

Common Course Outline
OFAD 146
Fundamentals for the Medical Office
3 Credits

The Community College of Baltimore County

Description

OFAD 146 – 3 credits – Fundamentals for the Medical Office examines the operational activities of a medical practice from the medical assistant’s perspective. Daily operational activities including scheduling appointments, registering patients, handling medical records, filing medical claim forms, bookkeeping procedures, and daily financial practices are presented. Basic principles of health insurance processes are discussed, and major categories of third-party payers are applied to electronic medical billing concepts. The medical office assistant’s role as an office manager is presented. The course also addresses supervisory tasks, processing payroll, basic bookkeeping, emergency preparedness planning, and therapeutic patient communication skills.

3 Credits

Prerequisite: (ENGL 052 and RDNG 052) or ACLT 052

Overall Course Objectives

Upon completion of this course students will be able to:

1. compare and contrast the Certified Medical Assistant credential and the Registered Medical Assistant credential;
2. identify the scope of practice for medical assistants and other health care providers;
3. discuss the role of professional organizations in the medical assisting field;
4. describe the impact of various cultures and individuals on the practice of medicine;
5. recognize various styles and types of communication and the effect they have on patient care;
6. create an emergency plan for a medical office;
7. identify patient coaching techniques using community resources;
8. list steps in completing inventory for a medical practice;
9. analyze scheduling needs in an ambulatory care setting;
10. describe the functions of practice management systems and the core function of the electronic health record;
11. examine basic bookkeeping methods needed for ambulatory care operations;
12. identify major health insurance carriers and plans;
13. interpret managed care regulations;
14. define a patient-centered medical home;
15. differentiate between fraud and abuse in healthcare reimbursement; and
16. prepare a claim form.

Major Topics

- I. The medical assisting profession
- II. Health care settings
- III. Health care team
- IV. History of medicine
- V. Communication skills and theories
 - A. Sender-receiver
 - B. Verbal and non-verbal
 - C. Barriers
 - D. Maslow
 - E. Erikson
 - F. Kubler-Ross
- VI. Patient teaching
 - A. Health maintenance
 - B. Disease prevention
 - C. Compliance with treatment plan
 - D. Community resources
- VII. Patients with life threatening illnesses
- VIII. Coping skills for the medical assistant
- IX. Emergency preparedness
- X. Methods of appointment scheduling
- XI. Medical practice management systems
- XII. Electronic medical records
- XIII. Medical office supplies and equipment
- XIV. Medical record filing procedures
- XV. Basic bookkeeping
 - A. Accounts receivable
 - B. Accounts payable
 - C. Banking procedures
 - D. Patient financial obligations
 - E. Billing and Collections
- XVI. Health care delivery systems
 - A. Major carriers
 - B. Types of plans
 - C. Managed care
 - D. Fraud and abuse

Course Requirements

Grading procedures will be determined by the individual faculty member but must include a minimum of the following:

Grading/exams

- 10 Chapter assignments
- 3 Quizzes

- 1 Mid-term exam
- 1 Comprehensive final exam
- 1 Written assignment – Develop an Emergency Preparedness plan for a medical office (500 words)

Written Assignments: Written assignments should be typed, double spaced, with 1 inch margins. Students are required to utilize appropriate academic resources. Documentation using the Modern Language Association (MLA) style is required on all written assignments.

Date Revised: 12/4/2014