HIGHLAND COMMUNITY COLLEGE

Syllabus

MOA133 Medical Administrative Aspects II
3 Credit Hours (Lecture)
Prerequisites: None
Revision Date: 04/11/2025

Department:

Medical Assistant

Course Description:

This course contains the administrative skills of the health care team member. These skills include handling office mail, managing practice finances, billing and collections and office management. The student learns about the financial responsibilities of medical office assistants relating to posting of charges, payments, and balancing of day sheets.

Course Competencies:

1. Respond to and initiate written communication.
2. Utilize computer Software to maintain office systems.
3. Use correct grammar, spelling and formatting techniques in written work.
4. Application of electronic technology.
5. Recognize and respond to verbal and nonverbal communication.
6. Receive, organize, prioritize and transmit information expediently.
7. Prepare a bank deposit.
8. Post entries on a day sheet.
9. Perform accounts receivable procedures.
10. Post adjustments Utilize computer software to maintain office systems.
11. Prepare a check.
12. Use physician fee schedule.
13. Perform billing and collection procedures.
14. Process credit balance.
15. Process funds.
16. Demonstrate knowledge of federal and state health care legislation and regulations.
17. Locate resources and information for patients and employers.
18. Manage physician's professional schedule and travel.
19. Maintain licenses and accreditation.
20. Perform risk management procedures.
21. Maintain physical plant.
22. Operate and maintain facilities and perform routine maintenance of administrative and equipment safety.
23. Inventory equipment and supplies.
24. Evaluate equipment and supplies.
25. Orient and Train personnel.
26. Process employee payroll.

Course Content:

A. Today's Medical Assistant

   1. Handling Office Mail
      a) The US Postal Service
      b) Classifications of Mail

c) Processing Mail
2. Managing Practice Finances
   a) Methods of Maintaining Patient Accounts
   b) Components of Patient Accounts
   c) Bank Deposits
3. Billing and Collections
   a) The Process of Billing and Collections
   b) Developing a Collection System
   c) Legal Requirements that Affect Collections
4. The Medical Assistant as Office Manager
   a) Maintaining Equipment
   b) Managing People
   c) Incident Reports
   d. Risk Management

B. Essentials of Electronic Health Records
1. Overview of HER
2. Functional HER Systems
3. Learning Medical Record Software
4. Increased Familiarity with the Software
5. Learning to use search and prompt
6. Learning to use lists
7. Entering HER data using forms
8. EHR Coding and reimbursement
9. Comprehensive Evaluation

Learning Assessments:

Competencies may be evaluated by multiple measures, including quizzes, exams, a final exam, individual or group projects, daily assignments, performance, and homework. Grading Rational: Weighted by Points.

Instructional Materials:

Textbook: Bonewit-West, K and Hunt, S. (2026). *Today's Medical Assistant Clinical & Administrative Procedures* (5th Ed.). St. Louis, MO: Elsevier. ISBN-13: 9780443121777

Workbook: Bonewit-West, K and Hunt, S. (2026). *Today's Medical Assistant Clinical & Administrative Procedures Study Guide* (5th Ed.). St. Louis, MO: Elsevier. ISBN-13: 9780443120817

Guidelines for Requesting Accommodations Based on Documented Disability or Medical Condition

It is the intention of Highland Community College to work toward full compliance with the Americans with Disabilities Act, to make instructional programs accessible to all people, and to provide reasonable accommodations according to the law.

Students should understand that it is their responsibility to self-identify their need(s) for accommodation and that they must provide current, comprehensive diagnosis of a specific disability or medical condition from a qualified professional in order to receive services. Documentation must include specific recommendations for accommodation(s). Documentation should be provided in a timely manner prior to or early in the semester so that the requested accommodation can be considered and, if warranted, arranged.

In order to begin the process all students **must** complete the "Disabilities Self-Identification Form" on our Disability Services website.

This form can also be accessed at the Highland Community College homepage under Students Services/Student Resources/Disability Service or by contacting the Disabilities Coordinator.

A Note on Harassment, Discrimination and Sexual Misconduct

Highland Community College seeks to assure all community members learn and work in a welcoming and inclusive environment. Title VII, Title IX, and College policy prohibit harassment, discrimination and sexual misconduct. Highland Community College encourages anyone experiencing harassment, discrimination or sexual misconduct to talk to report to the Vice President for Student Services, the Human Resources Director or complete an online report about what happened so that they can get the support they need and Highland Community College can respond appropriately.

There are both confidential and non-confidential resources and reporting options available to you. Highland Community College is legally obligated to respond to reports of sexual misconduct, and therefore we cannot guarantee the confidentiality of a report, unless made to a confidential resource. Responses may vary from support services to formal investigations. As a faculty member, I am required to report incidents of sexual misconduct and thus cannot guarantee confidentiality. I must provide our Title IX coordinator with relevant details such as the names of those involved in the incident. For more information about policies and resources or reporting options, please review our Equity Grievance Policy.