# 1/13/2022

# brcc keystone logo

Baton Rouge Community College

*Academic Affairs Master Syllabus*

Date Approved: 13 January 2022

Term and Year of Implementation: Fall 2022

**Course Title:** Administrative Procedures

**BRCC Course Rubric:** MAST 1214

**Previous Course Rubric**: MAST 1210

**Lecture Hours per week-Lab Hours per week-Credit Hours**: 2-6-4

**Per semester: Lecture Hours-Lab Hours-Instructional Contact Hours**: 30-90-120

**Louisiana Common Course Number:**

**CIP Code:** 51.0801

**Course Description:** Covers keyboarding principles as well as document construction and processing, with emphasis on utilizing correct techniques, accuracy and speed. The course discusses the components of effective client/staff communication, both verbal and nonverbal. It also covers front office activities (scheduling, insurance, billing, patient/client confidentiality).

**Prerequisites:** MAST 1171, MAST 1142, and MAST 1162 with a grade of "C" or better

**Co-requisites:** Approval of the Dean for Nursing and Allied Health

**Suggested Enrollment Cap:** 25

**Learning Outcomes.** *Upon successful completion of this course, the students will be able to:*

1. Apply verbal and nonverbal skills in client/staff communication.

2. Execute front office activities including medical document preparation, identifying health insurances, and medical billing and coding.

3. Explain the importance of maintaining confidentiality in the medical office.

4. Describe the administrative and clinical expectations of medical assistants.

5. Simulate culturally sensitive and developmentally appropriate interactions with patients.

**Assessment Measures.** Assessment of all learning outcomes will be measured using the following methods:

1. Assessment measures may include, but are not limited to homework, quizzes, demonstrations, and examinations.

**Information to be included on the Instructor’s Course Syllabi:**

* ***Disability Statement*:** Baton Rouge Community College seeks to meet the needs of its students in many ways. See the Office of Disability Services to receive suggestions for disability statements that should be included in each syllabus.
* ***Grading:*** The College grading policy should be included in the course syllabus. Any special practices should also go here. This should include the instructor’s and/or the department’s policy for make-up work. For example in a speech course, “Speeches not given on due date will receive no grade higher than a sixty” or “Make-up work will not be accepted after the last day of class”.
* ***Attendance Policy*:** Include the overall attendance policy of the college. Instructors may want to add additional information in individual syllabi to meet the needs of their courses.
* ***General Policies*:** Instructors’ policy on the use of things such as beepers and cell phones and/or hand held programmable calculators should be covered in this section.
* ***Cheating and Plagiarism*:** This must be included in all syllabi and should include the penalties for incidents in a given class. Students should have a clear idea of what constitutes cheating in a given course.
* ***Safety Concerns:*** In some courses, this may be a major issue. For example, “No student will be allowed in the lab without safety glasses”. General statements such as, “Items that may be harmful to one’s self or others should not be brought to class”.
* ***Library/ Learning Resources:*** Since the development of the total person is part of our mission, assignments in the library and/or the Learning Resources Center should be included to assist students in enhancing skills and in using resources. Students should be encouraged to use the library for reading enjoyment as part of lifelong learning.

**Expanded Course Outline:**

1. Grammar for the medical assistant
2. Course terminology
3. Developing keyboarding proficiency
4. Formatting medical office documents (letters, tables, memos, reports)
5. Documents for medical businesses including specialties
6. Patient reception, scheduling medical appointments, billing, explaining credit policies, the collection process, and aging accounts
7. Receptionist responsibilities
8. Personal professional characteristics of the Health Care Provider
9. Systems for scheduling medical appointments
10. Correlating medical records prior to patient appointments
11. Explaining credit policies to patients, the collection process, and handling aging accounts
12. Handling emergency calls
13. Using an answering service
14. Use of the telephone in the medical office
15. Telephone triage
16. Managing correspondence and mail
17. Administrative skills, safety precautions, and infection control measures required by the Occupational Safety and Health Administration (OSHA) for workplace safety in the classroom/lab setting
18. Communication techniques for face-to-face, telephone, and written communications
19. Scheduling patients for doctor’s appointments, surgery, laboratory/radiological tests, and hospital admissions and correlate medical records
20. Preparing a new office schedule book
21. Documenting failed or no-show appointments
22. Description of administrative and clinical skills required of medical assistants
23. Interaction with physicians, nurses, and allied health practitioners
24. Purposes of, and benefits and billing requirements in health insurance plans (group plans, individual, private, and government-sponsored policies)
25. Correlating diagnostic International Classification of Diseases (ICD) and Current Procedural Codes (CPT) in processing insurance claim forms for prompt payment of benefits
26. Completing the Health Care Financing Administration (HCFA-1500) standard insurance claim forms
27. Educating patients/clients: explaining benefits/procedures and answering patient/client questions concerning insurance claims/benefits
28. Simulating interactions with patients with cultural sensitive and with a developmentally appropriate manner
29. Rules for assignment of CPT codes to disease, injuries, and procedures
30. Completing the Universal Health Insurance claims form (HCFA-1500)
31. Submitting Medicare claims electronically
32. Rules for assignment of ICD codes to disease, injuries, and procedures