Master Syllabus

MAS 1110 - Administrative Medical Assisting I

Division: Health Sciences

Department: Medical Assistant Technology

Credit Hour Total: 2.0   **Lecture Hrs:** 1.0 **Lab Hrs:** 3.0

Prerequisite(s): ENG 1101

Date Revised: March 2013

Course Description:

Administrative duties in a physician's office, including monitoring patient appointments, outpatient procedures, hospital admissions, medical and office equipment maintenance, storing supplies and pharmaceuticals, hiring, evaluating and managing personnel. One classroom, three lab hours per week.

General Education Outcomes:

- Written Communication Competency
- Critical Thinking/Problem Solving Competency
- Computer Literacy Competency
- Information Literacy Competency
- Oral Communication Competency

Course Outcomes:

Telephone Techniques
Describe major components of various medical telephone systems.

>**Assessment Method:** Locally developed exams
>**Performance Criteria:**

77% or better on given exam

>**Assessment Method:** Simulations
>**Performance Criteria:**

77% or better on given rubric

Concepts of Microsoft Word, PowerPoint and Excel
Demonstrate the fundamentals of Microsoft Word, PowerPoint and Excel.

>**Assessment Method:** Locally developed exams
>**Performance Criteria:**

77% or better on given exam

>**Assessment Method:** Simulations
>**Performance Criteria:**

77% or better on given rubric

Medical Office Appointment Schedule
Organize and administer a complete medical office appointment system.

>**Assessment Method:** Locally developed exams
>**Performance Criteria:**

77% or better on given exam

>**Assessment Method:** Simulations
>**Performance Criteria:**

77% or better on given rubric

Concepts of Effective Communication
Describe the concepts of effective communication within the medical office.

>**Assessment Method:** Locally developed exams
>**Performance Criteria:**

77% or better on given exam

>**Assessment Method:** Simulations
>**Performance Criteria:**

77% or better on given rubric

Developing a Medical Practice
Discuss the role of the medical assistant in developing a medical practice and promoting positive interactions with patients and staff members.

>**Assessment Method:** Locally developed exams
>**Performance Criteria:**

77% or better on given exam

Assessment Method: Simulations
Performance Criteria:

77% or better on given rubric

Medical Office Maintenance
Discuss the procedures in maintaining a medical office.

Assessment Method: Locally developed exams
Performance Criteria:

77% or better on given exam

Assessment Method: Simulations
Performance Criteria:

77% or better on given rubric

Release of Health Information
Apply policies for the control, use and release of health information, including identifying public duties relating to reportable information.

Assessment Method: Locally developed exams
Performance Criteria:

77% or better on given exam

Assessment Method: Simulations
Performance Criteria:

77% or better on given rubric

Outline:

Concepts of Effective Communication
Developing a Medical Practice
Medical Office Maintenance
Telephone Techniques
Release of Information
Medical Office Appointment Schedule
Concepts of Microsoft Word, PowerPoint and Excel