

MOA185 : Medical Office Administration

General Information

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Course Code (CB01) :	MOA185
Course Title (CB02) :	Medical Office Administration
Department:	MOA
Proposal Start:	Fall 2024
TOP Code (CB03) :	(0514.20) Medical Office Technology *
CIP Code:	(51.0716) Medical Administrative/Executive Assistant and Medical Secretary.
SAM Code (CB09) :	Clearly Occupational
Distance Education Approved:	No
Will this course be taught asynchronously?:	No
Course Control Number (CB00) :	CCC000231508
Curriculum Committee Approval Date:	02/28/2024
Board of Trustees Approval Date:	04/16/2024
Last Cyclical Review Date:	02/28/2024
Course Description and Course Note:	MOA185 is an introduction to the medical office that concentrates on the Medical Assistant's role in the maintenance of a professional and efficient medical office, including career guidelines and professional qualifications; public relations; courteous and effective handling of patients, doctors, and coworkers; preparation and care of medical records; correspondence; financial records; insurance; and general management of a medical facility. Training is applicable in offices of physicians, medical hospitals and clinics, dental and medical/legal agencies and government sponsored medical facilities.
Justification:	Mandatory Revision
Academic Career:	<ul style="list-style-type: none">• Credit
Author:	<ul style="list-style-type: none">• Sonali Perera

Academic Senate Discipline

Primary Discipline:	<ul style="list-style-type: none">• Office Technologies (Secretarial skills, office systems, word processing, computer applications, automated office training)
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

- Grade with Pass / No-Pass Option

Course Support Course Status (CB26)

Course is not a support course

Transferability & Gen. Ed. Options

General Education Status (CB25)

Not Applicable

Transferability

Not transferable

Transferability Status

Not transferable

Units and Hours

Summary

Minimum Credit Units (CB07) 3

Maximum Credit Units (CB06) 3

Total Course In-Class (Contact) Hours 54

Total Course Out-of-Class Hours 108

Total Student Learning Hours 162

Credit / Non-Credit Options

Course Type (CB04)

Credit - Degree Applicable

Noncredit Course Category (CB22)

Credit Course.

Noncredit Special Characteristics

No Value

Course Classification Code (CB11)

Credit Course.

Variable Credit Course

Funding Agency Category (CB23)

Not Applicable.

Cooperative Work Experience

Education Status (CB10)

Weekly Student Hours

	In Class	Out of Class
Lecture Hours	3	6
Laboratory Hours	0	0
Studio Hours	0	0

Course Student Hours

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

Total 54

Course Out-of-Class Hours

Lecture 108

Laboratory 0

Studio 0

Total 108

Time Commitment Notes for Students

No value

Units and Hours - Weekly Specialty Hours

Activity Name	Type	In Class	Out of Class
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No Value	No Value	No Value	No Value
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Pre-requisites, Co-requisites, Anti-requisites and Advisories

No Value

Entry Standards

Entry Standards

Course Limitations

Cross Listed or Equivalent Course

Specifications

Methods of Instruction

Methods of Instruction	Lecture
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Methods of Instruction	Demonstrations
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Methods of Instruction

Presentations

Out of Class Assignments

- Hands-on assignments (e.g. making appointments, filling out medical forms, etc.)

Methods of Evaluation**Rationale**

Exam/Quiz/Test

Quizzes

Exam/Quiz/Test

Midterm examination

Exam/Quiz/Test

Final examination

Textbook Rationale

No Value

Textbooks**Author****Title****Publisher****Date****ISBN**Brigitte Niedzwiecki, RN, MSN,
RMA, Julie Pepper, BS, CMA
(AAMA) and P. Ann Weaver,
MSEd, MT(ASCP)The Administrative Medical
Assistant, 15th EditionEvolve Resources
for Kinn's

2020

9780323675161

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

No Value

Materials Fee

No value

Learning Outcomes and Objectives

Course Objectives

Identify the tasks, roles and responsibilities of an Administrative Medical Assistant.

Prepare, use, update, and maintain medical records.

Discuss insurance claims, filing, charting, and recordkeeping responsibilities.

SLOs

Explain the responsibilities of working as a receptionist in the front office.

Expected Outcome Performance: 70.0

MOA Acquire the basic communication skills.

Medical Front Office - A.S.

Degree Major

Acquire the basic communication skills.

Acquire the basic communication skills.

MOA

Medical Front Office -

Certificate

Acquire the basic communication skills.

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.

Discuss the role of the electronic medical records documentation process.

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.

MOA

Medical Front Office -

Certificate

Learn the specialized medical terminologies needed to complete appropriate forms in preparing, maintaining/filing, and charting medical records including insurance claims.

Use appropriate computer programs to key basic documents and to navigate the Internet.

MOA

Medical Front Office - A.S.

Degree Major

Learn the specialized medical terminologies needed to complete appropriate forms in preparing, maintaining/filing, and charting medical records including insurance claims.

Use appropriate computer programs to key basic documents and to navigate the Internet.

Describe insurance claims processing and handling.

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.

MOA

Medical Front Office -

Certificate

Learn the specialized medical terminologies needed to complete appropriate forms in preparing, maintaining/filing, and charting medical records including insurance claims.

MOA

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Degree Major

Learn the specialized medical terminologies needed to complete appropriate forms in preparing, maintaining/filing, and charting medical records including insurance claims.

Course Content

Lecture Content

Introduction to Medical Office Careers (9 hours)

- Opportunities in the medical field
- Professional qualifications
- Professional conduct
- Medical ethics and attitudes
- Legal relationships+
- Mitigating Implicit Bias in Medical Office Settings

Medical Administrative Assistant Duties (9 hours)

- Managing appointments
- Handling patients
- Written communications
- Filing claims
- Assisting with audits

Medical Assistant Preparation Duties, Medical Records understanding and care (9 hours)

- Initial information
- Medical records
- Auditing accuracy
- Pharmacy relations
- Patient communications

Accounting Responsibilities and Book Keeping (9 hours)

- Record keeping
- Preparing deposits
- Accounts payable
- Accounts receivables
- Preparing reports

Insurance Claims (9 hours)

- Billing information
- Preparation of claims
- Auditing and reconciliation
- Benefit information for patients
- Follow up and re submission

Medical Office Management (9 hours)

- Maintenance
- "Housekeeping"
- Supplies
- Office equipment
- Vendor services
- Diversity in Healthcare: Understanding and Valuing Differences
- Effective Communication Across Diverse Backgrounds
- Cultural Competence: Enhancing Patient Care

Total Hours: 54

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

Not Repeatable

Justification (if repeatable was chosen above)

No Value

Resources

Did you contact your departmental library liaison?

No

If yes, who is your departmental library liaison?

Aisha Conner-Gaten (Business, ESL-Credit)

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 Value

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

No Value