

Department of Office Administration

POFM 1309- Medical Office Procedures, Room 8329

Assistant Professor, Adjunct- Mrs. Melissa H. Edenburn, RHIA

ACC email- medenbur@austincc.edu

Office Hours- Saturdays only, instructor will be available for 1/2 hour before and after lecture and by appointment.

Website- www.austincc.edu/medenbur/

Required Texts- Booth, Pugh, Thompson, Whicker and Wyman, *Administrative Procedures for Medical Assisting*, 3rd edition. McGraw-Hill, 2009. ISBN# 0073261270

and

Student Workbook to Accompany Administrative Procedures for Medical Assisting, ISBN# 0073211459

Structure/Format- Lecture, Class Discussion, and Oral Presentations

Course Objectives-

1. Discuss the measures a medical practice must take to avoid malpractice claims.
2. Discuss TMB medical record documentation standards and how they apply to medical law.
3. Describe OSHA requirements for a medical office.
4. Discuss the impact that HIPAA regulations have in the medical office.
5. Describe how to store administrative and clinical supplies.
6. Explain how to maintain, update and correct a medical record.
7. Identify when and how a medical record may be released.
8. Identify criteria for determining whether files should be retained, stored, or destroyed.
9. Summarize the OSHA regulations that pertain to the patient reception area.
10. List the components associated with a comfortable, accessible, and safe patient reception area.

Final grades will be determined using the following categories-

Attendance and Class Participation-	10%
Homework/Quizzes-	10%
Oral Presentation-	10%
Project Notebook-	20%
Midterm-	25%
Final Exam-	<u>25%</u>
Total-	100%

Homework is due at the *beginning of class*. All late submissions will receive a minimum 10 point deduction. Homework turned in more than two weeks past its original due date will not be accepted.

Grades, lecture notes and assignments will be posted to Blackboard. If you do not want your grades posted to Blackboard, please send an email to let me know.

Class Topics- *Schedule is tentative*

Week 1	Introduction, review syllabus, oral presentation sign-up
Week 2	Chapter 2- Types of Medical Practices Chapter 3- Legal and Ethical Issues
Week 3	Chapter 4- Communication with Patients, Families and Coworkers
Week 4	Chapter 5- Using and Maintaining Office Equipment Chapter 6- Using Computers in the Office Chapter 7- Managing Correspondence and Mail Chapter 8- Managing Office Supplies
Week 5	Front office / Back office / Office Manager- duties& responsibilities
Week 6	Chapter 9- Maintaining Patient Records Chapter 10- Managing the Office Medical Records
Week 7	Review for Mid-term / Projects 1-5 Due
Week 8	Mid-term Exam
Week 9	Chapter 11- Telephone Techniques Chapter 12- Scheduling Appointments
Week 10	Chapter 13- Patient Reception Chapter 14- Patient Education, create resource list
Week 11	Chapter 15- Overview Chapter 16- Medical Coding
Week 12	Chapter 17- Patient Billing and Collections Chapter 18- Accounting for the Medical Office
Week 13	HR Regulations, OSHA, HIPAA
Week 14	Electronic Health Records / Projects 6-10 Due
Week 15	Review for Final
Week 16	Final Exam

**Test reviews WILL NOT be posted*