



AOT 252– MEDICAL SYSTEMS AND PROCEDURES

General Course Information –

Instructor Information

Name: Melisa Johnson

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Campus and Building Number: Cheraw/Building 500 – Office #530

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:

This course runs for 15 weeks. Because of this, students will need to be proactive regarding their studies. To be successful, students are expected to::

- complete all assigned readings from text and other course related documents
- submit all work in a timely manner
- complete all course work on your own unless otherwise instructed
- Participate in classroom discussions

Course Materials & Outcomes –

Required Text:

Bayes, Nenna L. (2012). Medical Office Procedures, 7th ed. New York, NY:
McGraw Hill.
ISBN: 978-0-07-340198-0

Software: Microsoft Office 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.

Student Evaluation –

Grade Structure:

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

Course Element	Percentage
Discussion	10%
Weekly Assignments	30%
Tests	40%
Simulation	20%
Total	100%

Grading Scale:

Northeastern Technical College utilizes the following grading scale:

Percentage	Letter Grade
93-100	A
85-92	B
77-84	C
70-76	D
Below 70	F

Lessons :

The lessons are required and within each lesson is a true/false quiz that is also required.. **This is also how I take attendance in online programs, since there is NO face to face contact required.**

The lessons are to be used in conjunction with reading the chapters. I would advise to read the chapter before attempting to read the lesson and take the quiz.

The lessons will be available starting the Friday before the week starts. For example, the lesson for Week 2 will be available on Friday, January, 22. The lesson will automatically close at 11:55pm the Sunday of the week. For example, the lesson for Chapter 1 is automatically closed 11:55 pm Sunday January, 24

Weekly Assignments:

The weekly assignments will consist of activities selected by the instructor from the end of the chapters and **WILL BE GRADED**.

The Homework Assignments will be available starting the Friday before the week starts. For example, the homework for Week 2 will be available on Friday, January 22. The Homework Assignments are then due by 11:55pm the Sunday of the week. For example, the homework assignment for Chapter 1 is due in the by 11:55 pm Sunday, January 24.

The assignments need to be saved and uploaded in either MS 2003 (.doc) or MS 2007 (.docx) formats. If you do not have access to either of these formats please e-mail me and I can explain another way to save the file.

Once the week closes, the instructor will open the assignments, grade and upload the corrections for the assignment, if there are any. If there are any questions, please e-mail the instructor.

Tests:

This class consists of 5 tests. The tests will be given after every 2 chapters and will have to be taken either in the Success Center in Cheraw or can be taken at one of the Community Campuses.

The tests will be available in the Success Center and/or Community Campus on Monday and must be taken by the time the Success Center closes Friday of that week.

If the test is not taken by the deadline, the test may be taken late, but a 10 point deduction will be taken...**no exceptions**. If a test is not made up within a week, you will not be allowed to take it, which will result in a grade of "0" for that test.

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.