



AOT 252 – MEDICAL SYSTEMS AND PROCEDURES

General Course Information –

Instructor Information

Name: Melisa Johnson

Office Phone/Contact Info: 843-921-6980/mjohnson@netc.edu

Campus and Building Number: Building Technologies - 703B

Office Hours:

Prerequisites:

AOT 105, AOT 115 and AOT 165 with a grade of "C" or better.

Course Description:

This course emphasizes development of proficiency in integrating skills performed in medical offices.

Credits: 3

Expectations for the Student:

A typical university course may extend across a semester for 16 weeks. Because of this, students will need to be proactive regarding their studies. To be successful, students are expected to:

- visit the course site a minimum of four days per calendar week
- complete all assigned readings from text and other course related documents
- participate in classroom discussions
- use 'netiquette' when responding to others in the class
- submit all work in a timely manner
- complete all course work on your own unless otherwise instructed
- cite/document all non original material as to not plagiarize others' work (see section on Academic Dishonesty)

Course Materials & Outcomes –

Required Text:

Becklin, K. J. (2006). Medical Office Procedures, 6th ed. New York, NY:
Glencoe/McGraw Hill

Additional Readings:

None

Software: Microsoft Word 1997 and higher

Learning Outcomes:

At the completion of this course, the student should be able to

- Understand the profession of medical assisting.
- Gain knowledge of legal and ethical issues involved in this field.
- Learn the tools of: managing correspondence, office supplies, and medical records..
- Learn to schedule appointments, process insurance, billing and collection information.

Course Schedule –

Check the course calendar in Moodle for specific dates.

Weeks/Dates	Topic(s)	Readings	Homework / Quiz
Week/Topic 1 8/16 - 8/22	Introductions	None	Post introduction to course
Week/Topic 2 8/23 - 8/29	The Administrative Medical Assistant	Chapter 1	Post Discussion Submit Assignment
Week/Topic 3 8/30 - 9/5	Medical Ethics, Law, and Compliance	Chapter 2	Post Discussion Submit Assignment
Week/Topic 4 9/6 - 9/12	Computer Usage in the Medical Office	Chapter 3	Post Discussion Submit Assignment
Week/Topic 5 9/13 - 9/19	Telephone Procedures and Scheduling	Chapter 4	Test 1 Post Discussion Submit Assignment
Week/Topic 6 9/20 - 9/26	Records Management	Chapter 5	Post Discussion Submit Assignment
Week/Topic 7 9/27 - 10/3	Written Communication	Chapter 6	Post Discussion Submit Assignment
Week/Topic 8 10/4 - 10/10	Simulation 1	None	Test 2 Submit Assignment
Week/Topic 9 10/11 - 10/17	Patient Medical Records	Chapter 7	Post Discussion Submit Assignment
Week/Topic 10 10/18 - 10/24	Insurance and Coding	Chapter 8	Post Discussion Submit Assignment
Week/Topic 11 10/25 - 10/31	Billing, Reimbursement, and Collections	Chapter 9	Post Discussion Submit Assignment

Week/Topic 12 11/1 -11/7	Simulation 2	None	Test 3 Submit Assignment
Week/Topic 13 11/9 - 11/14	Practice Finances	Chapter 10	Post Discussion Submit Assignment
Week/Topic 14 11/15 - 11/21	Office Management	Chapter 11	Post Discussion Submit Assignment
Week/Topic 15 11/29 - 12/5	Simulation 3	None	Test 4 Submit Assignment
Week/Topic 16			

Student Evaluation –

Grade Structure:

The student will be evaluated in this course on the following criteria:

Course Element	Percentage
Discussion	10
Assignments	30
Test	40
Simulation	20
<hr/>	
Total	100%

Grading Scale:

Northeastern Technical College utilizes the following grading scale:

Percentage	Letter Grade
93-100	A
85-92	B
77-84	C
-76	D
0-69	F

Participation –

Discussion assignments are the equivalent to class time within on ground classrooms. Therefore, students should expect to log on at least twice per week, spending at least three hours per week in the classroom. While online classes are convenient, they are not a substitute for work a student would see at a “brick and mortar” classroom. Online courses offer flexibility; therefore, students may break this down into three times per week at an hour a day or even six times per week into a half-hour per day. How the students break this time down is their prerogative, as this is a guideline as to how much time should be spent in the online classroom. Moodle can track time spent online time per week.

Each week students will find several different postings as part of students’ learning process. Students must make an initial posting and at least two responses to other students posting for each question (hence, at least three posts a week). Students can provide multiple responses to the same question after students’ initial response, but it is usually better to engage in discussion of more than one question, where possible. The length of students’ initial posting and students’ responses should aim to be 150 words and 75 words respectively;

however, each instructor reserves the right to increase or decrease this number. In general, students should not exceed 5 or 6 postings per discussion session, although it is never wrong if students take the extra initiative.

Guide for discussion posts:

Discussions are a part of the week's work and a portion of the final grade.

- Four thoughtful postings are better than eight average ones.
- Hint: It is best if students post the initial responses before reading the postings of others.

Threaded Discussion Netiquette:

Northeastern Technical College encourages all opinions, perceptions, and freedom of thought and writing. NETC also does not tolerate disrespectful, insightful, or derogatory writing. Please use Netiquette when posting, your grade partially depends on it.

See Netiquette Guidelines for more information. If link is unavailable, go to <http://www.albion.com/netiquette/corerules.html>

Rating Scale:

Your instructor will assess the quality of your contributions to the weekly discussions.

Please see the scoring rubric listed below to review the criteria. This only applies to forums.

	Excellent The student consistently meets the expected criteria.	Good The student meets the expected criteria most of the time.	Satisfactory The student meets the expected criteria the some of the time.	Unsatisfactory The student meets the expected criteria at least once.	Unacceptable The student's submission does not meet the expected criteria.
CRITERIA for responses	POINTS				
The student adequately answered the discussion question	0	15	10	5	0
The student's post was understandable, and related to the question.	20	15	10	5	0
The student provided thorough thoughts in a clear and concise post.	20	15	10	5	0
Grammar and spelling	20	15	10	5	0
The student cited sources using the prescribed style	20	15	10	5	0
The student used proper "netiquette".	20	15	10	5	0
General Participation Points	20	15	10	5	0
Total Possible Points: 100					
Please note: Late work is at the discretion of the instructor, however, the student can generally not earn any more than "good". If a post is not made during the week, the student receives a zero, unless cleared by the instructor.					

Student Resources –

Online Homework Help:

Student Support Services is a program designed to improve retention and increase graduation of students who are economically disadvantaged, first-generation college, and/or disabled by assisting them in maintaining academic standards of progress. Project participants are referred by admissions counselors, instructors, or recruited during registration periods and from screening admissions and financial aid information.

Project services include financial aid counseling, study skills instruction, writing skills instruction, educational counseling, tutoring in curriculum and remedial courses, career awareness, and cultural events not usually available to disadvantaged students.

Located in room 123 of Ingram Hall, Student Support Services is open from 8 a.m.–6:30 p.m. Monday–Thursday, and from 8 a.m.– 1:30 p.m. each Friday unless otherwise posted.

Help is also available via online Tutor for a fee. If you find you need help beyond what is offered or at any hour of the day, <http://www.tutor.com/> offers this service online. This service is independent of NETC.

Library Resources:

The NETC Library provides a variety of online resources for our off-campus students. To access these, go to:

<http://www.netc.edu/library.html>

Electronic books – Over 50,000 titles are available in all subject areas. Students must establish a user name and password through a Library staff member prior to checkout.

Databases – Current databases offer journal articles, newspaper articles, reference sources, and selected websites in all subject areas. Contact a Library staff member or instructor for current passwords to access.

- Proquest
- Ebscohost
- Discus
- Gale Literature Resource Center
- Ferguson's Career Guidance Center
- Facts.com
- Britannica Online

Course Policies/Student Rights and Responsibilities –

Attendance Policy:

Attendance—Punctual and regular attendance in all classes, laboratories, field trips and other class-assigned activities is the obligation of each student. Absences are a serious deterrent to the learning process; an absence in no way lessens the responsibility of the student for meeting course requirements. Students must make advance arrangements when possible.

Except for college functions, there are no excused absences; therefore, students are urged to avoid absences except in the case of an emergency. When illness or other emergency causes a student to be absent, it is the student's responsibility to notify the instructor in advance and to make up the work which is missed.

- (1) Students must attend a minimum of 80% of the meetings of each class in order to earn credit for the class. If students miss more than 20% of a class, the student will be dropped automatically by the instructor, and assigned a grade of "F".
- (2) Students who receive financial assistance to pay tuition and fees are required to repay their financial aid award in the event of failure to attend classes or withdrawal from classes before the 60% point in the semester. The College is mandated to recalculate the financial aid award if student changes enrollment status and the student is responsible for repayment of tuition.
- (3) Individual instructors may set higher attendance rates; in these cases, the student will be notified at the first class meeting in the course outline.
- (4) Instructors, at their discretion, may allow make-up work for classes missed, and announce requirements.

Voluntary Withdrawal from Course:

A student wishing to withdraw from the College or a course should first consult the faculty advisor to review the situation and/or to inform the advisor. The student should complete a Change of Schedule form which must be signed by the advisor and return this form to Student Services.

Following this procedure will protect the student's privileges of re-admission, the assignment of representative grades, and the transfer of credits. Any student who discontinues his/her work without formal withdrawal does so at the risk of having registration privileges withdrawn. It is also the student's responsibility to follow this procedure in order to be eligible for designated refunds and financial aid. (Note: Pell grants require 60% of semester).

Student Code of Conduct Policies:

The NETC 2008-2010 Catalog describes various expectations concerning a student's behavior while participating in classes (including online). Students should carefully read this Handbook to familiarize themselves with these expectations, policies and procedures, and other information. As this is an online class, it is requested by the instructor that all students refrain from what may be considered as offensive and/or sexist language.

Plagiarism & Academic Dishonesty:

The basis for student grading will always be the result of the student's achievement. The College expects each student to earn his/her own success; if academic dishonesty occurs, disciplinary action will be taken. Academic dishonesty includes, but is not limited to cheating, plagiarism, collusion, and falsification of information.

Cheating includes copying another's work, using unauthorized materials, collaborating during a test or project, obtaining or distributing test contents illegally, substitution for or of another person in a test.

Plagiarism includes incorporating work from another source, print or electronic, without appropriate recognition of the work cited.

Collusion includes unauthorized collaboration in preparation of work for credit.

Falsification of information includes forgery, alteration or misuse of documents.

The first measure of discipline is the assignment of "0" or "F" for the affected test, paper or project, with explanation provided to the student. Faculty submits a written report of the offense to the Vice President for Student Services. Repeat offenses of academic dishonesty will result in additional disciplinary actions. See Student Code and Grievance Procedures.

NETC students are expected to follow standards regarding acknowledgement of the use of other's words, ideas, opinions or theories. The student is responsible for following each instructor's guidelines for citations and for selection of acceptable sources (e.g., certain Internet sources may not be acceptable). Students should contact their instructors for acceptable methods for each assignment. The following are general guidelines: Direct quotations, regardless of length, must be appropriately footnoted or attributed. Paraphrasing is acceptable, but must be appropriately footnoted or cited for source. General work must be cited if student assignment has been influenced by other's words or ideas. Collaboration is permitted only if allowed by the instructor and ideas/work must be cited.

Inclement Weather Policy/Connectivity Policy:

In the event of cancellation of classes at NETC, this course will not be affected, as it is available online. Since this course is conducted "virtually," NETC may experience server problems, a loss of power, or a loss of Internet service. In the event of situations that may prevent all students in this class from accessing the material online, deadlines will be adjusted. If a student has problems with their own computer or Internet Service Provider, the student must contact the instructor as soon as possible regarding the difficulty. It is the student's responsibility to access the online course and complete all assignments in a timely manner. If you experience extended delays (more than two days), you should consider accessing the course from another computer. The instructor reserves the right to address each instance of student line/computer failure on an individual basis.

Support and Resources:

For course problems, e-mail your instructor. For technical questions on Moodle, contact helpdesk@netc.remote-learner.net

Technical Support/Moodle

Q: How do I access Moodle?

A: Visit NETC homepage, select current students, and then select "Moodle". You will not be able to access Moodle until you have set up an account. (NOTE: If you do NOT receive a confirmation e-mail, e-mail helpdesk@netc.remote-learner.net)

Q: I am a Northeastern Technical College student but I do not have access to Moodle. Why?

A: You must register an account.

Q: I just registered in Moodle, but I cannot login to Moodle, what do I need to do?

A: One of two instances may have occurred. You MUST confirm your e-mail (NOTE: If you do NOT receive a confirmation e-mail, e-mail helpdesk@netc.remote-learner.net). As soon as the Moodle system receives the registration information the student will be able to login. If a student still cannot login after 24 hours, they should e-mail helpdesk@netc.remote-learner.net.

Q: I am having problems remembering my password for Moodle. How can I get my password?

A: E-mail helpdesk@netc.remote-learner.net. Please include your NAME, e-mail and user ID. DO NOT INCLUDE ANY PASSWORD INFO, it will be reset.

Q: What do I do if on the first day of the term my instructor still has not made my course available?

A: If a student finds that their online course is still not available on the first day of class, they should contact helpdesk@netc.remote-learner.net. You will need to give the name of the course and the instructor and to find out the status of the course.

Q: I am having problems communicating with my online instructor. Who can help me get answers to my questions?

A: Any time a student has a problem with an instructor within a course he/she should contact helpdesk@netc.remote-learner.net so the online coordinator may attempt to contact the instructor. Please give instructors at least two (2) business days to respond before e-mailing the above.

Q: I registered for Moodle, but never received a confirmation.

A: We have had some issues with BellSouth and Yahoo!® accounts. If you do not receive the confirmation, e-mail helpdesk@netc.remote-learner.net.

Disabilities Statement

The College does not discriminate on the basis of disability and therefore, will provide reasonable accommodation to those who qualify.

Students with disabilities have the opportunity to notify the College of the disability at the time of enrollment. Student Services will notify faculty of those students who qualify by meeting documentation standards for accommodation for disabilities; they will also coordinate with faculty to develop accommodations. If a student who has not been identified requests accommodation, the instructor may provide assistance that is reasonable and not burdensome to the instructor or other students. If the request requires accommodation or financial obligations for the College, the instructor should immediately refer the situation to the Vice President for Student Services.