

3/19/2025

DATE

REQUIRED COURSE

ELECTIVE COURSE

AHD DIVISION

 NEW COURSE REVISION

# Lake Land College

## Course Information Form

COURSE NUMBER:	MAP-096	TITLE: (30 Characters Max)	Capstone								
SEM CR HRS:	3.0	Lecture:	3.0	Lab:	0.0	ICCB Lab:	0.0	ECH:	3.0		
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 #	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	150	8 Wks	300
Prerequisites:	Admission into NDP.MAP. Sarah Bush employees only.										
Corequisites:	None										
Catalog Description: (40 Word Limit)	This course is designed to increase the Certified Nurse Assistant's knowledge of managed care delivery systems, front office processes, and ethical and legal issues for medical assistants. Test-taking strategies and study techniques for certification are included.										

List the Major Course Segments (Units)	Contact Lecture Hours	Contact Lab Hours	Clinical Practicum	Work-based Learning
Essentials for employment	2			
Office interactions	2			
Managed care delivery systems	5			
Front office processes	12			
Ethics and legal issues for medical assistants	8			
Exam review	16			
<b>TOTAL</b>	<b>45</b>	<b>0</b>	<b>0</b>	<b>0</b>

### EVALUATION

QUIZZES <input checked="" type="checkbox"/>	EXAMS <input checked="" type="checkbox"/>	ORAL PRES <input type="checkbox"/>	PAPERS <input checked="" 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 and Clinical Competen
AUTHOR:	Michelle Blessi
PUBLISHER:	Cengage
VOLUME/EDITION/URL:	8th
COPYRIGHT DATE:	2017

MAJOR COURSE SEGMENT	HOURS	LEARNING OUTCOMES
		<i>The student will be able to:</i>
Essentials for employment	2	<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> </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. Demonstrate professionalism.</li> <li>10. Demonstrate teamwork.</li> <li>11. Identify and demonstrate ways of 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> </ol>
Front office processes	12	<ol style="list-style-type: none"> <li>1. Define diagnosis related groups.</li> <li>2. Describe diagnostic coding.</li> <li>3. Identify steps required to file various party claims.</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> </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>
	45	

Outcomes*	At the successful completion of this course, students will be able to:
Course Outcome 1	Utilize resources to comply with federal, state and local health laws as they relate to the healthcare setting.
Course Outcome 2	Identify workplace interactions and office safety.
Course Outcome 3	Describe ethical and legal issues for the medical assistant.
Course Outcome 4	Perform basic coding procedures and types of insurance fraud.
Course Outcome 5	Identify steps to file various claims and fields of an invoice as they relate to patient accounts and payments.
Course Outcome 6	Prepare for the certification exam.
Primary Laker Learning Competency	Critical Thinking: Students connect knowledge from various disciplines to formulate logical conclusions.
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.