STV61 : Administrative Medical Assisting

General Information

Author:	• Kassandra Wilson
Course Code (CB01) :	STV61
Course Title (CB02) :	Administrative Medical Assisting
Department:	STV
Proposal Start:	Spring 2025
TOP Code (CB03) :	(1299.00) Other Health Occupations
CIP Code:	(51.9999) Health Professions and Related Clinical Sciences, Other.
SAM Code (CB09) :	Clearly Occupational
Distance Education Approved:	No
Will this course be taught asynchronously?:	No
Course Control Number (CB00) :	CCC000613451
Curriculum Committee Approval Date:	05/22/2024
Board of Trustees Approval Date:	07/16/2024
Last Cyclical Review Date:	05/22/2024
Course Description and Course Note:	STV 61 gives students a comprehensive understanding of all medical front office duties. Emphasis is placed on mastering medical terminology, handling patient problems over the phone or in person, learning basic billing and transcription techniques and medical software. Lab 352 hours. Note: Students should be able to keyboard at a minimum rate of 20 wpm and perform alpha/numeric filing. Note: There is a recommended co-requisite of ESL 70 for all who need support with medical terminology. This courses is pass/no pass.
Justification:	Mandatory Revision
Academic Career:	• Noncredit
Mode of Delivery:	
Author:	
Course Family:	

Academic Senate Discipline

Primary Discipline:	• Vocational (short-term): Non-Credit
Alternate Discipline:	No value
Alternate Discipline:	No value

Course Development

Basic Skill Status (CB08)

Course is not a basic skills course.

☐ Allow Students to Gain Credit by Exam/Challenge

Course Special Class Status (CB13)

Course is not a special class.

Pre-Collegiate Level (CB21)

Not applicable.

Grading Basis

- Pass / No-Pass Only

Course Support Course Status (CB26)

Course is not a support course

General Education and C-ID

General Education Status (CB25)

Not Applicable

Transferability

Not transferable

Transferability Status

Not transferable

Units and Hours

Summary

Minimum Credit Units (CB07)	0
Maximum Credit Units (CB06)	0
Total Course In-Class (Contact) Hours	352
Total Course Out-of-Class Hours	0
Total Student Learning Hours	352

Credit / Non-Credit Options

Course Type (CB04)

Non-Credit

Course Classification Code (CB11)

Workforce Preparation Enhanced Funding.

☐ Variable Credit Course

Noncredit Course Category (CB22)

Short-Term Vocational.

Funding Agency Category (CB23)

Not Applicable.

Noncredit Special Characteristics

No Value

☐ Cooperative Work Experience Education Status (CB10)

Weekly Student Hours

	In Class	Out of Class
Lecture Hours	0	0
Laboratory Hours	352	0
Studio Hours	0	0

Course Student Hours

Course Duration (Weeks)	18
Hours per unit divisor	54
Course In-Class (Contact) Hours	
Lecture	0
Laboratory	352
Studio	0

Total	352

Course Out-of-Class Hours

Lecture	0
Laboratory	0
Studio	0
Total	0

Time Commitment Notes for Students

No value

Units and Hours - Weekly Specialty Hours

Activity Name	Type	In Class	Out of Class
No Value	No Value	No Value	No Value

Pre-requisites, Co-requisites, Anti-requisites and Advisories

Advisory

ESL30 - ENGLISH AS A SECOND LANGUAGE LEVEL 3

Objectives
- Write paragraphs at the low-intermediate level with sufficient unity.
- Develop coherence and mechanical accuracy.
- Demonstrate mastery of grammatical structures studied at a level sufficient to pass unit tests and the divisional grammar mastery test for this level.
- Converse at a functional level adequate for everyday use on the campus and in the community.
- Respond to questions about recorded and live speeches, dialogues, role plays, and lectures.
- Decode 2,500-word reading passages, respond to inference and recall questions, and utilize a monolingual English dictionary to advantage.

AND

Advisory

ESL70 - Administrative Medical Assisting & ESL Success and Support Course

Objectives
- Employ a comprehensive medical vocabulary applicable to all specialties.
- Demonstrate proper communication and telephone techniques in a variety of medical front office situations.
- Recognize the strategies of maintaining patient confidentiality.
- Explain all phases of medical insurance billing for doctors' offices.
- Type and document a variety of medical reports.
- Apply legal safeguards to a charting system.
- Distinguish between the various databases in a medical software program.
- Answer common interview questions for an administrative medical assistant.

Entry Standards

Entry Standards

Comprehend taped and live speeches, dialogues, instructions, and lectures.

Communicate orally in informal dialogues.

Course Limitations

Cross Listed or Equivalent Course

Specifications

Methods of Instruction

Methods of Instruction	Laboratory

Methods of Instruction	Independent Study

Out of Class Assignments

N/A

Methods of Evaluation	Rationale
Other	Independent Study
Activity (answering journal prompt, group activity)	Small group projects.
Evaluation	Independent study
Exam/Quiz/Test	Videos
Exam/Quiz/Test	Computer laboratory practice

Textbook Rationale

No Value

Textbooks

Author	Title	Publisher	Date	ISBN
Chabner, Davi-Ellen	Medical Terminology: A Short Course	St. Louis: Saunders Elsevier	2018	9780323444927
Proctor, Deborah B	Kinn's the Administrative Medical Assistant	St. Louis: Saunders	2017	9780323396721

Nikita Carr	Insurance in the Medical Office: From Patient to Payment	New York: McGraw-Hill	2014	73374598
Sanderson, Susan M	Computers in the Medical Office	New York: McGraw-Hill	2016	9780077836382
Hamilton, Byron	Electronic Health Records	Boston: McGraw Hill Higher Education	2013	978-0073402147

Other Instructional Materials (i.e. OER, handouts)

No Value

Materials Fee

No value

Learning Outcomes and Objectives

Course Objectives

Comprehend and use medical vocabulary in a medical office setting.

Demonstrate proper telephone techniques in a variety of medical front office situations.

Recognize the strategies of maintaining patient confidentiality.

Explain all phases of medical insurance billing for doctors' offices.

Type and document a variety of medical report.

Apply legal safeguards to a charting system.

Distinguish between the various databases in a medical software program.

Use EHR for documentation of patients' medical records.

SLOs

Describe how a medical front office is typically managed, focusing on administrative processes and procedures.

Expected Outcome Performance: 70.0

ILOs Core ILOs	Demonstrate depth of knowledge in a course, discipline, or vocation by applying practical knowledge, skills, abilities, theories, or methodologies to solve unique problems.
STV Medical Assistant Certificate of Completion	Describe how a medical front office is typically managed, focusing on administrative processes and procedures.
MOA Medical Assistant Certificate	Describe the duties, processes, and procedures in managing the medical front and back office
	Explain health data and clinical documentation principles, standards and guidelines
STV Administrative Medical Assisting Certificate	Describe the duties, processes, and procedures in managing the medical front office
STV Administrative Medical Assisting Certificate of Competency	Describe the duties, processes, and procedures in managing the medical front office.
	Explain health data and clinical documentation principles, standards and guidelines.

Describe third party reimbursements and demonstrate the ability to code from ICD (International Classification of Diseases) and CPT (Current Procedural Terminology) books.

Expected Outcome Performance: 70.0

ILOs Core ILOs	Demonstrate depth of knowledge in a course, discipline, or vocation by applying practical knowledge, skills, abilities, theories, or methodologies to solve unique problems.
STV Administrative Medical Assisting Certificate of Competency	Describe the duties, processes, and procedures in managing the medical front office.
STV Medical Assistant Certificate of Completion	Explain health data and clinical documentation principles, standards and guidelines.

Employ basic medical terminology applicable for a medical front office setting.

Expected Outcome Performance: 70.0

ILOs Core ILOs	Communicate clearly, ethically, and creatively; listen actively and engage respectfully with others; consider situational, cultural, and personal contexts within or across multiple modes of communication.
	Demonstrate depth of knowledge in a course, discipline, or vocation by applying practical knowledge, skills, abilities, theories, or methodologies to solve unique problems.
STV Medical Assistant Certificate of Completion	Demonstrate knowledge of basic human anatomy and physiology.
	Integrate computer and communication technologies, as well as critical thinking skills to accomplish health care office tasks.
STV Administrative Medical Assisting Certificate of Competency	Explain health data and clinical documentation principles, standards and guidelines.

Integrate HIT (Health Information Technologies); practice management programs and electronic health records.

Expected Outcome Performance: 70.0

ILOs Core ILOs	Analyze and solve problems using critical, logical, and creative thinking; ask questions, pursue a line of inquiry, and derive conclusions; cultivate creativity that leads to innovative ideas.
	Demonstrate depth of knowledge in a course, discipline, or vocation by applying practical knowledge, skills, abilities, theories, or methodologies to solve unique problems.

STV Medical Assistant Certificate of Completion	Apply OSHA's regulations and follow principles of infection control and demonstrate the proper handling and disposal of hazardous and bio hazard waste.
	Describe how a medical front office is typically managed, focusing on administrative processes and procedures.
	Explain health data and clinical documentation principles, standards and guidelines.
	Integrate computer and communication technologies, as well as critical thinking skills to accomplish health care office tasks.
STV Administrative Medical Assisting Certificate of Competency	Pass the California Certified Board for Administrative Medical Assistants Exam.

Additional SLO Information

Does this proposal include revisions that might improve student attainment of course learning outcomes?

No

Is this proposal submitted in response to learning outcomes assessment data?

No

If yes was selected in either of the above questions for learning outcomes, explain and attach evidence of discussions about learning outcomes.

No Value

SLO Evidence

No Value

Course Content

Lecture Content

No value

Laboratory/Studio Content

Medical Terminology (60 hours)
- Basic word structure
- Organization of the body
- Suffixes and prefixes
- Medical specialists and case reports
- Body systems

Medical Front Office Procedures (80 hours)
- Administrative duties
- Financial management
- Billing and coding
- Banking services and procedures
- Simulation in marketing and customer service
- Medical documents and written communication

Medical Billing and Coding (84 hours)
- Insurance contracts and options
- Abbreviations and symbols of coding systems
- Coding standards
- Form completion and submission

- Legal and ethical considerations
- Health Insurance Portability and Accountability Act (HIPAA)

MediSoft for Windows (PMP) (64 hours)
- Computers and HIPAA Security Rule
- Patient master files
- Computerized scheduling
- Computerized billing
- Creation of reports
- Collection process

Electronic Health Records (EHR) (64 hours)
- General overview of EHRS: Current Issues and Trends
- Physician Office Workflows and Challenges
- Hands-on with EHR Coding standards
- Data entry and point of care
- Super bill/electronic coding from medical records
- Using the EHR to improve patient care
- Privacy and security of health records

Total hours: 352

Additional Information

Is this course proposed for GCC Major or General Education Graduation requirement? If yes, indicate which requirement in the two areas provided below.

No

GCC Major Requirements

No Value

GCC General Education Graduation Requirements

No Value

Repeatability

Repeatable

Justification (if repeatable was chosen above)

Non-credit courses

Resources

Did you contact your departmental library liaison?

No

If yes, who is your departmental library liason?

No Value

Did you contact the DEIA liaison?

No

Were there any DEIA changes made to this outline?

No

If yes, in what areas were these changes made:

No Value

Will any additional resources be needed for this course? (Click all that apply)

- No

If additional resources are needed, add a brief description and cost in the box provided.

No Value