

Department : Office Systems Technology
Course Title : Medical Administrative Support
Section Name : POFM 1417
Start Date : 01/18/11
End Date : 05/07/11
Modality : Face-to-Face
Credits : 4

Instructor Information

Name : Sandie Graves
OC Email : sgraves@odessa.edu
OC Phone # : 432-335-6426

Office Hours: MW 8:00 am to 12:00 pm
TTH 11:00 am-12:00 pm
Friday by Appointment

Monitored and open labs available daily. Help from the instructor is available at your request (appointment can be setup or you may contact instructor during office hours). Tutoring is available through the LRC.

Course Description

Instruction in medical office procedures including appointment scheduling, medical records creation and maintenance, telephone communications, coding, billing, collecting, and third party reimbursement.

Prerequisites/Co-requisites

None

Scans

2, 4, 6, 8, 10

Course Objectives

1. Demonstrate effective means for organizing and planning office routines (4)
2. Demonstrate the ability to complete office jobs without close supervision (4)
3. Develop effective human relations skills (8)
4. Demonstrate and understanding of interpersonal skills (8)
5. Develop personal traits and work habits required in the office (10)

6. Apply principles of good grooming and business etiquette (2)
7. *Identify techniques that will build a positive self-image (2)
8. *Identify and discuss goals for business and personal job success (4)
9. *Demonstrate ability to use computers and related business machines in the workplace (8)
10. Demonstrate a basic understanding of spreadsheet applications and related career opportunities (6)
11. Demonstrate knowledge of correct business letter styles (6)
12. Demonstrate a basic understanding of word processing applications, create documents, manipulate files, using a software program (8)
13. Demonstrate the ability to apply effective oral and written directions (2)
14. Demonstrate the ability to read and use proofreading skills (2)
15. Demonstrate effective listening skills (2)
16. Apply organizational and time management principles to increase productivity (4)
17. *Demonstrate an understanding of automated and manual record management skills (4)
18. *Identify and be able to classify and sort mail (6)
19. Demonstrate knowledge of information communications systems (8)
20. Demonstrate knowledge of good telephone techniques (2)
21. Demonstrate methods of travel and appropriate arrangements for business travel (4)
22. Demonstrate knowledge needed for improving quality and productivity in the office (4)
23. *Develop decision making responsibilities (4)
24. *Identify and apply effective job-seeking skills (10)

*INDICATES INTEGRATED, CORE CURRICULUMSKILLS
(Math, Reading, Communication, Technological Literacy and/or Critical Thinking)

Required Materials

Administrative Medical Assisting 6th Ed
Marilyn T Fordney
ISBN- 1-4180-6411-4

Companion workbook-
ISBN 1-4180-6412-2

Assignments:

Dates	Unit Assigned	Description
1-18 to 2-1	1	Professional and Career Responsibilities Weekly quiz

2-1 to 2-15	2	Interpersonal Communications Abbreviations and systems of measurements Weekly quiz
2-15	Test 1	Chapters 1 and 2
2-16 to 3-1	3	Records Management Weekly quiz
3-2 to 3-22	4	Written Communications Weekly quiz
3-22	Test 2	Chapters 3 and 4
3-23 to 4-5	5	Financial Administration Weekly quiz
4-6 to 4-19	6	Managing the office Weekly quiz
4-19	Test 3	Chapters 5 and 6
4-20 to 4-28	7	Employment Weekly quiz
5-10	FINAL	Comprehensive

Grading Policy

This class is based on a points system. Every assignment/test/review, etc. is “worth” a specified point value. The distribution of points is as follows:

3 tests	300 points
Weekly quizzes	140 points
Job Skills	400 points

756-840 = A (90% of available points)

672 - 755 =B (80% of available points)

588-671=C (70% of available points)

504-587 =D (60% of available points)

503 and Below= F

No late work is accepted. No makeup tests will be given.

Special Needs

Odessa College complies with Section 504 of the Vocational Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. If you have any special needs or issues pertaining to your access to and participation in this or any other class at Odessa College, please feel free to contact me to discuss your concerns. You may also call the Office of Disability services at 432-335-6861 to request assistance and accommodations.

Learning Resource Center (Library)

The Library, known as the [Learning Resources Center](#), provides research assistance via the [LRC's catalog \(print books, videos, e-books\)](#) and [databases \(journal and magazine articles\)](#). [Research guides](#) covering specific subject areas, [tutorials](#), and the "[Ask a Librarian](#) " service provide additional help.

Student E-mail

Please access your [Odessa College Student E-mail](#), by following the link to either set up or update your account: <http://www.odessa.edu/gmail/>. **All correspondence will be submitted using your Odessa College email.**

Student Portal

Please access your [Odessa College Student E-mail](#), by following the link to either set up or update your account: <http://www.odessa.edu/gmail/>. **All correspondence will be submitted using your Odessa College email.**

Technical Support

For Blackboard username and password help and for help accessing your online course availability and student email account contact the Student Success Center at 432-335-6878 or online at https://www.odessa.edu/dept/ssc/helpdesk_form.htm.

Important School Policies

For information regarding student support services, academic dishonesty, disciplinary actions, special accommodations, or student's and instructors' right to academic freedom can be found in the [Odessa College Student Handbook](#).

Disclaimer

***Students are responsible for checking for changes frequently as this syllabus may be updated often, as needed.**