

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			
TOTAL	45	0	0	0

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 Competer
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	1. Interview effectively. 2. Dress professionally. 3. Discuss importance of time management. 4. Resume writing.
Office interactions	2	1. Examine coworker interactions. 2. Examine supervisor interactions. 3. Describe Office politics. 4. Describe sexual harassment. 5. Discuss workplace violence. 6. Discuss office safety. 7. Apply importance of HIPAA. 8. Discuss working with diverse populations. 9. Demonstrate professionalism. 10. Demonstrate teamwork. 11. Identify and demonstrate ways of conflict resolution.

Managed care delivery systems	5	<ol style="list-style-type: none"> 1. Discuss managed care delivery systems. 2. Differentiate private, federal and state payers. 3. Define terminology associated with various insurance types in the medical office.
Front office processes	12	<ol style="list-style-type: none"> 1. Define diagnosis related groups. 2. Describe diagnostic coding. 3. Identify steps required to file various party claims. 4. Identify types of supplies or services considered accounts payable by a medical office. 5. Explain the fields of an invoice.
Ethics and legal issues for medical assistants	8	<ol style="list-style-type: none"> 1. Differentiate between scope of practice and standard of care for medical assistants. 2. Compare and contrast provider and medical assistant roles in terms of standard of care. 3. List and describe the elements of negligence and medical malpractice. 4. Define scope of practice for medical assistants.
Communication styles		<ol style="list-style-type: none"> 1. Discuss verbal and nonverbal communications. 2. Recognize and respond to nonverbal communication. 3. Apply critical thinking skills. 4. Demonstrate patient education. 5. Discuss patient advocacy.
Exam Review	16	<ol style="list-style-type: none"> 1. Implement test-taking strategies. 2. Implement study techniques for certification exam. 3. Complete online practice exams.
45		

Outcomes*	Outcome Titles	At the successful completion of this course, students will be able to:
Course Outcome 1	Health Law Compl	Utilize resources to comply with federal, state and local health laws as they relate to the healthcare setting.
Course Outcome 2	Work Interact Safety	Identify workplace interactions and office safety.
Course Outcome 3	Eth Leg Issues	Describe ethical and legal issues for the medical assistant.
Course Outcome 4	Cod Proc Ins Fraud	Perform basic coding procedures and types of insurance fraud.
Course Outcome 5	Steps Invoice	Identify steps to file various claims and fields of an invoice as they relate to patient accounts and payments.
Course Outcome 6	Cert Prep	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.