



INSTRUCTIONAL PACKAGE

HIM 105

Medical Office Communication  
and Practices

Effective Term  
Spring/2018

# INSTRUCTIONAL PACKAGE

## PART I: COURSE INFORMATION

Effective Term: Spring 2017-20 (Spring 2018)

COURSE PREFIX: HIM 105

COURSE TITLE: Medical Office Communication and Practices

CONTACT HOURS: 3

CREDIT HOURS: 3

### RATIONALE FOR THE COURSE:

This course is the study of effective medical office communications. Skills gained in this course are specific to a medical office setting to include filing systems used, software application, effective communication skills, professionalism and confidentiality.

### COURSE DESCRIPTION:

This course is the study of the principles of effective medical office communications, with an emphasis on specific job responsibilities and communications skills needed in order to be successful in the health care industry.

### PREREQUISITES/CO-REQUISITES:

HIM 103 \***Online/Hybrid** courses require students to complete the DLi Online Student Orientation prior to completing an online course. The DLi Online Student Orientation can be found in WaveNet, under the My Student tab.

### REQUIRED MATERIALS:

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

[BOOKSTORE](#).

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

### ADDITIONAL REQUIREMENTS

MindTap-access code packaged with textbook

### TECHNICAL REQUIREMENTS:

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

## **STUDENT IDENTIFICATION VERIFICATION**

Students enrolled in online courses will be required to participate in a minimum of one (1) proctored assignment and/or one (1) virtual event to support student identification verification. Please refer to your Instructor Information Sheet for information regarding this requirement.

## **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.

**NETIQUETTE:** is the term commonly used to refer to conventions adopted by Internet users on the web, mailing lists, public forums, and in live chat focused on online communications etiquette. For more information regarding Netiquette expectations for distance learning courses, please visit: [Online Netiquette](#)

## **PART II: STUDENT LEARNING OUTCOMES**

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

- Explain how customer service skills are applied in a medical setting.
- Describe the variety of career advantages, employment opportunities, areas of specialization, and job prospects for those trained as administrative assistants.
- Define precertification, predetermination, and preauthorization.
- Explain current and future trends in health care.
- Define legal terminology used in the chapter.
- Identify professional and proper communication skills.
- Describe steps to maintain office security.
- Explain telephone screening and triage protocols.
- Apply health insurance and benefits terminology.
- Apply the various methods used in record storage
- Describe different letter formats and punctuation styles.
- Explain how mail is managed.
- Communicate the importance of the revenue cycle
- Describe ways of increasing office productivity.

Introduction

The Healthcare Industry

Unit One Professional and Career Responsibilities

Chapter 1 A Career as an Administrative Medical Assistant

Chapter 3 Medicolegal and Ethical Responsibilities

Mindtap, assignments, quizzes, discussions, Chapter tests

## Unit Two Interpersonal Communications

Chapter 4 The Art of Communication  
Chapter 5 Receptionist and the Medical Office Environment  
Chapter 6 Telephone Procedures  
Chapter 7 Appointments  
Mindtap, assignments, quizzes, discussions, Chapter tests

## Unit Three Records Management

Chapter 8 Filing Procedures  
Chapter 9 Medical Records  
Mindtap, assignments, quizzes, discussions, Chapter tests

## Unit Four Written Communications

Chapter 11 Written Communications  
Chapter 12 Processing Mail and Electronic Correspondence  
Mindtap, assignments, quizzes, discussions, Chapter tests

## Unit Five Financial Administration

Chapter 13 The Revenue Cycle: Fees, Credit, and Collection  
Chapter 14 Banking  
Chapter 15 Bookkeeping

## Unit Six Managing the Office

Chapter 19 Office Managerial Responsibilities  
Chapter 20 Financial Management of the Medical Practice  
Mindtap, assignments, quizzes, discussions, Chapter tests

Final Exam

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

## **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\***

Assignments/MindTap	20%
Discussions	15%
Quizzes	10%
Tests	25%
Final Exam	30%
	<hr/>
	100%

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

## **GRADING SYSTEM:**

HGTC has a standardized grading scale for academic courses. The grading scale is:

A: 90-100    B: 80-89    C: 70-79    D: 60-69    F: Below 60

A different grading scale may exist in some academic programs. Refer to the College Catalog for specific information.

Grade reports showing scholastic marks attained by the student are available at the end of each semester. The following grades are used:

A—EXCELLENT: used in GPA calculations; carries a value of 4 quality points and earns credit hours.  
B—ABOVE AVERAGE: used in GPA calculations; carries a value of 3 quality points and earns credit hours.

C—AVERAGE: used in GPA calculations; carries a value of 2 quality points and earns credit hours.

D—BELOW AVERAGE: used in GPA calculations; carries a value of 1 quality point and earns credit hours.

F—FAILURE: used in GPA calculations; carries a value of 0 quality points and earns 0 credit hours. (Hours attempted are used in GPA calculations.)

I—INCOMPLETE: does not affect GPA calculations; defaults to "F" automatically after one term if the incomplete work has not been completed and generates 0 quality points and 0 credit hours.

WF—WITHDREW FAILING: used in GPA calculations; carries a value of 0 quality points and earns 0 credit hours. (Hours attempted are used in GPA calculations.)

W—WITHDRAW: not used in GPA calculations; carries a value of 0 quality points and earns 0 credit hours- may be utilized when extenuating circumstances warrant.

S—SATISFACTORY: not used in GPA calculations; carries a value of 0 quality points, but does cause credit hours and CEUs to be earned.

U—UNSATISFACTORY: not used in GPA calculations; carries a value of 0 quality points, earns 0 credit hours.

SC—SATISFACTORY COMPLETION: not used in GPA calculations; earns credit hours, generates no grade points.

NC—NO CREDIT: not used in GPA calculations; earns no credit hours; generates no grade points.

CF—CARRY FORWARD: not used in GPA calculations; earns no credit hours; generates no grade points.

TR—TRANSFER: not used in GPA calculations; earns credit hours; generates no grade points. A "TR" is given for allowable equivalent credits earned at other accredited colleges, universities or technical colleges. All "TR" grades must be supported by an official transcript of record from an accredited postsecondary institution.

E—EXEMPT: not used in GPA calculations; earns credit hours; generates no grade points. An "E" is awarded for HGTC courses which students have been permitted to exempt as a result of testing, articulation, equivalent work experience or other educational experience.

AU—AUDIT: not used in GPA calculations; carries a value of 0 quality points and earns 0 credit hours.

### **Developmental Studies Grading Scale**

A\*—EXCELLENT: not used in GPA calculations; earns credit hours; generates no grade points.

B\*—ABOVE AVERAGE: not used in GPA calculations; earns credit hours; generates no grade points.

C\*—AVERAGE: not used in GPA calculations; earns credit hours; generates no grade points.

F\*—FAILURE: not used in GPA calculations; earns no credit hours; generates no credit hours.

### **Incomplete-**

A grade of Incomplete ("I") is given when the student does not complete his/her work or take the final exam due to illness or for other reasons over which the student has no control. This grade is given only with the approval of the professor involved. An incomplete must be removed by the end of the following term. Otherwise, grade becomes an automatic Failure ("F").

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 eighty percent (80%) of his or her classes in order to be eligible to receive credit for any course. However, due to the varied nature of courses taught at the College, a more rigid attendance policy may be required by individual instructors. At a minimum, a student may be withdrawn from a course(s) after he or she has been absent in excess of ten percent (10%) of the total contact hours for a course. **Instructors define absentee limits for their class at the beginning of each term; please refer to the Instructor Course Information Sheet.**

**For online and hybrid courses**, check your Instructor's Course Information Sheet for any required on-site meeting times. Please note, instructors may require tests to be taken at approved testing sites, if you use a testing center other than those provided by HGTC, the center may charge a fee for its services.

## **Part V: Student Resources**

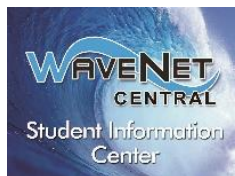


### **The Student Success and Tutoring Center (SSTC)**

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. Room locations and Live Chat is available on the SSTC website.



## Student Information Center: WaveNet Central (WNC)

WNC offers to all students the following **free** resources:

1. **Getting around HGTC:** General information and guidance for enrollment!
2. Use the [Online Resource Center \(ORC\)](#) for COMPASS support, technology education, and online tools.
3. **Drop-in technology support or scheduled training** in the Center or in class.
4. **In-person workshops, online tutorials and more services** are available.

Visit the WNC website: [Wavenet Central](#). Live Chat and Center locations are posted on the website. Or please call one of the following locations: WNC Conway, 349-5182; WNC Grand Strand, 477-2076; and WNC Georgetown, 520-1473.

**Student Testing:** (If course is offered in multiple format include this section, delete if only F2F sections are offered.)

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 Jocelyn Williams, 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.

## **Title IX Requirements**

The South Carolina Technical College System does not discriminate on the basis of race, color, gender, national or ethnic origin, age, religion, disability, marital status, veteran status, sexual orientation, gender identity, or pregnancy in educational programs and activities as required by Title IX. As outlined in the Violence Against Women Act, Horry Georgetown Technical College prohibits the offenses of domestic violence, dating violence, sexual assault, and stalking. Students who believe he or she has experienced or witnessed discrimination including sexual harassment, domestic violence, dating violence, sexual assault or stalking are encouraged to report such incidents to the Title IX Coordinators:

Dr. Melissa Batten, AVP of Student Affairs  
Building 1100, Room 107A, Conway Campus  
843-349-5228  
[Melissa.Batten@hgtc.edu](mailto:Melissa.Batten@hgtc.edu)

Jacquelyne Snyder, AVP of Human Resources  
Building 200, Room 212A, Conway Campus  
843-349-5212  
[Jacquelyne.Snyder@hgtc.edu](mailto:Jacquelyne.Snyder@hgtc.edu)

\*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).