

# Linn-Benton Community College

## CMA137 Administrative Office for the MA

**Credits:** 3 Credits

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**Office Hours:** Upon request

**Class Schedule:** Mondays and Wednesdays 11:30 am - 1:20 pm

**Required Textbook/Materials:** Kinn's The Medical Assistant, An Applied Learning Approach 14<sup>th</sup> edition and Study Guide and Competency Guide/Workbook, and a subscription to EHRgo.

### Course Description

This course will introduce students to the inner workings of medical offices. It presents a *technical/practical* approach to understanding how the medical office works.

Administrative, general, and clerical function and knowledge will be drawn from all previous courses in the students' program and amplified in this course. You will need to access your MOODLE account to navigate this course. This course is competency based. ALL competencies must be completed to pass this course. This means that even if a student fails to submit an assignment on time to be graded, it still needs to be submitted prior to the end of the 10th week in order to pass this course.

### MOODLE

This course uses a learning management system called Moodle. Activity completion has been set up on this course site to help you manage your activities in this class. Each week during weeks 1-10 you will be directed to complete the following activities. Moodle will track your progress automatically:

1. View and read related, assigned material before Monday/Wednesday's class
2. Complete and submit individual assessments by due date
3. Complete and submit group competency assessments by due date
4. Complete and submit quiz by due date

### EHR Go

EHR go is our electronic health record system and simulation resource for practice working in an electronic medical record environment. You should have had the opportunity to purchase your subscription via the bookstore and set up your individual account. See the message below for further instructions.

## Attendance

Attendance is mandatory. Absences will severely impact your ability to succeed in this course. An absence is considered failure to attend class during designated lecture and lab times.

## Assessment

1. **Individual Assignments:** There are individual written assignments scheduled for this course. Individual assignments must be submitted on time to count for score. (They are worth ten points each.) If not, they still need to be completed and submitted in order to pass the course. Most individual competencies are brief research papers. Many individual assignments will be closely related to the competencies for that module (week).
2. **Group Competency:** There are group competency assignments for this course.
  - a. Collaboration, Communication, and Competency will all be assessed equally in grading these assignments. It is important to communicate positively and frequently in order to succeed in this course. If a student turns in a group competency that is technically excellent and demonstrates competency, they may still fail that assignment if evidence of collaboration and communication are not displayed or presented. Of the four group competencies required, 3 will be video presentations, while the 4th will be a document submission. See assignment list for specific instructions.
3. **Quizzes:** There are nine quizzes for this course, one for each of the first nine weeks of the term. Quizzes must be taken individually, at one sitting, without help from another person. All materials, notes, or texts are free to be viewed while taking quizzes. Quizzes must be submitted prior to their due date in order to count for a grade. Quizzes cannot be retaken or taken late.
4. **EHRgo Assignments - TBD**

As we move through the course, you will submit your EHRgo progress reports, upon completion of the assignment, into Moodle for grading.
5. There is a total of 300 points possible for this class. You will need 270 points to earn an A, 240 points to earn a B, 210 points to earn a C, and 180 points to earn a D. Below 180 points earns an F. For the MA program you need to demonstrate competency of at least 70% in order to progress.

## Grading

Individual Competencies:	9 for 120 points
Group Competencies:	9 for 90 points
Quizzes:	<u>9 for 90 points</u>
	27 graded items for 300 points

Additional Notes: All assignments are due by 1130 pm on the due date as shown in the schedule of student responsibility. **No late assignments will be accepted.** Per department policy, if you feel you have a valid reason to be allowed late submissions or taking a quiz late, you will need to get permission specifically from your instructor. If you

have questions or concerns regarding the program and/or your continued participation, you may contact the department chair Kathy Durling at: [durlink@linnbenton.edu](mailto:durlink@linnbenton.edu). There are no native document submissions or uploading allowed in this course. Only google docs, sheets, or presentations will be used to submit assignments in this course.

### **Course Academic Dishonesty Policy**

Any student caught cheating, duplicating another student's work, or other form of academic dishonesty, will be counseled by the instructor. The first offense will result in a "zero" grade for that assignment/assessment, a lowering of the final course grade by one full grade, and the student's name and offense may be sent to the Dean of Students for LBCC. A second offense will result in an automatic "fail" for the course and the student will be referred to the Dean of Students for LBCC to determine further disciplinary action and must have Dean of Student approval to return to class.

### **LBCC Comprehensive Statement of Nondiscrimination**

LBCC prohibits unlawful discrimination based on race, color, religion, ethnicity, use of native language, national origin, sex, sexual orientation, marital status, disability, veteran status, age, or any other status protected under applicable federal, state, or local laws.(for further information <http://po.linnbenton.edu/BPsandARs/>

### ***For Students with Disabilities***

"The Office of Disability Services (ODS) provides reasonable accommodations, academic adjustments and auxiliary aids to ensure that qualified students with disabilities have access to classes, programs and events at Linn-Benton Community College. Students are responsible for requesting accommodations in a timely manner. To receive appropriate and timely accommodations from LBCC, please give the Office of Disability Services as much advance notice of your disability and specific needs as possible, as certain accommodations such as sign language interpreting take days to weeks to have in place. Contact the Disability Coordinator at Linn-Benton Community College, RCH-105, 6500 Pacific Blvd. SW, Albany, Oregon 97321, Phone (541)-917-4690 or via Oregon Telecommunications Relay TTD at 1-800-735-2900 or 1-800-735-1232."

### **Basic Needs Statement**

*Any student who has difficulty affording groceries or accessing sufficient food to eat every day, or who lacks a safe and stable place to live, and believes this may affect their performance in the course, is urged to contact the Roadrunner Resource Center for support ([resources@linnbenton.edu](mailto:resources@linnbenton.edu) , or visit us on the web [www.linnbenton.edu/RRC](http://www.linnbenton.edu/RRC) under Student Support for Current Students). Our office can help students get connected to resources to help. Furthermore, please notify the professor if you are comfortable in doing so. This will enable them to provide any resources that they may*

possess.

It is possible that LBCC campuses will need to be closed to the public at times during fall term, depending on public health directives. If this does occur, our class will be delivered fully remotely and we won't be able to meet face-to-face. LBCC is encouraging students to be as prepared as possible for this possibility by encouraging you to obtain the equipment you will need in order to be successful in any modality. Please see the recommended list of equip

[Student Success Resources LINK](#)

[LBCC Virtual Access to Services LINK](#)

### **Technology Recommendations**

ment below. Students who cannot afford these resources can contact the [Roadrunner Resource Center](#) about funding.

\*Note to faculty: Include either list of equipment recommendations below, based on anticipated instructional needs. For information to help you make that choice, consult this document on [student technology recommendations](#).

### **Standard equipment recommendation**

Broadband internet

- A computer with 256g SSD, 8G RAM, i5 6th gen processor (or equivalent functionality)
- Device with a microphone and speaker
- Device with a camera
- Students can consult [Standard Recommendation 1](#) or [Standard Recommendation 2](#) if they are looking for a product recommendation

### **Minimum equipment recommendation**

- A wifi hotspot
- A computer with 128g SSD, 4G RAM, i3 6th gen processor (or equivalent functionality)
- Device with a microphone and speaker
- Device with a camera

- Students can consult [Minimum Requirement 1](#) if they are looking for a product recommendation

### **Student Learning Outcomes**

Students in this course will learn and be evaluated on the following affective, cognitive, and psychomotor areas of course content as required by the 2015 AAMA (MAERB):

### **Cognitive**

V.C.6.a	Define coaching a patient as it relates to: Health Maintenance
V.C.6.b	Define coaching a patient as it relates to: Disease Prevention
V.C.6.c	Define coaching a patient as it relates to: Compliance with a treatment plan
V.C.6.d	Define coaching a patient as it relates to: Community Resources
V.C.8	Discuss applications of electronic technology in professional communication
V.C.12	Define Patient Navigator
V.C.13	Describe the role of the medical assistant as a patient navigator

VI.C.1	Identify different types of appointment scheduling methods
VI.C.2.a	Identify advantages and disadvantages of the following appointment systems: Manual
VI.C.2.b	Identify advantages and disadvantages of the following appointment systems: Electronic
VI.C.3	Identify critical information required for scheduling patient procedures
VI.C.6.a	Identify equipment and supplies needed for medical records in order to: Create
VI.C.6.b	Identify equipment and supplies needed for medical records in order to: Maintain
VI.C.6.c	Identify equipment and supplies needed for medical records in order to: Store
VI.C.7	Describe filing indexing rules
VI.C.8	Differentiate between electronic medical records (EMR) and a practice management system
VI.C.9	Explain the purpose of routine maintenance of administrative and clinical

	equipment
VI.C.10	List steps involved in completing an inventory
VI.C.11	Explain the importance of data back-up
VI.C.12	Explain Meaningful Use as it applies to EMR
VIII.C.4	Define a patient centered medical home (PCMH)
X.C.9	List and discuss legal and illegal applicant interview questions

### **Psychomotor**

VI.P.1	Manage appointment schedule using established priorities
VI.P.2	Schedule a patient procedure
V.P.4.a	Coach patients regarding: office policies
V.P.4.b	Coach patients regarding: health maintenance
V.P.4.c	Coach patients regarding: disease prevention
V.P.4.d	Coach patients regarding: treatment plan
V.P.8	Compose professional correspondence utilizing electronic technology
V.P.10	Facilitate referrals to community resources in the role of a patient navigator
VI.P.5	File patient medical records
VI.P.3	Create a patient's medical record
VI.P.4	Organize a patient's medical record
VI.P.6	Utilize an EMR
VI.P.7	Input patient data utilizing a practice management system
VI.P.9	Perform an inventory with documentation

### **Affective**

VI.A.1	Display sensitivity when managing appointments
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