

# Louisiana Delta Community College

## Academic Affairs Master Syllabus

**Course Name:** ADMINISTRATIVE PROCEDURES FOR MEDICAL OFFICES

**Course Number:** BOTH 1210

**Credit Lecture hours:** 3      **Credit Lab Hours:** 0      **Contact Hours:** 45

**Textbook, Author, and Publisher:** To be provided by College Campus

**Instructor Information:** To be provided by College Campus

**Class Location:** To be provided by College Campus

**Course Description:** This course is a discussion of the components of effective client/staff communication, both verbal and nonverbal. Beginning front office activities in a medical office such as scheduling, insurance, billing, using and maintaining office equipment, legal and ethical issues in the medical office, maintaining patient records, and patient/client education methods are covered. Practical application activities are integrated throughout this course.

**Prerequisites:** None

**Co-requisites:** None

### **Learning Outcomes:**

On completion of this course, the student will be able to:

1. Identify the role of the Allied Health Office Administrator **in** client reception, scheduling appointments, billing, explaining credit policies, the collection process, and aging accounts.
2. List receptionist responsibilities.
3. Describe personal professional characteristics of an office administrator.
4. Explain the various systems for scheduling appointments and the important elements of each.
5. Correlate, update, and store medical records.
6. Prepare records prior to appointments.
7. Describe the role of the Allied Health Office Administrator **in** explaining credit policies to patients, the collection process, and handling aging accounts.
8. Discuss procedures in handling emergency calls.
9. Retrieve messages from an answering service.
10. Use the telephone and other office equipment effectively.
11. Manage correspondence and mail.
12. Create appropriate office correspondence.

**Learning Outcomes continued:**

13. Perform administrative skills, safety precautions, and infection control measures required by OSHA for workplace safety.
14. Perform communication techniques for face-to-face, telephone, and written communications.
15. Schedule patients for doctor's appointments, surgery, laboratory/radiological tests, and hospital admissions and correlate medical records.
16. Create awareness and general understanding of the Health Insurance Portability and Accountability Act (HIPAA).
17. Discuss confidentiality issues and mandatory disclosure in a medical office setting.

**Assessment Measures:** To be provided by the College Campus.

**Library Resource Center:**

The Delta Library and Learning Resource Center is committed to providing quality information and learning resources and services, including technology, in supporting the overall mission of Delta Community College and its commitment to lifelong learning.

**Special Accommodations:**

Louisiana Delta Community College complies with Section 504 of the Rehabilitation Act, as well as the Americans with Disabilities Act. Students with disabilities who attend the Monroe campus may make a request by contacting the Director of Counseling and Disability Services (See College Directory for contact information.) at the beginning of each semester. Reasonable accommodations will be attempted for students with documented disabilities. If an impairment is identified later in the semester, a non-retroactive accommodation plan will be developed. Students at satellite campuses should contact the Coordinator of Student Affairs at their particular campus.

**Title IX:**

Louisiana Delta Community College is committed to protecting the rights of students, which includes compliance with Title IX requirements. As such, the institution and members of our community will not tolerate the offenses of dating violence, domestic violence, sexual assault, and stalking. Students with Title IX concerns should contact the College's Title IX Coordinator (See College Directory for contact information.) Students are required to complete Sexual Assault Awareness and Prevention Online Training. Access to this online course will be sent out through the Delta email account.

**Student Code of Conduct:**

Louisiana Delta Community College encourages an environment of academic integrity and mutual respect. Students should read and follow both academic and behavioral expectations identified in the Code of Student Conduct that can be found online at [www.ladelta.edu](http://www.ladelta.edu). Students are expected to act with integrity, respect the rights of others, and conduct themselves in a professional manner. The Honor Code prohibits academic misconduct such as cheating, engaging in unauthorized collaboration, and plagiarism. Violations of the Code of Student Conduct may result in disciplinary action as provided in the Code. Incidents are reported through the online Student Conduct system.