

3/28/2025

DATE



REQUIRED COURSE



ELECTIVE COURSE

AHD

DIVISION



NEW COURSE



REVISION

Lake Land College

Course Information Form

COURSE NUMBER:	MAP-074		TITLE: (30 Characters Max)		Medical Office Procedures I								
SEM CR HRS:	4.0	Lecture:		4.0	Lab:	0.0	ICCB Lab:	0.0	ECH:	4.0			
Course Level:	<input type="checkbox"/> Gen Ed / IAI <input type="checkbox"/> Baccalaureate /Non-IAI		<input checked="" type="checkbox"/> Career/Technical <input type="checkbox"/> Dev Ed/ Not in Degree Audit		Clinical Practicum:	0.0	Work-based Learning:	0.0	WBL ECH:	0.0			
Course PCS & CIP:	12 - 51.0801		IAI Code:		N/A			Contact Hours (Minutes/Week)					
Repeatable (Y/N):	N	Pass/Fail (Y/N):	N	Variable Credit (Y/N):	N	Min:		Max:		16 Wks	200	8 Wks	400
Prerequisites:	MAP-070, MAP-072 and MAP-078												
Corequisites:	None												
Catalog Description: (40 Word Limit)	This course provides a hands-on overview of medical office software through practical applications of medical assistant competencies, such as professional office skills, keyboarding, document formatting, telephone techniques and assisting with medical specialties.												

List the Major Course Segments (Units)	Contact Lecture Hours	Contact Lab Hours	Clinical Practicum	Work-based Learning
Telephone communications	6			
Written communications	6			
Proofreading and word processing techniques	4			
The office environment, computers and equipment	6			
Scheduling appointments and receiving patients	8			
The medical record, documentation and filing	9			
Health insurance	9			
Keyboarding speed building reinforcement	12			
TOTAL	60	0	0	0

EVALUATION

QUIZZES <input checked="" type="checkbox"/>	EXAMS <input checked="" type="checkbox"/>	ORAL PRES <input type="checkbox"/>	PAPERS <input type="checkbox"/>
LAB WORK <input type="checkbox"/>	PROJECTS <input checked="" type="checkbox"/>	COMP FINAL <input checked="" type="checkbox"/>	OTHER <input type="checkbox"/>

COURSE MATERIALS

TITLE:	Medical Assisting Administrative & Clinical Competencies	Keyboarding in the Medical Office
AUTHOR:	Michelle Blesi	William Mitchell, Ronald Kapperr
PUBLISHER:	Cengage	Paradigm
VOLUME/EDITION/URL:	8th edition	
COPYRIGHT DATE:	2018	2007

MAJOR COURSE SEGMENT	HOURS	LEARNING OUTCOMES
		<i>The student will be able to:</i>
Telephone communications	6	1. Demonstrate professional telephone techniques. 2. Document telephone messages accurately. 3. Develop a current list of community resources related to patients' health care needs. 4. Facilitate referrals to community resources in the role of a patient navigator.
Written communications	6	1. Compose professional correspondence utilizing electronic technology. 2. Display professionalism through written communication. 3. Demonstrate acceptable language arts skills in comma and other punctuation usage.
Proofreading and word processing techniques	4	1. Perform touch operation of the keyboard for letters, numbers and symbols using correct fingering and techniques. 2. Demonstrate proofreading skills in document production, timed writings and practice paragraphs.

The office environment computers and equipment	6	<ol style="list-style-type: none"> 1. Evaluate the working environment to identify unsafe working conditions. 2. Perform an inventory of equipment and supplies with documentation. 3. Use proper ergonomics. 4. Perform routine maintenance of administrative or clinical equipment.
Scheduling appointments and receiving patients	8	<ol style="list-style-type: none"> 1. Manage appointment schedule using established priorities. 2. Schedule a patient procedure. 3. Input patient data utilizing electronic medical records (EMR) and practice management systems. 4. Apply HIPAA rules in regard to privacy and release of information. 5. Apply the Patient's Bill of Rights as it relates to choice of treatment, consent for treatment and refusal of treatment. 6. Coach patients regarding office policies.
The medical record, documentation and filing	9	<ol style="list-style-type: none"> 1. Create a patient's medical record. 2. Organize a patient's medical record. 3. Utilize an electronic medical record. 4. Input patient data utilizing a practice management system. 5. File patient medical records.
Health insurance	9	<ol style="list-style-type: none"> 1. Interpret information on an insurance card. 2. Verify eligibility for services, including documentation. 3. Input data utilizing a practice management system. 4. Obtain precertification or preauthorization, including documentation. 5. Inform a patient of financial obligations for services rendered.
Keyboarding speed building reinforcement	12	<ol style="list-style-type: none"> 1. Keyboard a minimum of 36 wpm with 2 or fewer errors for 5 minutes.
60		

Outcomes*	Outcome Title	At the successful completion of this course, students will be able to:
Course Outcome 1	Patient Data Entry	Complete a new patient entry to the computer system correctly.
Course Outcome 2	Prof Phone Tech	Demonstrate professional phone techniques.
Course Outcome 3	Med Doc Prep	Prepare medical documents with 100% accuracy.
Course Outcome 4	Typing	Type for 5 minutes at 36 wpm with 2 or fewer errors.
Primary Laker Learning Competency	Creative Thinking & Problem Solving: Students think creatively to solve problems.	
Secondary Laker Learning Competency	Information & Technology Literacy: Students evaluate information effectively using the appropriate technological tools.	

*Course and program outcomes will be used in the software for outcomes assessment and should include at least 1 primary and 1 secondary Laker Learning Competency. Limit to 3-5.