



ILLINOIS VALLEY COMMUNITY COLLEGE

COURSE OUTLINE

DIVISION: Nursing

COURSE: CMA 1200 Administrative Medical Assisting

Date: Spring 2023

Credit Hours: 5

Complete all that apply or mark "None" where appropriate:

Prerequisite(s): This course is part of a Limited Admissions Program; registration in this course requires admission to the program.

Enrollment by assessment or other measure? Yes No
If yes, please describe:

Corequisite(s): CMA1240

Pre- or Corequisite(s): ALH1001 with a C or better

Consent of Instructor: Yes No

Delivery Method:	<input checked="" type="checkbox"/> Lecture	4 Contact Hours (1 contact = 1 credit hour)
	<input type="checkbox"/> Seminar	0 Contact Hours (1 contact = 1 credit hour)
	<input checked="" type="checkbox"/> Lab	2 Contact Hours (2-3 contact = 1 credit hour)
	<input type="checkbox"/> Clinical	0 Contact Hours (3 contact = 1 credit hour)

Offered: **Fall** **Spring** **Summer**

CATALOG DESCRIPTION and IAI NUMBER (if applicable):

This course will begin by introducing the concepts, roles and responsibilities of a Medical Assistant, the legal scope of Medical Assistants, personal/professional ethics, the purpose of medical records, charting and filing. Additional topics in the course will emphasize professional and business communications (electronic and written), greeting/receiving patients, basic office finances, mail services, and keyboarding. Students will learn to chart in an EHR learning skills such as patient registration, scheduling, organizing and maintaining the electronic health record, practical application of insurance billing procedures and various health plans, basic insurance terminology, and completion of claim forms using online simulation.

ACCREDITATION STATEMENTS AND COURSE NOTES:

Statement of Minimum Expectation: "To prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains."

COURSE TOPICS AND CONTENT REQUIREMENTS:

- Communication
- Patient Adaptation
- Financial and banking procedures in the office setting.
- Theoretical Basis for Patient Care
- Community Resources
- Ethical Basis for Patient Care
- Healthcare Law and Ethics
- Establishing and maintaining patient record (both paper and EHR)

INSTRUCTIONAL METHODS:

- Lecture
- Hands on Lab sessions
- Interactive Student Activities
- Videos and Podcasts
- EHR simulations

EVALUATION OF STUDENT ACHIEVEMENT:

Each student is required to pass all courses with a minimum of a 78% (or 2.0) overall in order to move on to the next term. Students are also required to pass all psychomotor and affective competencies in order to graduate the medical assisting program.

Competencies:

Students may attempt psychomotor or affective competencies three times. The first attempt will be graded. Please remember that students must pass all psychomotor and cognitive competencies in order to graduate from the MA program.

The assessment and grading of student performance in this course is based on the following activities:

- quizzes/pop quizzes
- exams
- homework assignments
- competencies

Grading Scale

A= 93-100

B= 86-92

*C= 78-85

D= 70-77

F= Below 70

INSTRUCTIONAL MATERIALS:

Textbooks

Pearson's Comprehensive Medical Assisting: Administrative and Clinical Competencies, 5th Edition

Resources

EHRgo

LEARNING OUTCOMES AND GOALS:

Institutional Learning Outcomes

- 1) Communication – to communicate effectively;
- 2) Inquiry – to apply critical, logical, creative, aesthetic, or quantitative analytical reasoning to formulate a judgement or conclusion;
- 3) Social Consciousness – to understand what it means to be a socially conscious person, locally and globally;
- 4) Responsibility – to recognize how personal choices affect self and society.

Course Outcomes and Competencies

Upon completion of the course, the student will be able to:

Content Area V: Concepts of Effective Communication

Cognitive (Knowledge)

1. Identify types of verbal and nonverbal communication
2. Identify communication barriers
3. Identify techniques for overcoming communication barriers
4. Identify the steps in the sender-receiver process
5. Identify challenges in communication with different age groups
6. Identify techniques for coaching a patient related to specific needs
7. Identify different types of electronic technology used in professional communication
9. Identify the principles of self-boundaries
10. Identify the role of the medical assistant as a patient navigator
11. Identify coping mechanisms
12. Identify subjective and objective information
14. Identify issues associated with diversity as it relates to patient care
15. Identify the medical assistant's role in telehealth

Psychomotor (Skills)

1. Respond to nonverbal communication
2. Correctly use and pronounce medical terminology in health care interactions
4. Demonstrate professional telephone techniques
5. Document telephone messages accurately
6. Using technology, compose clear and correct correspondence
7. Use a list of community resources to facilitate referrals
8. Participate in a telehealth interaction with a patient

Content Area VI: Administrative Functions

Cognitive (Knowledge)

1. Identify different types of appointment scheduling methods
2. Identify critical information required for scheduling patient procedures
3. Recognize the purpose for routine maintenance of equipment

4. Identify steps involved in completing an inventory
5. Identify the importance of data back-up
6. Identify the components of an Electronic Medical Record, Electronic Health Record, and Practice Management system

Psychomotor (Skills)

1. Manage appointment schedule using established priorities
2. Schedule a patient procedure
3. Input patient data using an electronic system
4. Perform an inventory of supplies

Content Area VII: Basic Practice Finances

Cognitive (Knowledge)

1. Define the following bookkeeping terms:
 - a. charges
 - b. payments
 - c. accounts receivable
 - d. accounts payable
 - e. adjustments
 - f. end of day reconciliation
2. Identify precautions for accepting the following types of payments:
 - a. cash
 - b. check
 - c. credit card
 - d. debit card
3. Identify types of adjustments made to patient accounts including:
 - a. non-sufficient funds (NSF) check
 - b. collection agency transaction
 - c. credit balance
 - d. third party
4. Identify patient financial obligations for services rendered

Psychomotor (Skills)

1. Perform accounts receivable procedures to patient accounts including posting:
 - a. charges
 - b. payments
 - c. adjustments
2. Input accurate billing information in an electronic system
3. Inform a patient of financial obligations for services rendered

Content Area VIII: Third-Party Reimbursement

Cognitive (Knowledge)

1. Identify:
 - a. types of third-party plans
 - b. steps for filing a third-party claim
2. Identify managed care requirements for patient referral
3. Identify processes for:
 - a. verification of eligibility for services
 - b. precertification/preauthorization
 - c. tracking unpaid claims
 - d. claim denials and appeals

4. Identify fraud and abuse as they relate to third party reimbursement
5. Define the following:
 - a. bundling and unbundling of codes
 - b. advanced beneficiary notice (ABN)
 - c. allowed amount
 - d. deductible
 - e. co-insurance
 - f. co-pay
6. Identify the purpose and components of the Explanation of Benefits (EOB) and Remittance Advice (RA) Statements

Psychomotor (Skills)

1. Interpret information on an insurance card
2. Verify eligibility for services
3. Obtain precertification or preauthorization with documentation
4. Complete an insurance claim form
5. Assist a patient in understanding an Explanation of Benefits (EOB)

Content Area X: Legal Implications

Cognitive (Knowledge)

1. Identify scope of practice and standards of care for medical assistants
2. Identify the provider role in terms of standard of care.
3. Identify components of the Health Insurance Portability & Accountability Act (HIPAA)
4. Identify the standards outlined in The Patient Care Partnership
5. Identify licensure and certification as they apply to healthcare providers
6. Identify criminal and civil law as they apply to the practicing medical assistant
7. Define:
 - a. negligence
 - b. malpractice
 - c. statute of limitations
 - d. Good Samaritan Act(s)
 - e. Uniform Anatomical Gift Act
 - f. living will/advanced directives
 - g. medical durable power of attorney
 - h. Patient Self Determination Act (PSDA)
 - i. risk management
8. Identify the purpose of medical malpractice insurance
9. Identify legal and illegal applicant interview questions
10. Identify:
 - a. Health Information Technology for Economic and Clinical Health (HITECH) Act
 - b. Genetic Information Nondiscrimination Act of 2008 (GINA)
 - c. Americans with Disabilities Act Amendments Act (ADAAA)
11. Identify the process in compliance reporting:
 - a. unsafe activities
 - b. errors in patient care
 - c. conflicts of interest
 - d. incident reports
12. Identify compliance with public health statutes related to:
 - a. communicable diseases
 - b. abuse, neglect, and exploitation
 - c. wounds of violence

13. Define the following medical legal terms:

- a. informed consent
- b. implied consent
- c. expressed consent
- d. patient incompetence
- e. emancipated minor
- f. mature minor
- g. subpoena duces tecum
- h. respondeat superior
- i. res ipsa loquitur
- j. locum tenens
- k. defendant-plaintiff
- l. deposition
- m. arbitration-mediation

Psychomotor (Skills)

1. Locate a state's legal scope of practice for medical assistants
2. Apply HIPAA rules in regard to:
 - a. privacy
 - b. release of information
3. Document patient care accurately in the medical record
4. Complete compliance reporting based on public health statutes
5. Report an illegal activity following the protocol established by the healthcare setting
6. Complete an incident report related to an error in patient care

Content Area XI: Ethical and Professional Considerations

Cognitive (Knowledge)

1. Define:
 - a. ethics
 - b. morals
2. Identify personal and professional ethics
3. Identify potential effects of personal morals on professional performance
4. Identify professional behaviors of a medical assistant

Psychomotor (Skills)

1. Demonstrate professional response(s) to ethical issues

Content Area XII: Protective Practices

Cognitive (Knowledge)

1. Identify workplace safeguards
2. Identify safety techniques that can be used in responding to accidental exposure to:
 - a. blood
 - b. other body fluids
 - c. needle sticks
 - d. chemicals
3. Identify fire safety issues in an ambulatory healthcare environment
4. Identify emergency practices for evacuation of a healthcare setting
5. Identify the purpose of Safety Data Sheets (SDS) in a healthcare setting
6. Identify processes for disposal of
 - a. biohazardous waste and
 - b. chemicals

7. Identify principles of:
 - a. body mechanics
 - b. ergonomics
8. Identify critical elements of an emergency plan for response to a natural disaster or other emergency
9. Identify the physical manifestations and emotional behaviors on persons involved in an emergency

Psychomotor (Skills)

1. Comply with safety practices
2. Demonstrate proper use of:
 - a. eyewash equipment
 - b. fire extinguishers
3. Use proper body mechanics
4. Evaluate an environment to identify unsafe conditions

AFFECTIVE SKILLS

- A.1** Demonstrate critical thinking skills
- A.2** Reassure patients
- A.3** Demonstrate empathy for patients' concerns
- A.4** Demonstrate active listening
- A.5** Respect diversity
- A.6** Recognize personal boundaries
- A.7** Demonstrate tactfulness
- A.8** Demonstrate self-awareness