



MA 73 – Medical Assistant Administration

Basic Course Information

Semester:	Fall 2023	Instructor Name:	Alicia Ortega, MSN, RN, FNP, OCN
Course Title & #:	MA 73 – Medical Assistant Administration	Email:	Alicia.ortega@imperial.edu
CRN #:	10808	Webpage (optional):	
Classroom:	2110	Office #:	2119
Class Dates:	10/09/2023-12/09/2023	Office Hours:	Tuesday 11:00 – 3:00 pm
Class Days:	Monday and Tuesday	Office Phone #:	760-355-5736
Class Times:	4:20 pm-9:40 pm	Emergency Contact:	Beatriz Trillas-Martinez 760-355-6468
Units:	3	Class Format:	Face to Face

Course Description

This course prepares Allied Health students to work the in a medical office administrative management (front office) of a medical office, clinic or other medical setting. Interpersonal communication focusing on therapeutic communication and workplace communication will be explored. The impact of human development, culture and health will be discussed. The course covers administrative and clerical functions of a medical office assistant including patient reception, scheduling appointments, telephone procedures, medical record management, concepts of basic bookkeeping, confidentiality, office management, professional activities and personal conduct. (Nontransferable, AA/AS degree only)

Course Prerequisite(s) and/or Corequisite(s)

MA 071 with a grade of "C" or better.

Student Learning Outcomes

Upon course completion, the successful student will have acquired new skills, knowledge, and or attitudes as demonstrated by being able to:
Identify key elements to ensure effective office management

Course Objectives

1. Identify different types of appointment scheduling methods (VI.C.1)
2. Identify advantages and disadvantages of manual vs electronic appointment systems (VI.CI.2)

3. Identify critical information required for scheduling patient procedures (VI.C.3)
4. Define different types of information contained in the patient's medical record (VI.C.4)
5. Describe Data Integrity and steps to insure data security (IV.C.11)
6. Identify methods of organizing the patient's medical record based on: a. problem-oriented medical record (POMR); b. source-oriented medical record (SOMR) (VI.C.5)
7. Identify equipment and supplies needed for medical records in order to: a. create a medical record; b. Maintain a medical record; c. Store a medical record (VI.C.6)
8. Describe filing indexing rules (VI.C.7)
9. Differentiate between electronic medical records (EMR) and a practice management system (VI.C.8)
10. Explain the purpose of routine maintenance of administrative and clinical equipment (VI.C.9)
11. Lists steps involved in completing an inventory (VI.C.10)
12. Explain meaningful use as it applies to EMR (VI.C.12)
13. Discuss applications of electronic technology in professional communication (V.C.8)
14. Define Patient Navigator (V.C.12)
15. Describe the role of medical assistant as a patient navigator (V. C. 13)
16. Manage appointment schedule using established priorities (VI.P.1)
17. Demonstrate professional telephone techniques (V.P.6)
18. Document telephone messages accurately (V.P.7)
19. Schedule a patient procedure (VI.P.2)
20. Compose professional correspondence utilizing electronic technology (V.P.8)
21. Create a Patient's medical record (VI.P.3)
22. Organize a patient's medical record (VI.P.4)
23. File patient medical records (VI.P.5)
24. Utilize an EMR (VI.P.6)
25. Input patient data utilizing a practice management system (VI.P.7)
26. Perform routine maintenance of administrative or clinical equipment (VI.P.8)
27. Perform an inventory with documentation
28. Display sensitivity when managing appointments.

Textbooks & Other Resources or Links

1. Today's Medical Assistant, 4th Edition (paperback) by Kathy Bonewit-West, and Sue Hunt
ISBN: 9780323581271
Copyright: 2021, Imprint: Saunders
2. Study Guide for Today's Medical Assistant, 4th Edition (paperback) by Kathy Bonewit-West, and Sue Hunt
ISBN: 9780323639866
Copyright: 2021, Imprint: Saunders

3. Exploring Electronic Health Records Text and eBook (1-year access)
and NAVIGATOR+ by Darline Foltz and Karen Lankisch
ISBN-13: 978-0763881368
Copyright: 2018, Imprint: Paradigm Education

Course Requirements and Instructional Methods

Lecture Outline

1. Medical office reception, making appointments
2. Patient referral
3. Components of the patient chart
4. Maintenance of patient records
5. Filing and patient index standards
6. Data storage and integrity
7. Patient navigator
8. Medical office inventory control

Lab Outline

1. Demonstrate making patient appointments on a variety of systems
2. Demonstrate making a patient referral
3. Demonstrate components of the patient Chart including legal documentation required to maintain patient rights
4. Demonstrate maintenance of patient records
5. Demonstrate proper filing index procedures for patient records
6. Describe and demonstrate steps to maintain data integrity in a medical office
7. Demonstrate proper use of Patient Navigator
8. Conduct a simulated medical office inventory

Class Activity

Work in small groups in class and lab settings

Mid-Term/Final Exam(s)

Demonstrate knowledge of class content in a lab setting

Problem Solving Exercise using role play

Work individually and in a group setting to solve assigned class and or lab work Quizzes

Skill Demonstration

Demonstrate mastery of core class lab assignments by scores on “Check your understanding quizzes”

Written Assignments: Write email in full block style; discussion post and response to peers

Out of Class Assignments: The Department of Education policy states that one (1) credit hour is the amount of student work that reasonably approximates not less than one hour of class time and two (2) hours of out-of-class time per week over the span of a semester. WASC has adopted a similar requirement.

Course Grading Based on Course Objectives

Total possible points for this class: 220 points

- Complete pages from Bonewit Study Guide for Chapters 38, 40, 41, 42, 43 = 5 points each **(25 points)**
- Complete chapter activities in Navigator plus for Foltz chap. 1 = **5 points**
- Complete chapter activities in Navigator plus for Foltz chap. 2 = **5 points**
- Complete tutorials for Foltz chap. 3= **5 points**
- Complete tutorials for Foltz chap. 4= **10 points**
- Complete tutorials for Foltz chap. 5= **10 points**
- Complete tutorials for Foltz chap. 6= **5 points**
- Submit “Check your understanding quiz” in Navigator for chapter 1, 2, 3, 4, 5, 6= Up to 10 points each **(60 points)**
- Week 7 Discussion = up to **10 points**
- Area Agency on Aging and Dementia lecture = **5 points**
- Midterm Exam = **30 points**
- Final Exam= **50 points**

Grading Criteria: Letter grade only

A= 220 to 198 (90 – 100%)

B= 197 to 176 (80 – 89%)

C= 175 to 154 points (70 – 79%)

Less than 154 points= Fail

154 points is the minimum required to pass this class (70%). A grade of C or higher is required for successful completion of each course; students cannot progress to the next course if a C is not obtained.

There are no makeups for missed exams. Grades will not be rounded up.

Course Policies

Attendance:

- A student who fails to attend the first meeting of a class or does not complete the first mandatory activity of an online class will be dropped by the instructor as of the first official meeting of that class. Should readmission be desired, the student’s status will be the same as that of any other student who desires to add a class. **It is the student’s responsibility to drop or officially withdraw from the class.** See [General Catalog](#) for details.
- As soon as you are aware that you will be late to class or absent, you need to contact the instructor by email via Canvas or text **(760-550-9206)** with your name and that you will be late or absent.
- Regular attendance in all classes is expected of all students. A student whose continuous, unexcused absence exceeds the number of hours the class is scheduled to meet per week **(10 hours and twenty**

minutes for MA 073) may be dropped. The instructor will take roll at the beginning of each class, three days tardy equals one day (4 hours, 30 min) absence.

Classroom Etiquette:

- **Electronic Devices:** Cell phones and electronic devices must be turned off and put away during class, unless otherwise directed by the instructor. The instructor may collect cell phones at the beginning of class and return them at the end of class if this rule is not followed. **Students will not be allowed to have cell phones and smart watches on their person during testing.**
- **Tape Recorders or cell phone recording or video will not be allowed in the classroom due to HIPAA laws.**
- Food and Drink are prohibited in all classrooms. Water bottles with lids/caps are the only exception. Additional restrictions will apply in labs. Please comply as directed by the instructor.
- **Disruptive Students:** Students who disrupt or interfere with a class, **such as students who come in late, leave and enter the class several times or are repeatedly talking during lecture** may be sent out of the room and told to meet with the Campus Disciplinary Officer before returning to continue with coursework. Disciplinary procedures will be followed as outlined in the [General Catalog](#).
- **Children in the classroom:** Due to college rules and state laws, only students enrolled in the class may attend; children are not allowed.

Work-based learning activities in MA 73

Work-based learning (WBL) allows students to apply classroom content in professional settings while gaining real-world experiences. These opportunities will provide you with a deeper, more engaging, and relevant learning environment. The following WBL activities are available to provide you with the opportunity to explore career options in Medical Assisting:

1. Unpaid Internships/Volunteer experiences are available for MA students to help prepare them for their careers through the IVC Career Services Center. If you are interested in learning more about this opportunity, email your instructor. *Participation in the Volunteer experience is optional and is not a part of your grade for MA 73.*
2. Guest lecture on Dementia from Imperial Co. Area Agency on Aging. *Participation in the guest lecture presentation is **not** optional and is a part of your grade for MA 73*

IVC Student Resources

IVC wants you to be successful in all aspects of your education. For help, resources, services, and an explanation of policies, visit <http://www.imperial.edu/studentresources> or click the heart icon in Canvas.

Anticipated Class Schedule/Calendar

Date or Week	Activity, Assignment, and/or Topic	Course Objective or SLO
Week 1 October 9-13	Read Foltz chap. 1 and 2, complete activities in Navigator Plus, submit 10-question "Check your understanding" quiz for chap 1 & 2 Teams present on Selected Reportable Diseases	CO 6, 12
Week 2 October 16-20	Read Foltz chap. 3 Tutorial 3.1, 3.3, 3.4, 10-question quiz Read Bonewit chap. 38, complete study guide pages Read Bonewit chap 39 – Assembling a paper medical record	CO 4, 6, 7, 12, 21, 22, 25
Week 3 October 23-27	Read Foltz chap. 6, tutorial 6.1, 10-question quiz Read Bonewit chap. 40, complete study guide pages Read Bonewit chap. 4, Role play therapeutic communication	CO 5, 9, 14, 15
Week 4 October 30- November 3	Read Foltz chap. 4, complete tutorial 4.1 to 4.6, 10-question quiz Read Bonewit chap. 41, complete study guide pages Review parts of a prescription, acceptable abbreviations when documenting medication orders, calls to pharmacy	CO 4, 17, 18, 24
Week 5 November 6-9	Midterm Read Foltz chap. 5, complete tutorial 5.1 to 5.9, 10-question quiz Read Bonewit chap. 42, complete study guide pages Practice telephone etiquette and taking messages	CO 1, 2, 3, 16, 17, 18, 19, 28
Week 6 November 13-17	Read Bonewit chap. 43, complete study guide pages Read Bonewit chap. 44, write business letters and emails Infection Control lecture/Handwashing / donning and removing gloves Bonewit chap. 17 (Catsup test)	CO 7, 8, 13, 20, 23, 24
11/20-11/24	No classes	
Week 7 November 27- December 1	Guest speaker Sarah Enz from Area Agency on Aging, Dementia key lecture Discussion Post: Reflection on learning so far in MA 73; Identify elements to ensure effective medical office management. Simulated inventory/ Study groups for Final exam	SLO 1 CO 10, 11, 14, 15, 26, 27



IMPERIAL VALLEY COLLEGE

Week 8 December 4-8	Complete all necessary orientation for clinical sites Final Exam	
------------------------	--	--

*****Subject to change without prior notice*****