



## Basic Course Information

Semester:	<b>Winter 2024</b>	Instructor Name:	<b>Alicia Ortega, MSN, RN, FNP, OCN</b>
Course Title & #:	<b>MA 077 Medical Assistant Administrative Clinical</b>	Email:	<b>Alicia.ortega@imperial.edu</b>
CRN #:	<b>15114</b>	Webpage (optional):	<b>N/A</b>
Classroom:	<b>TBA</b>	Office #:	<b>2119</b>
Class Dates:	<b>01/02/2024-02/02/2024</b>	Office Hours:	<b>Wednesday 0800-1200</b>
Class Days:	<b>TBA</b>	Office Phone #:	<b>760-355-5736</b>
Class Times:	<b>TBA</b>	Emergency Contact:	<b>TBA</b>
Units:	<b>1.0</b>	Class Format:	<b>Clinicals-In Person</b>

## Course Description

The course is designed to provide supervised directed practice in an ambulatory administrative practice. The student will gain hands-on experience performing administrative medical assistant duties and skills essential for entry-level employment. The student must demonstrate mastery of MAERB psychomotor and effective competencies as defined relating to administrative medical assisting practices. Enrollment in the course requires that the student have Basic Cardiac Life Support Certificate (BLS) and proof of Medical Liability Insurance. Student must be available during regular operating hours of ambulatory care setting. (Nontransferable, AA/AS degree only)

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

MA 075 with grade of "C" or better, or concurrent enrollment in MA 075.

## Student Learning Outcomes

Upon course completion, the successful student will have acquired new skills, knowledge, and or attitudes as demonstrated by being able to:

Demonstrate ability to successfully- complete front office skills such as check in patients, place outgoing calls, answer incoming calls and observe process for scheduling appointments.

## Course Objectives

Upon satisfactory completion of the course, students will be able to:

1. Students must demonstrate satisfactory competencies as defined by MAERB Core Curriculum.
2. Understand the components of the medical profession, the ethical and legal considerations, and professional attitudes.
3. Demonstrate the role of medical assistant in a team atmosphere and behavior consistent with the California Medical Practice Act.
4. Demonstrate proper communication both through phone, verbal and non-verbal modalities with patients, coworkers, and physicians.

5. Understand the importance of medical appointment scheduling and the various techniques for maintaining a scheduling system.
6. Demonstrate how to schedule appointments using principles that will maximize productivity.
7. Understand the components of medical record: prepare and process the patient medical record; understand the principles of filling and assemble supplies and equipment to set up a filling system.
8. Demonstrate the principles of third party billing and fee collection with patients.
9. Understand how collection agencies work with selected settings.
10. Understand various medical insurance care plans and prepare accurate information and documentation.
11. Demonstrate principles of common systems of bookkeeping and accounting in the medical office including maintaining and reconciliation of a checking account.
12. Understand various office emergency procedures and their application. The student will recognize emergencies and discuss proper emergency procedures.
13. List the components of seeking employment.

### **Textbooks & Other Resources or Links**

Kathy Bonewit-West and Sue Hunt 2021. *Today's Medical Assistant -Clinical and Administrative Procedures* Fourth Edition. Saunders ISBN: 9780323581271

### **Course Requirements and Instructional Methods**

Demonstration

Individual Assistance

Lab Activity

### **Course Grading Based on Course Objectives**

#### **Objective:**

MA students complete 54 hours of front office clinical time at externship location

#### **Skill Demonstration:**

Demonstrate ability to successfully complete front office skills such as check in patients, place outgoing calls, answer incoming calls and observer process for scheduling appointments using MA 77 Front Office Skills Competency Assessment.

#### **Other, please identify**

Clinical Evaluation

#### **Written Assignments**

Submit daily Reflective Journal entry

## Other Course Information

### Lecture Outline

No lecture component, lab only course

### Lab Outline

1. The medical profession, the ethical and legal considerations, and professional attitudes.
2. The role of medical assistant in a team atmosphere and behavior consistent with the California Medical Practice Act.
3. Office emergency procedures and their application. Recognition of emergencies and discuss proper emergency procedures.
4. Professional and ethical demeanor of Medical Assistant during interactions with patients, coworkers, and physician.
5. Principles of effective communication. Utilizes communication techniques with the medical staff and others in a professional manner, handle incoming and outgoing calls effectively, demonstrate successfully how to handle telephone emergencies.
6. The medical appointment book and various techniques. Schedule appointments using principles that will maximize productive and patient satisfaction.
7. Components of medical record; prepare and process the patient's medical record; understand the principles of filing and assemble supplies and equipment to set up a filing system.
8. Various styles of leadership and being a team member. Working cooperatively, share responsibilities, accept supervision and assume leadership roles.
9. Proper handling of incoming and outgoing mail in the medical office.
10. Discussion of fees with patients, obtaining proper insurance, third party billing documents from patient in a courteous and professional manner.
11. Principles and common systems of bookkeeping and accounting in the medical office.
12. Maintenance and reconciling a checking account, preparation of a deposit and reconcile a bank statement.
13. Component of seeking employment, resume and interview techniques.

## 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.

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