

2/6/2018 DATE  
 x REQUIRED COURSE  
 ELECTIVE COURSE

AHD DIVISION  
 NEW COURSE  
 REVISION

## LAKE LAND COLLEGE Course Information Form

<b>COURSE NUMBER:</b> MAP 096		<b>TITLE:</b> Capstone	
<b>SEM CR HRS:</b> 3	<b>Lecture:</b> 3	<b>Lab:</b>	<b>SOE:</b>
<b>COURSE PCS #</b>			(Assigned by Administration)
<b>Prerequisites:</b>	Prerequisite: Admission into NDP.MAP. Sarah Bush employees only. Successful completion of previous MAP courses with a "C" or better.		
<b>Catalog Description:</b> (40 Word Limit)	This course is designed to increase the Certified Nurse Assistants knowledge of managed care delivery systems, front office processes, ethical and legal issues for medical assistants. Test taking strategies and study techniques for certification is included.		
Essentials for employment	2	0	
Office Interactions	2	0	
Managed Care Delivery systems	5	0	
Front office Processes	12	0	
Ethics and Legal issues for Medical Assistants	8	0	
Exam Review	16	0	

<b>EVALUATION</b>							
<b>QUIZZES:</b>	X	<b>EXAMS:</b>	X	<b>ORAL PRES:</b>		<b>PAPERS:</b>	X
<b>LAB WORK:</b>		<b>PROJECTS:</b>	X	<b>COMP FINAL:</b>	X	<b>OTHER:</b>	

<b>TEXTBOOK</b>	
<b>TITLE:</b>	Medical Assisting: Administrative and Clinical Competencies
<b>AUTHOR:</b>	Michelle Blessi
<b>PUBLISHER:</b>	Cengage
<b>VOLUME/EDITION:</b>	8 <sup>th</sup> Edition
<b>COPYRIGHT DATE:</b>	2017

MAJOR COURSE SEGMENT	HOURS	LEARNING OUTCOMES
Essentials for employment	2	<p><b><i>The student will be able to:</i></b></p> <ol style="list-style-type: none"> <li>1. Interview effectively.</li> <li>2. Dress professionally.</li> <li>3. Discuss importance of time management.</li> <li>4. Resume writing</li> <li>5. Demonstrate proofreading skills in document production, timed writings and practice paragraphs.</li> </ol>
Office interactions	2	<ol style="list-style-type: none"> <li>1. Examine coworker interactions</li> <li>2. Examine supervisor interactions</li> <li>3. Describe Office politics</li> <li>4. Describe sexual harassment</li> <li>5. Discuss workplace violence</li> <li>6. Discuss office safety</li> <li>7. Apply importance of HIPAA</li> <li>8. Discuss working with diverse populations</li> <li>9. Professionalism</li> <li>10. Teamwork</li> <li>11. Conflict Resolution</li> </ol>
Managed Care Delivery systems	5	<ol style="list-style-type: none"> <li>1. Discuss managed care delivery systems</li> <li>2. Differentiate private, federal, and state payers.</li> <li>3. Define terminology associated with various insurance types in the medical office.</li> <li>4. Discuss scheduling, phone systems and workflow practices.</li> </ol>
Front office processes	12	<ol style="list-style-type: none"> <li>1. Define diagnosis related groups.</li> <li>2. Perform procedural and diagnostic coding.</li> <li>3. Identify steps required to file various party claims and filing charts in the office.</li> <li>4. Identify types of supplies or services considered accounts payable by a medical office.</li> <li>5. Explain the fields of an invoice.</li> <li>6.</li> </ol>
Ethics and Legal Issues for Medical Assistants	8	<ol style="list-style-type: none"> <li>1. Differentiate between scope of practice and standard of care for medical assistants.</li> <li>2. Compare and contrast provider and medical assistant roles in terms of standard of care</li> <li>3. List and describe the elements of negligence and medical malpractice.</li> <li>4. Define scope of practice for medical assistants</li> </ol>

Communication styles		<ol style="list-style-type: none"> <li>1. Discuss verbal and nonverbal communications</li> <li>2. Recognize and respond to nonverbal communication.</li> <li>3. Apply critical thinking skills</li> <li>4. Demonstrate patient education</li> <li>5. Discuss patient advocacy</li> </ol>
Exam Review	16	<ol style="list-style-type: none"> <li>1. Implement Test-taking strategies.</li> <li>2. Implement study techniques for certification exam.</li> <li>3. Complete online practice exams.</li> </ol>

**Course Outcomes** *At the successful completion of this course, students will be able to:*

- Utilize resources to comply with federal, state and local health laws as they relate to the healthcare setting.
- Identify workplace interactions and office safety
- Understand ethical and legal issues for the medical assistant
- Understand basic coding procedures and types of insurance fraud.
- Identify steps to file various claims and fields of an invoice as they relate to patient accounts and payments
- Prepare for the certification exam

