

## 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