

Note:

Course content may be changed, term to term, without notice. The information below is provided as a guide for course selection and is not binding in any form, and should not be used to purchase course materials.

COURSE SYLLABUS

AMOA 203

MEDICAL OFFICE SYSTEMS AND PROCEDURES

COURSE DESCRIPTION

This course prepares students for the administrative tasks relevant to operating and supervising a medical office of health professionals. Students learn to plan and organize work load, set priorities, develop initiative among employees and coordinate multiple tasks within a time sensitive environment. The value of compassionate professionalism when interacting with patients, family members and staff is stressed.

RATIONALE

This course discusses the variable functions of systems required to operate a medical office. The MOA student needs to understand the various components of the medical systems efficiently to perform functions required to perform daily tasks in the medical office setting.

I. PREREQUISITE

For information regarding prerequisites for this course, please refer to the Academic Course Catalog.

II. REQUIRED RESOURCE PURCHASE

Click on the following link to view the required resource(s) for the term in which you are registered: <http://bookstore.mbsdirect.net/liberty.htm>

III. ADDITIONAL MATERIALS FOR LEARNING

- A. Computer with basic audio/video output equipment
- B. Internet access (broadband recommended)
- C. Blackboard [recommended browsers](#)
- D. Microsoft Office

IV. MEASURABLE LEARNING OUTCOMES

Upon successful completion of this course, the student will be able to:

- A. Discuss the different medical office systems used in an office.
- B. Demonstrate competency in using medical office systems.
- C. Discuss how to show professionalism in the medical office.
- D. Demonstrate scheduling procedures, case creation, and insurance verification.

- E. Discuss the multi-tasking needed for the front office.
- F. Describe the multiple roles of a Medical Office Assistant.
- G. Demonstrate the process to create claims, enter transactions, and payments.

V. COURSE REQUIREMENTS AND ASSIGNMENTS

- A. Textbook readings and lecture presentations/notes

- B. Course Requirements Checklist

After reading the Course Syllabus and [Student Expectations](#), the student will complete the related checklist found in Module/Week 1.

- C. Discussion Board Forums (4)

Discussion boards are collaborative learning experiences. Therefore, the student is required to provide a thread in response to the provided prompt for each forum. Each thread must be at least 200 words, demonstrate course-related knowledge, and must contain at least 1 citation in current APA format and 1 biblical rationale (perspective or verse). In addition to the thread, the student is required to reply to 2 classmates' threads. Each reply must be at least 150 words and contain 1 citation. Acceptable sources include the textbook, scholarly articles, the Bible, etc. Cited sources can be no older than 5 years.

- D. Smartbook Practices (6)

In Connect, after the chapter reading is complete, the student will answer a series of questions that pertain to the chapter readings called Practice. Every question links directly to the SmartBook readings. In order to receive full credit, the student must complete all the questions.

- E. MHPractices (2)

These practices are set up in a video game format to provide an excellent opportunity for the student to practice hard and soft skills prior to doing an internship or beginning work at a medical office. The MHPractice will allow the student to take it up to 3 times in order to record the highest possible score.

- F. Multi-Tasking Paper

The student will write a 3–4-page research-based paper in current APA format that focuses on multi-tasking needs and their importance in a medical office. The paper must also include strategies for successful multi-tasking for an MOA in the office. The paper must include at least 3 scholarly references in addition to the course textbook and the Bible and must be submitted through SafeAssign.

- G. Simulations (4)

The student will work with simulated versions of Medisoft exercises through McGraw-Hill Connect. Each simulation can be taken up to 3 times in order to record the highest possible score.

H. Interview Assignment/Research Project (Choose Your Own Assignment)

The student will choose to either complete an Interview Assignment or a Research Project:

Interview Assignment

The student will interview 2 people (front office staff or office manager) from 2 different offices that use a medical office program. The student will complete the interview form provided in the course and include a discussion of at least 350 words of what he/she learned. The interview form must be completed in current APA format.

Research Project

The student will write a 4–5-page, research-based paper in current APA format. The paper must focus on the different duties a medical office assistant may have while performing administrative work, clinical responsibilities, or working the laboratory. The student will research the 3 different positions and describe the duties the medical assistant may have while conducting each one. In addition, the student will discuss how to practice professionalism while performing each duty in order to provide excellent customer service. The paper must include at least 3 scholarly references in addition to the course textbook and the Bible, making for a total of 5 scholarly references. Sources must not be older than 5 years. References to Wikipedia.com and Dictionary.com are not allowed. This assignment will be submitted via the plagiarism detection tool, SafeAssign.

I. Employee Initiative Project (Choose Your Own Assignment)

The student will create a project focused on generating employee participation in a cause or movement in the office (ex. hand washing). The student may utilize a PowerPoint or a pamphlet as the deliverable for this project and select any topic focused on enhancing the safety or quality of the workplace. The project must include at least 4 scholarly resources be in current APA format that support the goal of the project. If chosen, the PowerPoint must include 8–10 slides and have at least 150 words in the notes area for each slide. All references must be in current APA format and must be no older than 5 years. The pamphlet must contain at least 750 words of text and must highlight the focus of the student's project.

J. Quizzes (4)

Each quiz will cover the Reading & Study material for the modules/weeks up through the module/week in which it is assigned. Each Quiz will be open-book/open-notes, contain 25 multiple-choice and true/false questions, and have a 1-hour time limit.

VI. COURSE GRADING AND POLICIES**A. Points**

Course Requirements Checklist	10
Discussion Board Forums (4 at 60 pts ea)	240
Smartbook Practice (6 at 20 pts ea)	120
MHPractices (2 at 20 pts ea)	40
Multi-Tasking Paper	100
Simulations (4 at 25 pts ea)	100
Interview Assignment/Research Project	100
Employee Initiative Project	100
Quizzes (4 at 50 pts ea)	200
Total	1010

B. Scale

A = 900–1010 B = 800–899 C = 700–799 D = 600–699 F = 0–599

C. Disability Assistance

Students with a documented disability may contact Liberty University Online's Office of Disability Academic Support (ODAS) at LUOODAS@liberty.edu to make arrangements for academic accommodations. Further information can be found at www.liberty.edu/disabilitysupport.

COURSE SCHEDULE

AMOA 203

Textbook: Sanderson, *Computers in the Medical Office* (2016)

MODULE/WEEK	READING & STUDY	ASSIGNMENTS	POINTS
1	Sanderson: ch. 1 1 presentation 2 websites	Course Requirements Checklist Class Introductions DB Forum 1 Smartbook Practice 1	10 0 60 20
2	Sanderson: ch. 2 1 presentation 2 websites	DB Forum 2 Smartbook Practice 2 MHPractice – Admin. Ch. In: Work Task Proficiencies Quiz 1	60 20 20 50
3	Sanderson: ch. 3 1 presentation	Multi-Tasking Paper Simulation 1: Entering an Appointment for New Patient	100 25
4	Sanderson: ch. 4 1 presentation	Smartbook Practice 3 Simulation 2: Entering a New Patient Quiz 2	20 25 50
5	Sanderson: ch. 5 1 presentation	Interview Assignment/Research Project Smartbook Practice 4	100 20
6	Sanderson: ch. 6 1 presentation	DB Forum 3 Smartbook Practice 5 Simulation 3: Entering Charges & Copayments Quiz 3	60 20 25 50
7	Sanderson: ch. 7 1 presentation	Employee Initiative Project Simulation 4: Creating Claims	100 25
8	Sanderson: ch. 8 1 presentation	DB Forum 4 Smartbook Practice 6 MHPractice – Admin. Ch. Out: Work Task Proficiencies Quiz 4	60 20 20 50
TOTAL			1010

DB = Discussion Board

NOTE: Each course module/week (except Module/Week 1) begins on Tuesday morning at 12:00 a.m. (ET) and ends on Monday night at 11:59 p.m. (ET). The final module/week ends at 11:59 p.m. (ET) on **Friday**.