

NORTHEASTERN TECHNICAL COLLEGE

COURSE OUTLINE

	Effective Date	Next Review Date
COURSE: PREFIX NO.	DATE:	
AOT 164	January 2008	January 2009
	CREDITS	CONTACTS
	CLASS	LAB - TOTAL
TITLE: Medical Information Processing	3.0	3 0 3

Prerequisites: Keyboarding or word processing ability.

Description: This course emphasizes development of proficiency in producing medical documents typical of those used in health care settings.



Textbook(s) or Alternative:

Computers in the Medical Office, Fifth Edition, by Susan M. Sanderson. Published by McGraw-Hill Higher Education, 2007.

Materials (specifying those to be purchased by student):

Students must purchase: Textbook
and
USB 2.0 Flash Drive for saving assignments/files



Collateral Reading:

None

Class Management Activities (Attendance, tardies, testing, etc.):

See Class/Course Policies, handouts, and calendar of assignments.

Resources (A-V, persons, tools/equipment):

Microcomputers
*Gregg Reference Manual, 8th Edition
*Medical Dictionary

***NOTE:** These items are not to be removed from the lab.

Course Topical Outline (List topics and sub-topics of course) and Calendar or approximate length of time devoted to topic.

Part 1 Introduction To Computers In The Medical Office

Chapter 1 The Medical Office Billing Process

- Step 1 Preregister Patients
- Step 2 Establish Financial Responsibility for Visit
- Step 3 Check in Patients
- Step 4 Check Out Patients
- Step 5 Review Coding Compliance
- Step 6 Check Billing Compliance
- Step 7 Prepare and Transmit Claims
- Step 8 Monitor Payer Adjudication
- Step 9 Generate Patient Statements
- Step 10 Follow up Patient Payments and Handle Collections

Chapter 2 Information Technology and HIPAA

- Medical Office Applications
- HIPAA and Electronic Exchange of Information

Part 2 Medisoft Advanced Training

Chapter 3 Introduction to Medisoft

- What is Medisoft?
- How Medisoft Data are Organized and Stored
- The Student Data CD
- Starting Medisoft and Loading Practice Data
- The Medisoft Menu Bar
- The Medisoft Toolbar
- Entering and Editing Data
- Saving Data
- Deleting Data
- Using Medisoft Help
- Exiting Medisoft

Chapter 4 Entering Patient Information

- How Patient Information is Organized in Medisoft
- Entering New Patient Information
- Searching for Patient Information
- Editing Patient Information

Chapter 5 Entering Insurance, Account, and Condition Information

- Working with Cases
- Creating a New Case for a New Patient

Course Topical Outline continued

Chapter 6 Entering Charge Transactions and Patient Payments
Transaction Entry Overview
The Transaction Entry Dialog Box
Payment/Adjustment Transactions

Chapter 7 Creating Claims
Introduction to Health Care Claims
Creating Claims
Editing Claims
Electronic Claims

Chapter 8 Posting Insurance Payments and Creating Patient Statements
Third-Party Reimbursement Overview
Remittance Advice (RA) Processing
Entering Insurance Carrier Payments in Medisoft
Creating Statements
Editing Statements
Printing Statements

Chapter 9 Printing Reports
Reports in the Medical Office
Using Report Designer

Chapter 10 Collections in the Medical Office
The Importance of Collections in the Medical Practice
Using a Practice Management Program for Collections
Activities

Chapter 11 Scheduling
Introduction to Office Hours
Entering Appointments
Changing or Deleting Appointments
Creating a Recall List
Creating Breaks
Previewing and Printing Schedules

Part 3 Applying Your Knowledge

Chapter 12 Handling Patient Records and Transactions
Exercise 12-1: Inputting Patient Information
Exercise 12-2: An Emergency Visit
Exercise 12-3: Inputting Transaction Data

- Exercise 12-4: Entering a New Patient and Transactions
- Exercise 12-5: Entering and Applying an Insurance Carrier Payment

Course Topical Outline continued

Chapter 13 Setting Up Appointments

- Exercise 13-1: Scheduling Appointments
- Exercise 13-2: Making an Appointment Change
- Exercise 13-3: Juggling Schedules
- Exercise 13-4: Adding Patients to the Recall List
- Exercise 13-5: Diane Hsu and Michael Syzmanski
- Exercise 13-6: Changing a Transaction Record

Chapter 14 Printing Lists and Reports

- Exercise 14-1: Finding a Patient's Balance
- Exercise 14-2: Printing a Schedule
- Exercise 14-3: Printing Day Sheet Reports
- Exercise 14-4: Creating a Patient Aging Applied Payment Report
- Exercise 14-5: Adding Items to the Work List
- Exercise 14-6: Creating a Practice Analysis Report
- Exercise 14-7: Stewart Robertson
- Exercise 14-8: Michael Syzmanski

Chapter 15 Putting It all Together

- Exercise 15-1: Scheduling Appointments
- Exercise 15-2: Creating Cases
- Exercise 15-3: Entering Transactions
- Exercise 15-4: Creating Claims
- Exercise 15-5: Entering Insurance Payments
- Exercise 15-6: Creating Patient Statements
- Exercise 15-7: Printing Reports
- Exercise 15-8: Adding Items to the Work List
- Exercise 15-9: Creating Collection Letters

Students should do all the practice exercises in each chapter. Students will be graded on the Own Your Own Exercises listed for each chapter. There will also be six objective tests.

On the back or as attachments, please include other helpful information, such as syllabus, handouts, evaluation instruments (test, demonstration, check sheets), bibliography for Instructional Division files.

See class/course policies, handouts, and calendar of assignments.

Objectives of Course

Upon completing this course, the student should be able to:

1. Should be able to describe the billing and reimbursement cycle in a medical office.
2. Identify the major types of health plans.
3. Discuss the process required to balance a medical office's accounts.
4. Discuss the role of information technology in medical offices.
5. Describe the purpose of the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
6. Explain how the HIPAA Electronic Transaction and Code Sets standards relate to insurance claims.
7. Discuss how the HIPAA Privacy Rule protects patient health information.
8. Start and exit Medisoft.
9. Select options on the Medisoft menus.
10. Enter, edit, delete, and back up and restore data.
11. Use the Medisoft Search feature.
12. Enter personal and employer information for a new patient.
13. Determine when to create a new case and set up a new case.
14. Close and delete a case.
15. Enter charges for procedures.
16. Edit and delete charge transactions.
17. Use Medisoft's Search features to find specific transaction data.
18. Create claims and review them for errors and omissions.
19. Edit claims.
20. Add attachments to electronic claims.
21. Record and apply payments received from insurance carriers.
22. Record insurance adjustments and enter capitation payments.
23. Create, edit and print statements.
24. Select options available for different report.
25. Preview and print a variety of Medisoft reports.
26. Explain the importance of a financial policy in a medical practice.
27. Identify the laws that regulate collections from patients.

28. Describe the role of a collection agency in obtaining payment on overdue accounts.
29. Create collections reports, letters, and a collection tracer report.
30. Start Office hours.
31. View an appointment schedule.
32. Enter, change or delete, and search an appointment.

Instructional Methods to Complete Objectives

Students will complete the assigned reading for each chapter. Upon completing the reading for each chapter, students will complete the chapter exercises and Chapter Review questions. All chapter exercises are to be checked for completion by the instructor. All On Your Own exercises are to be completed and printed for grading. Chapter exercises in chapters 12 - 15 are to be printed for grading. On Your Own exercises will count as 30% of the final grade for the semester. Exercises in Chapters 12 - 15 will count as 30% of the final grade for the semester. The six objective tests will count as 40% of the final grade for the semester.

All work must be done on the computers in the lab. No work will be accepted that's done outside the lab.

Evaluative Methods to Appraise Objectives

Grading Scale

Two points will be deducted for each error made on all forms completed in the On Your Own exercises and Chapters 12-15 exercises. Tests will be graded based on the number of questions on each test.

Final Grade

The following scale will be used to compute your final grade on jobs and tests for the semester.

On Your Own Exercises	-- 30%	93 - 100 = A
Chapters 12-15 Exercises	-- 30%	85 - 92 = B
Six objective tests	-- 40%	77 - 84 = C

70 - 76 = D
69 or Below = F

Absences:

Students are expected to be in class on time and ready to start working. Students are to remain working until the end of the class period. No student is to leave class early without the permission of the instructor.

Day classes will meet Monday, Wednesday, and Friday for fifty minutes for fifteen weeks. Night classes will meet one night a week for two hours and forty-five minutes for fifteen weeks. Day students will be allowed to miss a maximum of **nine** class meetings.

Night students will be allowed to miss a maximum of **three** class meetings. Once a student misses over the maximum hours allowed, he/she will automatically be dropped from class rolls with a grade of "F".

There are no excused absences except those **verified** by other instructors for field trips or school related activities. A student with a doctor's excuse will be able to make up missed work, but the absence will still count toward the maximum number of absences allowed.

Tardies:

A student is tardy if he/she arrives for class after the instructor has checked the class roll. Three tardies will count as one absence for day students. Time missed for night students will be accumulated until an even hour has been missed. Students should strive to get to class on time each day.

AOT 164 Class Assignments

Week 1

Outline & Handouts
Chapter 1

Week 2

Chapter 2
Objective Test 1

Week 3

Chapter 3 - Chapter Exercises 3-1, 3-2, 3-3, 3-4, 3-5 and 3-6

Week 4

Chapter 4 - Chapter Exercises 4-1, 4-2, 4-3, 4-4, 4-5 and 4-6
On Your Own Exercise 1
Objective Test 2

Week 5

Chapter 5 - Chapter Exercises 5-1, 5-2, 5-3, 5-4, 5-5 and 5-6
On Your Own Exercise 2

Week 6

Chapter 6 - Chapter Exercises 6-1, 6-2, 6-3, 6-4 and 6-5
On Your Own Exercises 3 and 4
Objective Test 3

Week 7

Chapter 7 - Chapter Exercises 7-1, 7-2 and 6-3
On Your Own Exercise 5

Week 8

Chapter 8 - Chapter Exercises 8-1, 8-2, 8-3, 8-4, 8-5, 8-6, 8-7
and 8-8
On Your Own Exercises 6 and 7
Objective Test 4

Week 9

Chapter 9 - Chapter Exercises 9-1, 9-2, 9-3, 9-4, 9-5, 9-6,
9-7, 9-8 and 9-9
On Your Own Exercises 8 and 9

Week 10

Chapter 10 - Chapter Exercises 10-1, 10-2, 10-3 and 10-4
On Your Own Exercises 10, 11 and 12
Objective Test 5

Week 11

Chapter 11 - Chapter Exercises
11-1, 11-2, 11-3, 11-4, 11-5, 11-6, 11-7, 11-8, 11-9, 11-10, 11-11
and 11-12
On Your Own Exercises 13, 14 and 15
Objective Test 6

Week 12

Chapter 12 - Chapter Exercises 12-1, 12-2, 12-3, 12-4 and 12-5

Week 13

Chapter 13 - Chapter Exercises 13-1, 13-2, 13-3, 13-4, 13-5 and

13-6

Week 14

Chapter 14 - Chapter Exercises 14-1, 14-2, 14-3, 14-4, 14-5, 14-6, 14-7 and 14-8

Week 15

Chapter 15 - Chapter Exercises 15-1, 15-2, 15-3, 15-4, 15-5, 15-6, 15-7, 15-8 and 15-9