**MOHAWK VALLEY COMMUNITY COLLEGE**

**CENTER FOR LIFE AND HEALTH SCIENCES**

**ALLIED HEALTH**

**HC110 Medical Assistant-Administrative Theory C-3, P-2, Cr-4**

**Co-requisites**

MR103 Medical Terminology

IS101 Computer Applications & Concepts

**Course Description**

This course introduces the beginning Medical Assistant to the field. It broadens knowledge of the field be defining medical assisting and covering topics such as appointment scheduling, telephone procedures, receptionist duties, drug and prescription records, medical records, filing procedures, bookkeeping, insurance forms, banking, collections, processing mail, telecommunications, professional reports, and payroll.

**Student Learning Outcomes**

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

1. Discuss the role of the Medical Assistant in the health care arena.
2. Describe the role of professional ethics and law in the medical office.
3. List the steps in scheduling and apply it to a designated computer program.
4. Discuss the importance of patient records and various methods to maintain them.
5. Discuss the various methods of billing and utilize computer software to implement a billing system.
6. Discuss the components of maintaining an effective and systematic bookkeeping/banking system and utilize the computer to apply.
7. Discuss the methods of tracking and ordering supplies and equipment, and maintenance of same, in the medical office, utilizing the computer.
8. Describe the purpose of OSHA and HIPPA regulations related to health care.

**Major Topics**

1. Medical Assisting Profession
2. Professional Behavior in the Workplace
3. Interpersonal Skills and Human Behaviors
4. Medicine and Ethics and Law
5. Computer Concepts
6. Telephone Techniques
7. Scheduling Appointments
8. Patient Reception and Processing
9. Office Environment Daily Operations
10. Medical Record Management
11. Written Communication and Mail Processing
12. Privacy in the Physician’s Office (HIPAA)