

**Syllabus:
Office Technology
Medical Office Specialist**

**Subject Code:
Course Number:
CIP Code:
SOC Code:**

**C-TEC of Licking County
150 Price Road
Newark, Ohio 43055**

Instructor:

Michelle Wellman-Miller, Instructor/Coordinator

Instructor Contact:

- C-TEC 150 Price Road Newark, Ohio 43055
- Appointments as scheduled
- Office Telephone (740) 364-2256
- Email Address: mwellman-miller@c-tec.edu

Class Meeting Times:

- Monday – Thursday 9:00 a.m. to 3:00 p.m.
- Four Fridays will be required through the program

Class Location:

- Classroom 1005

Minimum Hours:

- 900 Hours, including 70 hours internship/externship component.

Course Prerequisites:

- WorkKeys pretesting, copy of High School Diploma or GED
- Basic Keyboarding Skills

Required and Recommended Texts and Resources:

- Textbook: *Grammar & Writing Skills for the Health Professional* 2nd Edition by Villenmaire
- Textbook: *Integrated Electronic Health Records Third Edition* by Stanholtzer
- Software: Greenway Health
- Software: MicroType™5 with CheckPro™
- Textbook: *Understanding Health Insurance: A Guide to Billing and Reimbursement* 13th edition
- Website Activities: *StudyWARE* Online Practice Software linked to the book.
- SimClam: Online Practice Software to complete CMS-1500 forms.
- Textbook: *Internet and Computing Core Certification Guide Global Standard 5*
- Software: Gmetrix Learnkey
- Textbook: *Career Development for the Healthcare Professional* 4th Edition by Lee Haroun
- Textbook: *Step by Step Medical Coding 2019* by Carol Buck
- Text book/Reference: *2019 CPT Professional, ICD-10, and HCPCS* published by the AMA
- Textbook: *Medical Terminology Exploring Medical Language* 10th Edition by Danielle Lafleur
- Textbook: *Administrative Medical Assisting* by Linda French *Eighth Edition*
- Textbook: *Essentials of Anatomy & Physiology* by Patton Thibodeau & Douglous

Course Description:

This 900 Hour course prepares students for positions as medical office assistants, medical billing and coding specialists, medical receptionists, healthcare computer analysis tech. This course also prepares students to take four certification exams upon successful completion of this program.

Course Objectives/Outcomes:

The course objectives include:

- Preparing students for post-program success, both in the work force and in their educational pursuits.
- Preparing students to process information using higher order thinking skills and to engage in sound decision-making.
- Providing a rich learning environment utilizing research-based methods of instruction, technology, and current resources and materials.
- Maintaining high expectations for all students regardless of educational needs and providing support necessary for achievement.
- Providing a challenging, worthwhile curriculum based on current industry/academic expectations. Specifically and upon successful completion of the program/course for Office Technology Medical Office Specialist the students will be able to demonstrate proficiency with:
 - Medical Office Procedures
 - Medical Terminology
 - Anatomy & Physiology
 - Medical Coding
 - Health Insurance and Billing
 - Charting
 - Communication Skills
 - Keyboarding Proficiency
 - Medical Office Computer Applications
 - Software Applications and Equipment
 - Scheduling
 - Regulatory Compliance
 - Reporting
 - Law and Ethics
 - Medisoft
 - Electronic Health Records

Grading:

Evaluation of student performance is based upon pupil performance objectives relating to course competencies study. The number of competencies mastered and the degree of mastery is translated into appropriate grades consistent with the C-TEC Board of Education policy on grading guidelines, practices, and procedures.

In the process of evaluation, instructors obtain several grades for each student within the timeframe of the program/course. These grades may include, but are not limited to, performance on tests, quizzes, homework, assignments, special research projects, classroom participation, lab competency mastery and/or improvement and the demonstration of positive employability traits.

Teaching methods consist of blended learning including one-on-one instruction from instructor, independent study, self-directed guides, tutorials, use of textbooks with real world examples and projects, online practice software, hands on exercises using authentic software (Medisoft and electronic health records), lecture, occasional guest speaker, and internship/externship experience.

Letter Grade	Percent	GPA
A	93-100	4.00
A-	90-92	3.67
B+	87-89	3.33
B	83-86	3.00
B-	80-82	2.67
C+	77-79	2.33
C	73-76	2.00
C-	70-72	1.67
D+	67-69	1.33
D	63-66	1.00
D-	60-62	0.67
F	0-59	0.00

Credentialing:

- **Certified Medical Office Assistant (CMOA)** test through the National Center for Competency Testing (NCCT)

And

- **Certified Electronic Health Records (CEHRS)** through the National Healthcare Association (NHA)

And

- **Internet & Computing Core Certifications (IC3)** – PC Fundamentals, Key Applications, and Living Online through CertiPort

And

- **Certified Professional Coder (CPC)** through the American Academy of Professional Coders (AAPC)

Or

- **National Certified Insurance and Coding Specialist (NCICS)** through the National Center for Competency Testing (NCCT)

Course Policies:

- **Disruptive Behavior** – Disruptive behavior of any type is NOT permitted and may result in dismissal from the program. Sleeping during class, tardiness to class, excessive talking during class and disrespectful behavior are examples of disruptive behavior.
- **Plagiarism** – Submitting plagiarized work for an academic requirement is considered academic misconduct. Plagiarism is the representation of another's work or ideas as one's own; it includes the unacknowledged word-for-word use and/or paraphrasing of another person's work, and/or inappropriate unacknowledged use of another person's ideas.
- **Diversity** - It is the responsibility of the instructor and the students to foster and maintain a harmonious, non-threatening, and non-discriminating environment in the classroom. Therefore, all individuals are to be respected as equal and contributing partners of our society.
- **Attendance:** Must maintain at least **90% rate of attendance**. You are required to attend all classes. Regular attendance is a mark of a dependable person and is one of the first items that a prospective employer will ask about a person seeking a job. Students are responsible for making up any work they have missed. Each portion of a half hour absent will count as a full half hour. Classroom make-up hours will not be permitted; it is the student's responsibility to maintain 90 percent attendance. The student must contact the instructor at the school and at the job site by 8:30 a.m. on each day of absence. My voice mail is always turned on. (Consider putting 364-2256 on your cell phone.) Students will be required to fill out an absence leave form. Please do not take smoking breaks during class hours.

- **Personal appearance, dress code, and professionalism**

A good personal appearance is important in office positions. Even though compliance to the dress code does not affect your grades, it can make a difference when the instructor is asked if the student was compliant to classroom policies. Monday through Wednesday students are required to dress professionally. If you are unsure whether something is appropriate to wear to class, ask the instructor wearing it. On the job site, you will be responsible for following any dress policies your company requires. Check with the instructor if you have questions about dress policies. On Thursdays, you may wear business casual clothing (including properly fitting jeans). To maintain a professional appearance, facial jewelry (including pierced tongue) is not permitted in the classroom or at the job sites.
- **Cell phones & computers**

Cell phones should be set to vibrate instead of ring AND no text messaging is permitted. No FACEBOOK or checking your e-mail during class time.
- **Snow days/school cancellation**

Adult classes at C-TEC will be closed only if a Level II Snow Emergency, power failure, or other unforeseen circumstance takes place. There will be times the high school will be closed due to the weather, but the adult classes will still be held. You may call the Weatherline at 364-2211 to see if classes are being held. Snow days will be made up at the end of your scheduled end date.

Sequence:

	Monday	Tuesday	Wednesday	Thursday
Week 1	Orientation (1hr) Personal Development (1hr) IC3 (3hrs)	Grammar and Writing Skills for the Health Professional (1hr) Keyboarding (1hr) IC3 (3hrs)	Grammar and Writing Skills for the Health Professional (1hr) Keyboarding (1hr) IC3 (3hrs)	Grammar and Writing Skills for the Health Professional (1 hr) Keyboarding Ch 1 (1hr) IC3 (3hrs)
Week 2	Grammar and Writing Skills for the Health Professional (1hr) Keyboarding (1hr) IC3 (3hrs)	Grammar and Writing Skills for the Health Professional (1hr) Keyboarding (1hr) IC3 (3hrs)	Grammar and Writing Skills for the Health Professional (1hr) Keyboarding (1hr) IC3 (3hrs)	Grammar and Writing Skills for the Health Professional (1hr) Keyboarding (1hr) IC3 (3hrs)
Week 3	Grammar and Writing Skills for the Health Professional (1hr) Keyboarding (1hr) IC3 (3hrs)	Grammar and Writing Skills for the Health Professional (1hr) Keyboarding (1hr) IC3 (3hrs)	Grammar and Writing Skills for the Health Professional (1hr) Keyboarding (1hr) IC3 (3hrs)	Grammar and Writing Skills for the Health Professional (1hr) Keyboarding (1hr) IC3 (3hrs)
Week 4	Keyboarding (1hr) IC3 (4hrs)	Keyboarding (1hr) IC3 (4hrs)	Keyboarding (1hr) IC3 (4 hrs)	Keyboarding (1hr) IC3 (4hrs)
Week 5	Keyboarding (1hr) IC3 (4hrs)	Keyboarding (1hr) IC3 (4hrs)	Keyboarding (1hr) IC3 (4 hrs)	Keyboarding (1hr) IC3 (4hrs)
Week 6	Grammar and Writing Skills for the Health Professional (1hr) IC3 (4hrs)	Keyboarding (1hr) IC3 (4hrs)	Grammar and Writing Skills for the Health Professional (1hr) Keyboarding (1hr) IC3 (3hrs)	Grammar and Writing Skills for the Health Professional (1hr) Keyboarding (1hr) IC3 (3hrs)
Week 7	Grammar and Writing Skills for the Health Professional (1hr) IC3 (3hrs)	Grammar and Writing Skills for the Health Professional (1hr) IC3 (4hrs)	Grammar and Writing Skills for the Health Professional (1hr) IC3 (4hrs)	Grammar and Writing Skills for the Health Professional (1hr) IC3 (4 hrs)
Week 8	Grammar and Writing Skills for the Health Professional (1hr) IC3 (3hrs)	Grammar and Writing Skills for the Health Professional (5hrs)	Make up Day	Make up Day
Week 9	Labor Day Holiday	Internship	Internship	Internship
Week 10	Orientation (1 hr) Personal Development (4 hours)	Medical Term (4hrs) Personal Development (1hr)	Anatomy (4hrs) Personal Development (1hr)	Medical Term (4hrs) Anatomy (2hrs)
Week 11	Anatomy (4 hrs) Personal Development (1hr)	Medical Term (4hrs) Personal Development (1hr)	Anatomy (4hrs) Personal Development (1hr)	Medical Term (4hrs) Anatomy (2hrs)
Week 12	Anatomy (4 hrs) Personal Development (1hr)	Medical Term (4hrs) Personal Development (1hr)	Anatomy (4hrs) Personal Development (1hr)	Medical Term (4hrs) Anatomy (2hrs)
Week 13	Anatomy (4 hrs) Personal Development (1hr)	Medical Term (4hrs) Personal Development (1hr)	Anatomy (4hrs) Personal Development (1hr)	Medical Term (4hrs) Anatomy (2hrs)
Week 14	Anatomy (4 hrs) Personal Development (1hr)	Medical Term (4hrs) Personal Development (1hr)	Anatomy (4hrs) Personal Development (1hr)	Medical Term (6hrs)
Week 15	Anatomy (4 hrs) Personal Development (1hr)	Medical Term (4hrs) Personal Development (1hr)	Anatomy (5hrs) First Aid (1hr)	Medical Term (4hrs) Anatomy (1hr)
Week 16	Anatomy (4 hrs) Personal Development (1hr)	Medical Term (4hrs) Personal Development (1hr)	Anatomy (4hrs) Personal Development (1hr)	Medical Term (6 hrs)
Week 17	Anatomy (4 hrs) Personal Development (1hr)	Medical Term (4hrs) Personal Development (1hr)	Anatomy (4hrs) Personal Development (1hr)	Medical Term (4 hrs) Anatomy (2hrs)
Week 18	Anatomy (4 hrs) Personal Development (1hr)	Medical Term (4hrs) Personal Development (1hr)	Anatomy (4hrs) Personal Development (1hr)	Medical Term (4hrs) Anatomy (2hrs)
Week 19	Personal Development (2hrs) Anatomy (4hrs)	Medical Term (4hrs) Anatomy (2hr)	Thanksgiving Holiday	Thanksgiving Holiday
Week 20	Personal Development (5hrs)	Medical Term (4hrs) First Aid (1hr)	Personal Development (5 hrs)	Medical Term (4hrs) Anatomy (2hrs)

Week 21	Personal Development (5hrs)	Personal Development (4hrs) First Aid (1hr)	CPR (4 hrs) (1 hr)	Vitals	CPR (4hrs) Medical Term (2hrs)
Week 22	Internship	Internship	Internship		Internship
Week 23	Medical Term (3 hr) Anatomy (2 hrs)	Administrative Medical Assisting (2hrs) Medical Term (3hrs)	Insurance (5hrs)		Anatomy (4 hrs)
	Break				
	Break				
Week 24	CPT (5hrs)	Administrative Medical Assisting (5hrs)	Insurance (5hrs)		ICD-10 (4hrs) Communication (1hr)
Week 25	Martin Luther King Day Holiday	Administrative Medical Assisting (5hrs)	Insurance (5hrs)		ICD-10 (4hrs) Communication (1hr)
Week 26	CPT (5hrs)	Administrative Medical Assisting (5hrs)	Insurance (5hrs)		ICD-10 (4hrs) Communication (1hr)
Week 27	CPT (5hrs)	Administrative Medical Assisting (5hrs)	Insurance (5hrs)		ICD-10 (4hrs) Communication (1hr)
Week 28	CPT (4hrs) Law and Ethics (1hr)	Administrative Medical Assisting (5hrs)	Insurance (5hrs)		ICD-10 (4hrs) Communication (1hr)
Week 29	CPT (4hrs) Law and Ethics (1hr)	Administrative Medical Assisting (5hrs)	Insurance (5hrs)		ICD-10 (4hrs) Communication (1hr)
Week 30	CPT (5hrs)	Administrative Medical Assisting (5hrs)	Insurance (5hrs)		ICD-10 (4hrs) Communication (1hr)
Week 31	CPT (4hrs) Law and Ethics (1hr)	Administrative Medical Assisting (5hrs)	Insurance (5hrs)		ICD-10 (4hrs) Communication (1hr)
	Break				
Week 32	CPT (4hrs) Law and Ethics (1hr)	Administrative Medical Assisting (5hrs)	Insurance (5hrs)		ICD-10 (4hrs) Communication (1hr)
Week 33	CPT (4hrs) Law and Ethics (1hr)	Administrative Medical Assisting (5hrs)	Insurance (5hrs)		ICD-10 (4hrs) Communication (1hr)
Week 34	CPT (4hrs) Law and Ethics (1hr)	Administrative Medical Assisting (5hrs)	Insurance (5hrs)		ICD-10 (4hrs)
Week 35	CPT (4 hrs)	Administrative Medical Assisting (5hrs)	Insurance (5hrs)		ICD-10 (4hrs)
Week 36	CPT (4 hrs)	Administrative Medical Assisting (5hrs)	Insurance (5hrs)		ICD-10 (4hrs)
Week 37	CPT (4 hrs)	Administrative Medical Assisting (5hrs)	Insurance (5hrs)		ICD-10 (4hrs)
Week 38	CPT (4 hrs)	Administrative Medical Assisting (5hrs)	Insurance (5hrs)		ICD-10 (4hrs)
	Break				
Week 39	CPT (4hrs) Law and Ethics (1hr)	Administrative Medical Assisting (5hrs)	Special Activity (2hrs) Law and Ethics (3hrs)		ICD-10 (4hrs) Law and Ethics (1hr)
Week 40	CPT (4hrs) Law and Ethics (1hr)	Electronic Health Records (4hrs) Law and Ethics (1hr)	Electronic Health Records (4hrs) Law and Ethics (1hr)	Law	ICD-10 (4hrs) Law and Ethics (1hr)
Week 41	CPT (4hrs) Law and Ethics (1hr)	Electronic Health Records (4hrs) Law and Ethics (1hr)	Electronic Health Records (4hrs) Law and Ethics (1hr)	Law	ICD-10 (4hrs) Law and Ethics (1hr)
Week 42	Memorial Holiday	Electronic Health Records (4hrs) Law and Ethics (1hr)	Electronic Health Records (4hrs) Law and Ethics (1hr)	Law	ICD-10 (4hrs) Vitals (1hr)
Week 43	CPT (4 hrs)	Electronic Health Records (5hrs)	Electronic Health Records (5hrs)		ICD-10 (4hrs)
Week 44	CPT (4 hrs)	Electronic Health Records (5hrs)	Electronic Health Records (4hrs)		ICD-10 (4hrs)
Week 45	CPT (4 hrs) Electronic Health Records (1hr)	Electronic Health Records (5hrs)	CPT (4 hrs)		Electronic Health Record (5hrs)
Week 46	Externship	Externship	Externship		Externship