



COURSE OUTLINE : ESL 70

N Non-Credit

COURSE ID

Created: MARCH 2021

COURSE DISCIPLINE : ESL

COURSE NUMBER : 70

COURSE TITLE (FULL) : Administrative Medical Assisting & ESL Success and Support Course

COURSE TITLE (SHORT) : AMA & ESL Success and Support

ACADEMIC SENATE DISCIPLINE: English as a Second Language: Noncredit

CATALOG DESCRIPTION

ESL 70 supports students concurrently enrolled in the Noncredit Business and Life Skills Division's Administrative Medical Assisting (AMA) certificate program. It is designed for students who are at the high-intermediate ESL (English as a Second Language) level or higher. In this course, we will follow the pacing of the AMA course, with emphasis on reviewing, understanding, and practicing medical terminology, communicating and handling problem situations involving patients, using medical software, learning basic billing and coding, and preparing for job interviews. Our goal is to have students feel more confident with their medical terminology, reading comprehension, and verbal and written communication skills. Lecture 77 hours.

CATALOG NOTES

Note: This course is intended to be a recommended corequisite for students enrolled in STV 61.

Total Lecture Units:0.00

Total Laboratory Units: 0.00

Total Course Units: 0.00

Total Lecture Hours:77.00

Total Laboratory Hours: 0.00

Total Laboratory Hours To Be Arranged: 0.00

Total Faculty Contact Hours: 77.00

Total Student Contact Hours: 77.00

Recommended Preparation: ESL 30 or ESL 35. Recommended Corequisite: STV 61.



ENTRY STANDARDS

	Subject	Number	Title	Description	Include
1	ESL	30	ENGLISH AS A SECOND LANGUAGE LEVEL 3	Write paragraphs at the low-intermediate level with sufficient unity;	Yes
2	ESL	30	ENGLISH AS A SECOND LANGUAGE LEVEL 3	demonstrate mastery of grammatical structures studied at a level sufficient to pass unit tests and the divisional grammar mastery test for this level;	Yes
3	ESL	30	ENGLISH AS A SECOND LANGUAGE LEVEL 3	converse at a functional level adequate for everyday use on the campus and in the community;	Yes
4	ESL	30	ENGLISH AS A SECOND LANGUAGE LEVEL 3	respond to questions about recorded and live speeches, dialogues, role plays, and lectures;	Yes
5	ESL	30	ENGLISH AS A SECOND LANGUAGE LEVEL 3	decode 2,500-word reading passages,, respond to inference and recall questions, and utilize a monolingual English dictionary to advantage.	Yes
6	ESL	35	English as a Second Language for Work Level 3	Demonstrate communicative competence with level-appropriate grammar structures and vocabulary in a variety of workplace situations sufficient to pass unit tests and the divisional grammar master test for this level;	Yes
7	ESL	35	English as a Second Language for Work Level 3	write a cohesive paragraph with a clear topic sentence, supporting ideas, and mechanical accuracy;	Yes
8	ESL	35	English as a Second Language for Work Level 3	respond to questions about listenings, videos, role plays, and lectures;	Yes
9	ESL	35	English as a Second Language for Work Level 3	read, interpret, or fill out a variety of workplace documents.	Yes



EXIT STANDARDS

- 1 employ a comprehensive medical vocabulary applicable to all specialties;
- 2 demonstrate proper communication and telephone techniques in a variety of medical front office situations;
- 3 recognize the strategies of maintaining patient confidentiality;
- 4 explain all phases of medical insurance billing for doctors' offices;
- 5 type and document a variety of medical reports;
- 6 apply legal safeguards to a charting system;
- 7 distinguish between the various databases in a medical software program;
- 8 answer common interview questions for an administrative medical assistant.

STUDENT LEARNING OUTCOMES

- 1 Employ basic medical terminology applicable for a medical front office setting.
- 2 Describe how a medical front office is typically managed, focusing on administrative processes and procedures.
- 3 Integrate HIT (Health Information Technologies); practice management programs and electronic health records.
- 4 Describe third party reimbursements and demonstrate the ability to code from ICD (International Classification of Diseases) and CPT (Current Procedural Terminology) books.

COURSE CONTENT WITH INSTRUCTIONAL HOURS

	Description	Lecture	Lab	Total Hours
1	Medical Terminology 1. Basic word structure 2. Organization of the body 3. Suffixes and prefixes 4. Medical specialists and case reports 5. Body systems 6. Pronunciation	14	0	14
2	Medical Front Office Procedures (ADMIN) 1. Administrative duties 2. Financial management 3. Billing and coding 4. Banking services and procedures 5. Simulation in marketing and customer service 6. Medical Documents and Written Communication	21	0	21

3	<p>Practice Management Programs</p> <ol style="list-style-type: none"> 1. Computers and HIPAA Privacy/Security Rules 2. Patient master files 3. Computerized scheduling 4. Computerized billing 5. Creating of reports 6. Collection process 	10.5	0	10.5
4	<p>Electronic Health Records (EHR)</p> <ol style="list-style-type: none"> 1. General overview of EHRs: Current Issues and Trends 2. Physician Office Workflows and Challenges 3. Hands-on with HER 4. Coding Standards 5. Data entry and point of care 6. Super bill/ electronic coding from medical records 7. Use of EHR to improve patient care 8. Privacy and security of health records 	10.5	0	10.5
5	<p>Medical Billing and Coding</p> <ol style="list-style-type: none"> 1. Insurance contracts and options 2. Abbreviations/symbols and coding system 3. Coding Standards 4. Form completion and submission 5. Legal and ethical considerations 6. Health Insurance Portability and Accountability Act (HIPAA) 	10.5	0	10.5
6	<p>Oral Communication and Job Interviewing Speaking Skills</p> <ol style="list-style-type: none"> 1. Patient Interactions 2. Common AMA job interview questions 3. Common grammar issues 	10.5	0	10.5
				77

OUT OF CLASS ASSIGNMENTS

- 1 read textbook assignments and respond to questions in writing or orally;
- 2 write, type, and/or transcribe healthcare-related documents;
- 3 prepare, practice, and/or record roleplays in an AMA healthcare scenario;
- 4 complete tasks and assignments to learn how to use medical software.



METHODS OF EVALUATION

- 1 Chapter or Unit Tests
- 2 Individual or Group Presentations
- 3 Written Assignments
- 4 Speaking Assignments
- 5 Student Reflections
- 6 Student Surveys

METHODS OF INSTRUCTION

- Lecture
- Laboratory
- Studio
- Discussion
- Multimedia
- Tutorial
- Independent Study
- Collaboratory Learning
- Demonstration
- Field Activities (Trips)
- Guest Speakers
- Presentations

TEXTBOOKS

Title	Type	Publisher	Edition	Medium	Author	ISBN	Date
Medical Terminology: A Short Course	Required	Elsevier	8		Chabner, David-Ellen	978-0-323-44492-7	2018
Kinn's The Administrative Medical Assistant	Required	Elsevier	13		Proctor, Deborah	978-0-323-39672-1	2017
Computers in the Medical Office	Required	McGraw Hill	9		Sanderson, Susan	978-0-07-783638-2	2016
Electronic Health Records	Supplemental	McGraw Hill	3		Hamilton, B.R.	978-0-07-340214-7	2013
Medical Insurance: A Revenue Cycle Process Approach	Required	McGraw Hill	8		Valerius, Joanne D.	9781259608551	2020

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