



# INSTRUCTIONAL PACKAGE

AHS 176

Patient Care Clerical Principles

201920  
Spring 2020

# INSTRUCTIONAL PACKAGE

## Part I: Course Information

Effective Term: 201920- Spring 2020

COURSE PREFIX: AHS 176

COURSE TITLE: Patient Care Clerical Principles

CONTACT HOURS: 4-0-4

CREDIT HOURS: 4

### **RATIONALE FOR THE COURSE:**

Patient care technicians / medical assistants now fulfill an ever-expanding and varied role in the medical office, both clinically and administratively. With increased responsibilities, however, comes a greater need for professional knowledge and skills. This class has been designed to provide the basics of clerical principle competency.

### **COURSE DESCRIPTION:**

This course provides a study of the practical applications related to receptionist and patient care clerical duties such as data entry, transferring physician orders, and coordinating unit communications in a variety of health care settings.

### **PREREQUISITES/CO-REQUISITES:**

1. Sesser *The Complete Medical Assistant*. Wolters Kluwer, 2018. Print ISBN: 9781451194715
2. Sesser *Study Guide for The Complete Medical Assistant*. Wolters Kluwer, 2018. Print ISBN: 9781496385659

Please visit the Bookstore online site for most current textbook information. Use the direct link below to find textbooks.

[https://hortec.bncollege.com/shop/BNCB\\_TextbookDetailView?displayStoreId=51560&urlRequestType=Base&catalogId=10001&productId=600008317684&langId=1&partNumber=MBS\\_2100316&storeId=51560&sectionId=94164628&item=N](https://hortec.bncollege.com/shop/BNCB_TextbookDetailView?displayStoreId=51560&urlRequestType=Base&catalogId=10001&productId=600008317684&langId=1&partNumber=MBS_2100316&storeId=51560&sectionId=94164628&item=N)

[https://hortec.bncollege.com/shop/BNCB\\_TextbookDetailView?displayStoreId=51560&urlRequestType=Base&catalogId=10001&productId=600008837692&langId=1&partNumber=MBS\\_2198848&storeId=51560&sectionId=94164628&item=N](https://hortec.bncollege.com/shop/BNCB_TextbookDetailView?displayStoreId=51560&urlRequestType=Base&catalogId=10001&productId=600008837692&langId=1&partNumber=MBS_2198848&storeId=51560&sectionId=94164628&item=N)

Enter the semester, course prefix, number and section when prompted and you will be linked to the correct textbook.

## **TECHNICAL REQUIREMENTS:**

Access to Desire2Learn (D2L), HGTC's student portal for course materials. WaveNet and D2L email access.

## **CLASSROOM ETIQUETTE:**

As a matter of courtesy to other students and your professor, please turn off cell phones and other communication/entertainment devices before class begins. If you are monitoring for an emergency, please notify your professor prior to class and switch cell phone ringers to vibrate.

## **Part II: Student Learning Outcomes**

### **COURSE LEARNING OUTCOMES and ASSESSMENTS\*:**

#### **Module #1**

**Materials Covered:** Chapters 1-3

**\*Assessment(s):** Quizzes  
Unit Test

#### **Learning Outcomes:**

1. Recognize and respond to verbal communications.
2. Recognize and respond to non-verbal communications.
3. Describe the skill of active listening.
4. Identify community resources.
5. Explain why having a professional image in the office is important.
6. Explain general office polices.
7. Demonstrate telephone techniques.
8. Describe how to triage incoming calls.
9. Summarize how to write a business letter.
10. Explain why a knowledge of law and ethics is important when working in healthcare.
11. Distinguish how law and ethics are related.
12. Define the three main sources of law.
13. Describe the three different types of law.
14. Describe the three parts of a valid contract.
15. List the steps a physician must follow when terminating a contract.
16. Identify the four D's of negligence.
17. Discuss the importance of proper computer ethics.
18. Create professional e-mails.
19. Discuss general guidelines for computerized appointment scheduling.

#### **Module #2**

**Materials Covered:** Chapters 10, 11

**\*Assessment(s):** Quizzes  
Unit Test

**Learning Outcomes:**

1. Relate the basics of appointment scheduling and management.
2. Describe the systems used for scheduling appointments.
3. Identify the factors that affect appointment scheduling.
4. Follow a set of steps to schedule new patients and return visits.
5. Schedule inpatient and outpatient admissions and procedures.
6. Schedule hospital admissions for patients.
7. Make referral and consultation appointments with other physicians.
8. List information contained in a medical record.
9. Establish and maintain the medical record.
10. Discuss security of medical records.
11. Explain how to make entries in a patient's medical record.
12. Describe how to make corrections in a medical record.
13. Document appropriately.
14. Explain proper access and use of medical records.

**Module #3**

**Materials Covered:** Chapters 12, 13

**\*Assessment(s):** Quizzes  
Unit Test

**Learning Outcomes:**

1. Explain what coding is and why it is used.
2. Describe the relationship between diagnostic coding, procedural coding, and reimbursement.
3. Describe how the ICD-10-CM is organized.
4. List the steps in identifying a proper diagnostic code.
5. Summarize the factors that determine which E/M code to assign a patient visit.
6. Demonstrate understanding of upcoding and downcoding.
7. Determine medical necessity as it applies to coding.
8. Understand the importance of good communication with medical providers.
9. Explain fee schedules and describe the main forms of payment.
10. Summarize the process of identifying and collecting unpaid bills.
11. Perform billing and collection procedures.
12. Post adjustments.
13. Post NSF checks.
14. Describe how medical offices use bank services.
15. Identify accounts payable functions and relate how they are handled.

**Module #4**

**Materials Covered:** Chapters 14, 15

**\*Assessment(s):** Quizzes  
Unit Test

**Learning Outcomes:**

1. Describe the difference between group, individual, and government-sponsored health plans.

2. Explain the difference between Medicare and Medicaid.
3. Explain how managed care programs work.
4. Identify similarities and differences between HMOs and PPOs.
5. Complete insurance claim forms.
6. Summarize how to file claims with Medicare, Medicaid, and private insurance.
7. Explain how to file a workers' compensation claim.
8. Describe the conditions that help microorganisms live and grow.
9. Explain the chain of infection process.
10. List different ways that microorganisms are transmitted.
11. Describe how the immune system works to fight infections of microorganisms.
12. Perform hand washing.
13. Explain the concept of medical asepsis.
14. Practice standard precautions.
15. Describe how to avoid becoming infected with HBV and HIV.

***\*Students – please refer to the Instructor’s Course Information sheet for specific information on assessments and due dates.***

## **Effective Professional and Interpersonal Communication (EPIC)**

This course fulfills HGTC’s Quality Enhancement Plan for Effective Professional and Interpersonal Communication. Upon completion of this course, students will be able to:

- Utilize appropriate communication formats when conveying professional and interpersonal thoughts and ideas.
- Apply appropriate language when speaking and writing for their chosen field of study or Industry.
- Demonstrate appropriate communication techniques when engaging audiences.

### **Part III: Grading and Assessment**

#### **EVALUATION OF REQUIRED COURSE MEASURES/ARTIFACTS\***

Students’ performance will be assessed and the weight associated with the various measures/artifacts are listed below.

#### **EVALUATION\***

Tests	65%
Assignments/ Quizzes	10%
Final Exam	25%
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	100%

***\*Students, for the specific number and type of evaluations, please refer to the Instructor’s Course Information Sheet.***

## **GRADING SYSTEM:**

The College adheres to a 10 point grading scale A = 100 – 90, B = 89- 80, C = 79 – 70, D = 69 – 60, F = 59 and below.

Grades earned in courses impact academic progression and financial aid status. Before withdrawing from a course, be sure to talk with your instructor and financial aid counselor about the implications of that course of action. Ds, Fs, Ws, WFs and Is also negatively impact academic progression and financial aid status.

The Add/Drop Period is the first 5 days of the semester for **full term** classes. Add/Drop periods are shorter for accelerated format courses. Please refer to the academic calendar for deadlines for add/drop ([ACADEMIC CALENDAR](#)). You must attend at least one meeting of all of your classes during that period. If you do not, you will be dropped from the course(s) and your Financial Aid will be reduced accordingly.

## **Part IV: Attendance**

Horry-Georgetown Technical College maintains a general attendance policy requiring students to be present for a minimum of 80 percent (80%) of their classes in order to receive credit for any course. Due to the varied nature of courses taught at the college, some faculty may require up to 90 percent (90%) attendance. Pursuant to 34 Code of Federal Regulations 228.22 - Return to Title IV Funds, once a student has missed over 20% of the course or has missed two (2) consecutive weeks, the faculty is obligated to withdraw the student and a student may not be permitted to reenroll. **Instructors define absentee limits for their class at the beginning of each term; please refer to the Instructor Course Information Sheet.**

## **Part V: Student Resources**



### **The Student Success and Tutoring Center (SSTC)**

The SSTC offers to all students the following **free** resources:

- 1. Academic coaches** for most subject areas, **Writing Center Support**, and **college success skills.**
- 2. On-line student success and academic support resources.**

Visit the SSTC website: [Student Success & Tutoring Center](#) and visit the student services tab in your WaveNet account to schedule appointments using TutorTrac. For more information, call: SSTC

Conway, 349-7872; SSTC Grand Strand, 477-2113; and SSTC Georgetown, 520-1455 or go to the [Online Resource Center](#) to access on-demand resources any time.

## **TECH Central – Student Information Center**



TECH Central provides quality enrollment and collegiate guidance for students, faculty, and staff. Services include phone, walk-in, and online technical support for technology training and troubleshooting. Additionally, we offer support in Office 365, Outlook E-mail setup, and ID cards.

**Phone:** 843-349-5340

**Email:** [techcentral@hgtc.edu](mailto:techcentral@hgtc.edu)

**Text:** 843-357-8552

**TECH Talk (Live Chat):** Located on the "Home" tab in WaveNet.

**Website:** [www.hgtc.edu/techcentral](http://www.hgtc.edu/techcentral)

### **Locations:**

Conway Building 1100, Room 132D

Grand Strand Building 200, Room 136

### **Student Testing:**

Testing in an **online/hybrid** course may be accomplished in a variety of ways:

- Test administered within D2L
- Test administered in writing on paper
- Test administered through Publisher Platforms

Further more tests may have time limits and/or require a proctor.

Proctoring can be accomplished either face-to-face at an approved site or online through RPNOW, our online proctoring service. To find out more about proctoring services, please visit the [Online Testing](#) section of the HGTC's Testing Center webpage.

The **Instructor Information Sheet** will have more details on test requirements for your course.

### **Disability Services:**

HGTC is committed to providing an accessible environment for students with disabilities. Inquiries may be directed to Beth Havens, Director of Student Development on the Conway Campus Jaime Davis, Counselor/Advisor on the Georgetown Campus or Kristin Griffin, Counselor on the Grand Strand Campus. These individuals will review documentation of the student's disability and, in a confidential setting with the student, develop an educational accommodation plan.

Note: It is the student’s responsibility to self-identify as needing accommodations and to provide acceptable documentation. After a student has self-identified and submitted documentation of a disability, accommodations may be determined, accepted, and provided.

**Statement of Equal Opportunity/Non-Discrimination Statement**

Horry-Georgetown Technical College prohibits discrimination and harassment, including sexual harassment and abuse, on the basis of race, color, sex, national or ethnic origin, age, religion, disability, marital or family status, veteran status, political ideas, sexual orientation, gender identity, or pregnancy, childbirth, or related medical conditions, including, but not limited to, lactation in educational programs and/or activities.

Inquiries regarding the non-discrimination policies: Students and prospective student inquiries concerning Section 504, Title II, and Title IX and their application to the College or any student decision may be directed to the Vice President for Student Affairs, Dr. Melissa Batten, VP Student Affairs, Title IX Coordinator, Building 1100, Room 107A, Conway Campus, PO Box 261966, Conway, SC 29528-6066, 843-349-5228, [Melissa.Batten@hgtc.edu](mailto:Melissa.Batten@hgtc.edu). Employee and applicant inquiries concerning Section 504, Title II, and Title IX and their application to the College may be directed to the Vice President for Human Resources, Jacquelyne Snyder, VP Human Resources, Section 504, Title II, and Title IX Coordinator, Building 200, Room 212A, Conway Campus, PO Box 261966, Conway, SC 29528-6066, 843-349-5212, [Jacquelyne.Snyder@hgtc.edu](mailto:Jacquelyne.Snyder@hgtc.edu).

**Title IX Requirements**

All students (as well as other persons) at Horry-Georgetown Technical College are protected by Title IX—regardless of their sex, sexual orientation, gender identity, part- or full-time status, disability, race, or national origin—in all aspects of educational programs and activities. Any student, or other member of the college community, who believes that he/she is or has been a victim of sexual harassment or sexual violence may file a report with the college’s Chief Student Services Officer, campus law enforcement, or with the college’s Title IX Coordinator, or designee.

\*Faculty and Staff are required to report incidents to the Title IX Coordinators when involving students. The only HGTC employees exempt from mandatory reporting are licensed mental health professionals (only as part of their job description such as counseling services).

<b>Inquiries regarding the non-discrimination policies:</b>	
Student and prospective student inquiries concerning Section 504, Title II, and Title IX and their application to the College or any student decision may be directed to the Vice President for Student Affairs.	Employee and applicant inquiries concerning Section 504, Title II, and Title IX and their application to the College may be directed to the Vice President for Human Resources.



<p><b>Dr. Melissa Batten, VP Student Affairs</b> <i>Title IX Coordinator</i></p> <p>Building 1100, Room 107A, Conway Campus PO Box 261966, Conway, SC 29528- 6066 843-349-5228 <a href="mailto:Melissa.Batten@hgtc.edu">Melissa.Batten@hgtc.edu</a></p>	<p><b>Jacquelyne Snyder, VP Human Resources</b> <i>Section 504, Title II, and Title IX Coordinator</i></p> <p>Building 200, Room 212A, Conway Campus PO Box 261966, Conway, SC 29528- 6066 843-349-5212 <a href="mailto:Jacquelyne.Snyder@hgtc.edu">Jacquelyne.Snyder@hgtc.edu</a></p>
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