzes. Students must view this link in order to be successful in the

course.

Please inform the instructor during orientation if English is not your first language.

**No-show reporting and financial aid:** If you have not completed your introductory assignment in Canvas by **Tuesday, January 22nd** you will be reported as a no-show and dropped from the course. The resultant loss in credit hours may cause a reduction and/or cancellation of your financial aid award. Neither financial aid awards nor class reinstatement can occur after this point without significant documented extenuating circumstances. If you have questions or concerns about this please contact your campus financial aid specialist. [www.coloradomtn.edu/web/departments/financial\\_aid](http://www.coloradomtn.edu/web/departments/financial_aid)

**Computer Access:**

Online courses require frequent computer use and access to the internet. It is highly recommended that students have a personal computer for use in online courses. If you need to use a computer at your local Colorado Mountain College location, you will be able to do so during open lab hours. Please check with your local site for times. Labs will not be available for Elluminate sessions, if included as part of your course, due to the verbal interaction involved.

If you have general questions about online learning, please contact **Colorado Mountain College Online Learning** at 800-621-8559, extension 8341 or [virtual@coloradomtn.edu](mailto:virtual@coloradomtn.edu).

**II. Course Description:**

Introduces the administrative duties specifically used in medical offices.

**III. Course Competencies and Objectives:**

STANDARD COMPETENCIES:

- I. Describe career possibilities and areas of specialization open to a medical administrative assistants, discuss how managed care affects the medical office, analyze health care settings and be able to compare and contrast their similarities and differences, define the different types of medical specialties (I)
- II. Describe informed consent (I)
- III. Explain the principle governing release, retention and subpoena of medical records
- IV. Simulate the activities of a front desk medical administrative assistant such as greeting patients, managing a patient emergency, supervising the completion of written patient information, inspect and maintain orderliness in the reception room, and identify verbal and nonverbal communication in multicultural situations (II)
- V. Demonstrate the ability to coordinate answering service activities, role play incoming calls with courtesy and knowledge, correctly write down messages, and explain the use of voice mail, conference calls and pagers (II)

VI. Illustrate the ability to handle problem appointments and emergency situations diplomatically, enhance patient flow using proper scheduling techniques and manage referral appointments (II)

VII. List the reasons for keeping a medical record, distinguish subjective from objective information, understand the contents of a history and physical examination report, and be able to describe the types of documents in the patients' record (III)

VIII. Read a prescription, explain the three types of drug names, and define the five schedules of controlled substances (III)

IX. Determine the retention period for temporary and permanent record, understand the advantages of a numerical filing system, name the steps taken to control medical records, report how to transfer and dispose of records and confidential materials, and file patient records using standardized alphabetical rules (III)

X Describe ways of increasing office productivity, set up a maintenance file for office equipment, correctly fill out a purchase order, list steps to minimize the incidence of fire, theft, and accidents, apply a routine for maintaining a running inventory of supplies, discuss reasons for staff meetings, show an understanding of the laws of medical waste disposal, and give examples of items in an office procedures manual and an employee handbook (IV)

XI. Give examples of the capabilities of word processing equipment and transcription machines, demonstrate proper proofreading techniques, identify types of memos and letters and use proper formats, use a transcription machine to prepare an office documents (IV)

XII. Determine the most economical classification for mailing various communications, explain the rules and operating procedures for fax transmissions, and simulate the proper distribution of mail (IV)

XIII. List references available for further medical research and literature, summarize what a curriculum vitae is and how it is used, demonstrate the ability to set up all necessary travel arrangements for a business trip

#### **IV. IDEA Student Ratings of Instruction:**

1. Gaining factual knowledge (terminology, classifications, methods, trends).
2. Learning to apply course material (to improve thinking, problem solving, and decisions).
3. Developing specific skills, competencies, and points of view needed by professionals in the field most closely related to this course.
4. Learning how to find and use resources for answering questions or solving problems.
5. Acquiring an interest in learning more by asking questions and seeking answers.

## V. **Evaluation Methods and Class Management:**

The course contains Seven Units representing 28 Chapters. Approximately two chapters will be covered each week. Each week's homework will include a discussion area (Between 1-4 discussion topics per week), quizzes and a homework assignment.

Assignments and discussion items will be due on a weekly basis by each Friday by 11:59pm MST. No assignments will be due over the course of Spring break.

### **Deadlines:**

Discussion Board items will consist of questions that require student to student involvement.

***Late Discussion Board items will not be accepted- no exceptions.***

Assignments should be submitted as a .doc or .docx (or excel) attachment. Late assignments will have a 20% penalty. Consideration will be given for individual emergencies.

Quiz deadlines are recommended guidelines to help you keep pace in the course. It is strongly recommended you follow these recommended guidelines in order to be successful in the course. You may retake quizzes.

Homework assignments will be worth 30% of your grade and discussion board items will be worth 20%. Quizzes represent 50% of the grade.

A weekly schedule of chapters from the required text will be provided to students during class orientation and will be available through the semester on the Blackboard course site.

The Grading Scale will be on a percentage basis:

100-94 =	A	83-80 =	B-	69-67 =	D+
93-90 =	A-	79-77 =	C+	66-64 =	D
89-87 =	B+	76-74 =	C	63-60 =	D-
86-84 =	B	73-70 =	C-	59-00 =	F

### **NOTICE:**

A student judged to have engaged in academic misconduct as defined in the "Academic Policies and Requirements" section of the Colorado Mountain College Student Handbook will, at a minimum, receive a "zero" for the work in question. The student may also be removed from the class, resulting in a failing grade. All student course material may be submitted to SafeAssign (or another anti-plagiarism program) at the instructor's discretion. "Academic Expectations," the "Student Code of Conduct and Judicial Process" and more information about academic misconduct can be found in the Student Handbook, online version at: [www.coloradomtn.edu/File/student\\_handbook.pdf](http://www.coloradomtn.edu/File/student_handbook.pdf).

Students are responsible for course materials from online modules, the assigned text(s) and reading, lectures, labs, and other assignments as required.

The instructor may alter any, or all, of this syllabus during the semester as the learning environment requires. Students will be notified in writing of changes.

If you have a disability protected by the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act and feel you may need classroom accommodations

based on the impact of your disability, please contact the Disability Services Coordinator on your campus.

- Edwards and Steamboat Springs: Deb Farmer at 970-870-4450
- Aspen, Carbondale, Glenwood Springs (including Spring Valley), and Rifle: Dr. Anne Moll at 970-947-8256
- Breckenridge, Dillon, Leadville, & Chaffee County: Sandi Conner @ 719-486-4200

Students wishing to withdraw from this course must INITIATE the course withdrawal/drop process at the site Registration Office.

This class could be cancelled one week prior to the census date if a sufficient number of students are not enrolled by that date.

## VI. Grading System:

Information about grading is available in the Colorado Mountain College catalog. You will receive a grade report for current semester courses at the end of each term. This grade report is mailed to your permanent mailing address. Reports are mailed approximately two weeks after the end of the academic term. Additional information is available at:

[http://catalog.coloradomtn.edu/content.php?catoid=3&navoid=620#Grading\\_System\\_and\\_Options\\_](http://catalog.coloradomtn.edu/content.php?catoid=3&navoid=620#Grading_System_and_Options_)

## VII. Required Course Materials

Text: Administrative Medical Assisting Online for Kinn's The Administrative Medical Assistant (User Guide, Access Code and Textbook Package) (Paperback)

Author: Alexandra Young  
Publisher: Saunders; 7th edition  
ISBN: 9781437708011

Note: ***It is critical to purchase the text and access code before the course start date. In order to complete course work on time, you must have a text and access code by the course start date.*** Each textbook package should have come with a code or pin number used to access web resources provided by the textbook manufacturer. ***If you paid around \$143.00 (before any discount) for a new textbook, this information should have been included in the package.***

### **Ordering Books**

Colorado Mountain College has chosen to partner with Follett Virtual Bookstores to operate textbook services. You will find the official textbook list at [www.coloradomtn.bkstr.com](http://www.coloradomtn.bkstr.com). If you ever have any online bookstore questions, you can email [coloradomtn@fvb.follett.com](mailto:coloradomtn@fvb.follett.com) or call 800-621-4088.

Students can sell back books anytime online or in-person at Follett's CMC buyback events. Sign up for the online store's email list at [www.coloradomtn.bkstr.com/email](http://www.coloradomtn.bkstr.com/email)

for more information on future buyback dates/times and to receive other important messages from Follett.

#### Ordering Textbooks with Financial Aid:

Students wishing to use their Financial Aid to purchase their textbooks from the Colorado Mountain College Online Bookstore (Follett) may be set up with a *CMC Flex Pay account*. Contact your local CMC Accounts Manager for instructions and your specific username and password information. If you are not close to a CMC site contact CMC Online Learning at 970-947-8341 or [virtual@coloradomtn.edu](mailto:virtual@coloradomtn.edu).

### **VIII. Other Information:**

#### **Canvas**

Canvas by Instructure is the online learning management system (LMS) used by Colorado Mountain College. You access Canvas via your web browser, i.e.: Mozilla/Firefox, Internet Explorer, Opera, etc. Students, faculty and staff members use the CMC Canvas site to access course announcements, documents, research links and library resources, to receive and deliver completed assignments, take tests, and to communicate with each other via email, discussion boards and chat.

For instructions on How to Access your Canvas Account, Canvas How To's, and who to contact for all your Canvas questions and support needs, please visit:

[www.coloradomtn.edu/web/departments/faq-for-students](http://www.coloradomtn.edu/web/departments/faq-for-students).

**Initial Login Information:** Login information is available from the lefthand navigation bar on [www.coloradomtn.edu/canvas/](http://www.coloradomtn.edu/canvas/).

#### **Student Email**

All CMC students enrolled in a credit-based class (0.5 hour credit class or more) will be assigned a CMC student email address through Google mail (Gmail). Please allow at least 48 hours after you register for this account to be activated. For more information on your CMC student email account, please visit the Student page of the MyCMC Portal: [mycmc.coloradomtn.edu](http://mycmc.coloradomtn.edu).

#### **Virtual Library Information**

<http://library.coloradomtn.edu/content.php?pid=349163&sid=2891178>

The Virtual Library has its doors open 24/7, providing access to thousands of online journals and newspapers, books and art images, downloadable videos and audio books, career resources and practice tests. To request a library card, fill out the "Library Card Request Form" at [http://coloradomtn.edu/current\\_students/library/databases/card](http://coloradomtn.edu/current_students/library/databases/card). When presented with a login screen enter your 13 digit library card barcode number and the following password: **cmcstudent**.

If you need help with the Virtual Library, email [reference@coloradomtn.edu](mailto:reference@coloradomtn.edu) or call us at 800-621-8559, extension 2926.

## **Colorado Mountain College Online Learning**

Information is available at: [http://www.coloradomtn.edu/online\\_learning/](http://www.coloradomtn.edu/online_learning/).

### **A Few Words About Microsoft Word**

Microsoft Word is the standard word processing program for the majority of CMC instructors. Students without Microsoft Word may use the free software from [www.OpenOffice.org](http://www.OpenOffice.org) to create Word-compatible documents. The program also includes spreadsheet, presentation, drawing, and database applications. The program is available for Windows, Macintosh, or Linux operating systems. Microsoft Word is installed on computers available in computer labs at CMC locations.