Piedmont Technical College Course Syllabus

COURSE INFORMATION

Course Prefix/Number: MED 107

Title: Medical Office Management

Responsible Division: Health Care

Last Day to Withdraw from this Course: For the last date to withdraw from this course, consult the current *Student Calendar*.

Course Description:

For course, credit hour, pre-requisite(s) and co-requisite(s) information, visit the Detailed Course Information page: www.ptc.edu/courses/MED107.

Textbook and Other Materials:

For textbook information and additional required and/or supplemental materials, visit the college bookstore (www.ptc.edu/bookstore).

Proctored Examinations:

Proctored examinations for distance learning courses taken at non-PTC campuses may require a proctoring fee for each exam taken.

COURSE POLICIES

Course policies are available online through the *Academic Catalog* and *Student Handbook*. Visit the Course Policies page (www.ptc.edu/syllabus/policies) for a detailed list of important policies and more information.

GRADE POLICY

Detailed grading policy information can be found on the Grading Policy webpage (http://www.ptc.edu/grading-policy). Final grade appeal information is available in the *Academic Catalog* (http://www.ptc.edu/catalog/).

ACCOMMODATIONS

Accommodations for ADA:

Information is available on the [Student Disability Services webpage](http://www.ptc.edu/ada) (http://www.ptc.edu/ada).

TITLE IX HARASSMENT AND SEXUAL ASSAULT INFORMATION

In accordance with Title IX of the Education Amendments of 1972, Piedmont Technical College does not discriminate on the basis of sex in its education programs or activities. Title IX protects students, employees, and applicants from sex discrimination in admissions and employment to include discrimination based on gender identity or failure to conform to stereotypical notions of masculinity or femininity. More information regarding Title IX, including contact information for the Title IX coordinators, is available at [Title IX Harassment and Sexual Assault Information](https://www.ptc.edu/about/legal-disclosures/title-ix-harassment-and-sexual-assault-information) (https://www.ptc.edu/about/legal-disclosures/title-ix-harassment-and-sexual-assault-information).

RATIONALE

Why do I need this course?

This course provides a study of the principles and practices of banking and accounting procedures, billing methods, and office management.

PROGRAM INFORMATION

For program information including required courses, program learning outcomes, gainful employment information and advisement information, refer to the Academic Program webpage. Go to [Academics](http://www.ptc.edu/academics) (http://www.ptc.edu/academics), select your program, and then select Credentials Offered.

COURSE STUDENT LEARNING OUTCOMES

Upon successful completion of this course and/or clinical, each student will be able to:

Cognitive

V.C Concepts of Effective Communication

Revision Date: 2/2/2021

7. Recognize elements of fundamental writing skills.

8. Discuss applications of electronic technology in professional communication.

VI.C Administrative Functions

1. Identify different types of appointment scheduling methods.

2. Identify advantages and disadvantages of the following appointment systems: manual and electronic.

3. Identify critical information required for scheduling patient procedures.

4. Define types of information contained in the patient's record.

5. Identify methods of organizing the patient's record based on: problem-oriented medical record (POMR) and source-oriented medical record (SOMR).

6. Identify equipment and supplies needed for medical records in order to: create, maintain and store.

7. Describe filing indexing rules.

8. Differentiate between electronic medical records (EMR) and a practice management system.

11. Explain the importance of data back-up.

12. Explain meaningful use as it applies to EMR.

Psychomotor

V.P Concepts of Effective Communication

6. Demonstrate professional telephone techniques.

7. Document telephone messages accurately.

8. Compose professional correspondence.

9. Develop a current list of community resources related to patients' healthcare needs.

10. Facilitate referrals to community resources in the role of a patient navigator.

VI.P Administrative Functions

1. Manage appointment schedule using established priorities.

2. Schedule a patient procedure.

3. Create a patient's medical record.

4. Organize a patient's medical record.

5. File patient medical records.

6. Utilize an EMR.

7. Input patient data utilizing a practice management system.

Affective

VI.A Administrative Functions

    1. Display sensitivity when managing appointments.

Medical Assisting students must obtain a passing score of 100% satisfaction on 100% of all psychomotor and affective competencies in all Medical Assisting courses to progress. Students will be allowed three attempts to successfully pass a psychomotor or affective competency. A grade of pass or fail only is given. Failure to pass a psychomotor or affective competency in three attempts will result in the student failing the course resulting in dismissal from the program.

GENERAL EDUCATION COMPETENCIES

Piedmont Technical College General Education Competencies for All Graduates:

This course may address one or more of the following General Education Competencies (assessment will be stated when applicable):

Communicate effectively.

Assessment:

Writing assignments and critical thinking exercises

Apply mathematical skills appropriate to an occupation.

Assessment:

N/A

Employ effective processes for resolving problems and making decisions.

Assessment:

Writing assignments and critical thinking exercises

Revision Date: 2/2/2021

Demonstrate the basic computer skills necessary to function in a technological world.

Assessment:

Assignments submitted through MindTap, D2L, and PowerPoints

To validate proficiency in the general education competencies, students in some programs will be tested using Work Keys.

Revision Date: 2/2/2021