



# BROWARD COLLEGE COURSE OUTLINE

**LAST REVIEW:** 2009-10  
*(i.e. 2003-2004)*

**NEXT REVIEW:** 2014-15  
*(i.e. 2008-2009)*

**STATUS:** A  
*(A, I, D)*

**COURSE TITLE:** Administrative Office Procedures

**COMMON COURSE NUMBER:** MEA 0334

**CREDIT HOURS:**

**CONTACT HOUR BREAKDOWN**

*(per 16 week term)*

**CLOCK HOURS:** 64  
*(Voc. Course ONLY)*

Lecture: 64      Lab:

Clinic:              Other:

**PREREQUISITE(S):**

**COREQUISITE(S):** MEA 0334L

**PRE/COREQUISITE(S):**

**COURSE DESCRIPTION :** Deals with the financial management of the medical office. Basic administrative procedures consisting of telephone techniques, filing, billing, collection, coding, payroll processing, banking and medical transcription application are included. Students will be provided the opportunity to learn fundamentals of health insurance and manage care plans, claims filing as well as diagnostic and procedural coding. Discussion regarding setting appointments, managing medical records, processing mail and other financial responsibilities will be included. Medico legal and ethical responsibilities regarding the financial aspects of the medical office will be studied.

## UNIT TITLES

1. Medico legal and Ethical Responsibilities
2. Telephone Procedures
3. Appointments
4. The Medical Record
5. Filing Procedures
6. Written Correspondence and mail processing
7. Fees, credits and collection
8. Banking and bookkeeping
9. Office managerial responsibilities
10. The health Insurance System
11. Principles of Medical Transcription

**EVALUATION: Assessment includes examinations and assignments,**

Please provide a brief description (250 characters maximum) that details how students will be evaluated on the course outcomes.

*\*\*\* Complete the following only if course is seeking general education status \*\*\**

**GENERAL EDUCATION Competencies and Skills \*:**

Please highlight in green font all Competencies/Skills from the list below that apply to this course. In the box to the right of the Competency/Skill, enter all specific learning outcome numbers (i.e. 1.1, 2.7, 5.12) that apply.

<b>1. Read with critical comprehension</b>	
<b>2. Speak and listen effectively</b>	
<b>3. Write clearly and coherently</b>	
<b>4. Think creatively, logically, critically, and reflectively</b> (analyze, synthesize, apply, and evaluate)	
<b>5. Demonstrate and apply literacy in its various forms:</b> <i>(highlight in green ALL that apply)</i> ( 1. technological, 2. informational, 3. mathematical, 4. scientific, 5. cultural, 6. historical, 7. aesthetic and/or 8. environmental )	
<b>6. Apply problem solving techniques to real-world experiences</b>	
<b>7. Apply methods of scientific inquiry</b>	
<b>8. Demonstrate an understanding of the physical and biological environment and how it is impacted by human beings</b>	
<b>9. Demonstrate an understanding of and appreciation for human diversities and commonalities</b>	
<b>10. Collaborate with others to achieve common goals.</b>	
<b>11. Research, synthesize and produce original work</b>	
<b>12. Practice ethical behavior</b>	
<b>13. Demonstrate self-direction and self motivation</b>	
<b>14. Assume responsibility for and understand the impact of personal behaviors on self and society</b>	
<b>15. Contribute to the welfare of the community</b>	

*\* General Education Competencies and Skills endorsed by '05-'06 General Education Task Force*

Common Course Number: MEA 0334

**UNITS: Medico Legal and Ethical Responsibilities**

**Role Delineation and CMA Components**

- Perform basic clerical functions**
- Understand and adhere to managed care policies and procedures**
- Manage time efficiently**
- Recognize and respond to emergencies**
- Maintain confidentiality**
- Use effective verbal communications**
- Recognize and respond to verbal and communications**
- Document accurately**
- Instruct individuals according to their needs**
- Explain office policies and procedures**
- Adhere to HIPPA regulations**

**Unit 1**

**General Outcome:**

- 1.0 The student shall: be able to identify and describe the medico legal responsibilities associated with a medical office.**

**Specific Measurable Learning Outcomes:**

**Upon successful completion of this unit, the student shall be able to:**

- 1.1 Define the legal terminology associated with the medical office**
- 1.2 Describe the differences between medical ethics and medical etiquette**
- 1.3 Understand the purpose of obtaining consent**
- 1.4 Explain the contents of a release of information form**
- 1.5 Understand the types of medical professional liability**
- 1.6 Define the various types of contracts**
- 1.7 Explain which medical records must be retained indefinitely**
- 1.8 Explain the statute governing subpoena of records**
- 1.9 Understand how to prevent medico legal claims**
- 1.10**

**Common Course Number: 0334**

**Unit 2 Telephone Techniques**

**Role Delineation and CMA Components**

**Perform basic clerical functions  
Understand and adhere to managed care policies and procedures  
Manage time efficiently  
Recognize and respond to emergencies  
Maintain confidentiality  
Use effective verbal communications  
Recognize and respond to verbal and communications  
Document accurately  
Instruct individuals according to their needs  
Explain office policies and procedures  
Adhere to HIPPA regulations**

**General Outcome:**

**2.0 The student shall: be able to understand proper techniques to communicate over the telephone**

**Specific Measurable Learning Outcomes:**

**Upon successful completion of this unit, the student shall be able to:**

- 2.1 Understand the proper response to callers who have specific needs**
- 2.2 Describe different types of telephone systems**
- 2.3 Describe the process of screening incoming telephone calls**
- 2.4 Describe the components of a properly prepared telephone message**
- 2.5 Understand the principles of placing outgoing calls, long distance and conference calls**
- 2.6 Describe the process of selecting an answering service**
- 2.7**
- 2.8**
- 2.9**
- 2.10**
- 2.11**

**Common Course Number: 0334**

**Unit 3 Appointments**

**Role Delineation and CMA Components**

**Perform basic clerical functions  
Understand and adhere to managed care  
policies and procedures  
Manage time efficiently  
Recognize and respond to emergencies  
Maintain confidentiality  
Use effective verbal communications  
Recognize and respond to verbal and  
communications  
Document accurately  
Instruct individuals according to their needs  
Explain office policies and procedures  
Adhere to HIPPA regulations  
Use Medical Terminology**

**General Outcome:**

- 3.0 The student shall: be able to understand the procedures involved in setting up and scheduling medical appointments**

**Specific Measurable Learning Outcomes:**

**Upon successful completion of this unit, the student shall be able to:**

- 3.1 Select an appropriate appointment system or book according to the medical office needs**
- 3.2 Describe the process of making appointments**
- 3.3 Identify the requirements for setting up pre-operative and post-operative appointments and procedures**
- 3.4 Explain various methods of scheduling appointments**
- 3.5 List methods of handling problem appointments such as emergencies and difficult patients**
- 3.6 Understand the principle of referral appointments**
- 3.7**
- 3.8**
- 3.9**
- 3.10**
- 3.11**

**Common Course Number: 0334**

**Unit 4 The Medical Record**

**Role Delineation and CMA Components**

**Perform basic clerical functions  
Prepare and maintain medical records  
Understand and adhere to managed care policies and procedures  
Manage time efficiently  
Recognize and respond to emergencies  
Maintain confidentiality  
Use effective verbal communications  
Recognize and respond to verbal and communications  
Document accurately  
Instruct individuals according to their needs  
Explain office policies and procedures  
Adhere to HIPPA regulations  
Use Medical Terminology**

**General Outcome:**

**4.0 The student shall: understand the components of the medical record**

**Specific Measurable Learning Outcomes:**

**Upon successful completion of this unit, the student shall be able to:**

- 4.1 List the reasons to maintain medical records**
- 4.2 Explain the differences between medical records and medical reports**
- 4.3 Name basic types of medical records systems**
- 4.4 Describe terms and common abbreviations associated with medical records, medical reports and notes**
- 4.5 List the contents of a patient's medical record file**
- 4.6 Understand the process of correcting information in the medical record**
- 4.7 Describe the operation of an electronic medical record system**
- 4.8 Define terms and abbreviations pertaining to medical records**
- 4.9 Describe the process of documenting in the medical record**

4.10

Common Course Number: 0334

**Unit 5 Filing Procedures**

**Role Delineation and CMA Components**

**Perform basic clerical functions  
Prepare and maintain medical records  
Understand and adhere to managed care policies and procedures  
Manage time efficiently  
Recognize and respond to emergencies  
Maintain confidentiality  
Use effective verbal communications  
Recognize and respond to verbal and communications  
Document accurately  
Instruct individuals according to their needs  
Explain office policies and procedures  
Adhere to HIPPA regulations  
Use Medical Terminology**

**General Outcome:**

**5.0 The student shall: understand the principles of filing**

**Specific Measurable Learning Outcomes:**

**Upon successful completion of this unit, the student shall be able to:**

- 5.1 State the difference between the many types of filing systems**
- 5.2 Understand various reprographic methods used in record storage**
- 5.3 Understand the filing process**
- 5.4 Assemble equipment to set up a filing system**
- 5.5 Understand the retention period for temporary and permanent records**
- 5.6 Understand filing units and indexing order to file a patient's medical record**
- 5.7 Understand the components of a ticker file**
- 5.8 State the principles of subject, and numeric filing systems**
- 5.9 State the standardized alphabetic rules for filing patient's medical records**
- 5.10**

**Common Course Number: 0334**

**Unit 6 Written Correspondence and Mail Processing    Role Delineation and CMA Components**

**Perform basic clerical functions  
Understand and adhere to managed care policies and procedures  
Manage time efficiently  
Use electronic technology to receive, organize, prioritize, and transmit information  
Maintain confidentiality  
Use effective verbal communications  
Recognize and respond to verbal and communications  
Document accurately  
Instruct individuals according to their needs  
Explain office policies and procedures  
Adhere to HIPPA regulations  
Use Medical Terminology**

**General Outcome:**

- 6.0 The student shall: understand the basic principles of written correspondence and mail processing**

**Specific Measurable Learning Outcomes:**

**Upon successful completion of this unit, the student shall be able to:**

- 6.1 Name office equipment used in written communications and mail processing**
- 6.2 Identify ergonomic factors that affect the medical assistant's work environment**
- 6.3 Describe different letter formats and punctuation styles**
- 6.4 List the part of a letter**
- 6.5 Describe the various options for purchasing postage**
- 6.6 Explain how incoming mail is handled and sorted**
- 6.7 State the characteristics of suspicious mail**
- 6.8 Define the most economical classification for mailing various communications**
- 6.9 Describe the proper editing and proofreading techniques**
- 6.10 Understand the different types of memos and describe proper use**
- 6.11 Explain the advantages of electronic communication systems in the medical practice**

**Unit 6 Written Correspondence and Mail Processing**

**6.12 Understand the envelope address format following preferred US Postal Service regulations**

**6.13 Understand how to properly compose and prepare grammatically correct business correspondence**

**6.14 Understand the proper functioning and usage of photocopying and fax equipment**

**Common Course Number: 0334**

**Unit 7 Fees, Credits and Collection**

**Role Delineation and CMA Components**

**Perform basic clerical functions  
Explain policies and procedures  
Monitor third-party reimbursement  
Manage accounts receivable  
Use electronic technology to receive, organize,  
prioritize, and transmit information  
Maintain confidentiality  
Use effective verbal communications  
Recognize and respond to verbal and  
communications  
Document accurately  
Instruct individuals according to their needs  
Explain office policies and procedures  
Adhere to HIPPA regulations  
Use Medical Terminology**

**General Outcome:**

**7.0 The student shall: understand the basic principles related to fees, credits and collections**

**Specific Measurable Learning Outcomes:**

**Upon successful completion of this unit, the student shall be able to:**

- 7.1 Define the terminology associated with fees, credit and collection**
- 7.2 Discuss fees with patients**
- 7.3 Understand different fee policies and schedules**
- 7.4 Understand billing methodologies**
- 7.5 List the services of a credit bureau**
- 7.6 Explain credit laws**
- 7.7 Understand the components of establishing a financial agreement with a patient**
- 7.8 Understand the steps for debt collection using the telephone**
- 7.9 Discuss the process of selecting a collection agency**
- 7.10 Understand the steps for posting and preparing an itemized bill statement**

**Unit 7 Fees, Credits and Collection**

**7.11 Understand when to use small claims court**

**7.12 Understand how to compose a collection letter**

**7.13 Understand the proper use of a calculator**

**7.14**

**7.15**

**Common Course Number: 0334**

**Unit 8 Banking and Bookkeeping**

**Role Delineation and CMA Components**

**Perform basic clerical functions  
Explain policies and procedures  
Monitor third-party reimbursement  
Manage accounts receivable  
Use electronic technology to receive, organize,  
prioritize, and transmit information  
Maintain confidentiality  
Use effective verbal communications  
Recognize and respond to verbal and  
communications  
Document accurately  
Instruct individuals according to their needs  
Explain office policies and procedures  
Adhere to HIPPA regulations  
Use Medical Terminology**

**General Outcome:**

**8.0 The student shall: understand the basic principles associated with banking and bookkeeping**

**Specific Measurable Learning Outcomes:**

**Upon successful completion of this unit, the student shall be able to:**

- 8.1 Define the terminology associated with banking and bookkeeping**
- 8.2 List the different types of checking accounts and bookkeeping systems**
- 8.3 name several types of checks**
- 8.4 Describe the process of posting NSF checks**
- 8.5 Describe the process of reconciling a bank statement**
- 8.6 Describe the various methods of paying bills**
- 8.7 Describe the components of daysheet entries**
- 8.8 Describe the components of a ledger card posting**
- 8.9 Explain the different types of endorsements**
- 8.10 Describe how to prepare a check, bank deposit slip, and a ledger card**

**Common Course Number: 0334**

**Unit 9 Health Insurance System**

**Role Delineation and CMA Components**

**Perform basic clerical functions  
Explain policies and procedures  
Monitor third-party reimbursement  
Manage accounts receivable  
Use electronic technology to receive, organize,  
prioritize, and transmit information  
Maintain confidentiality  
Perform Procedural and diagnostic coding  
Obtain reimbursement through accurate  
claims submission  
Document accurately  
Follow employer's established policies dealing  
with the health care contract  
Adhere to HIPPA regulations  
Use Medical Terminology**

**General Outcome:**

**9.0 The student shall: understand the basic principles related to health insurance systems**

**Specific Measurable Learning Outcomes:**

**Upon successful completion of this unit, the student shall be able to:**

- 9.1 Define the terms associated with insurance**
- 9.2 Understand the process of completing insurance claim forms for Medicare, TRICARE and other health insurance plans**
- 9.3 Understand how to collect information from medical records to complete insurance claim forms**
- 9.4 Identify and explain the various insurance programs**
- 9.5 List the steps to select appropriate diagnostic and procedural codes from the CPT and the ICD code books**
- 9.6 Understand the process to complete the various managed care forms (authorization, pre-certification, certification)**

**Common Course Number: 0334**

**Unit 10 Medical Transcription**

**Role Delineation and CMA Components**

**Perform basic clerical functions  
Use electronic technology to receive, organize, prioritize, and transmit information  
Maintain confidentiality  
Recognize and respond to verbal and communications  
Document accurately  
Perform medical transcription  
Apply computer techniques to support office operations  
Use effective and correct verbal and written communications  
Receive, organize, prioritize and transmit information  
Adhere to HIPPA regulations  
Use Medical Terminology**

**General Outcome:**

**10.0 The student shall: understand the basic principles associated with medical transcription**

**Specific Measurable Learning Outcomes:**

**Upon successful completion of this unit, the student shall be able to:**

- 10.1 Understand the steps necessary to properly operate transcription equipment**
- 10.2 Discuss how to transcribe a dictated document**
- 10.3 Assemble a transcribed document**