RARITAN VALLEY COMMUNITY COLLEGE ACADEMIC COURSE OUTLINE

MATC-111: Administrative Medical Assistant Principles

I. Basic Course Information

    A. Course Number and Title: MATC-111: Administrative Medical Assistant Principles

    B. Modified Course

    C. Date of Proposal: Semester: Spring   Year: 2025

    D. Effective Term: Fall 2025

    E. Sponsoring Department: Health Science Education

    F. Semester Credit Hours: 7

    G. Weekly Contact Hours: 9 Lecture: 5

                          Laboratory: 4

                          Out of class student work per week: 12

    H. ☒ Prerequisite (s): Mathematics Proficiency -through MATH- 020
          Students must achieve a grade of C (75%) or better in MATC 111 to advance in the Medical Assistant Program.
      ☒ Corequisite (s): BIOL-120 Human Biology
                  HLTH-150 Medical Terminology
                  ENGL-111 English Composition

   I. Additional Fees**:** None

I. Catalog Description

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    ☒ Corequisite (s): BIOL-120 Human Biology
               HLTH-150 Medical Terminology
               ENGL-111 English Composition

This course is designed to offer the student the necessary administrative theory and lab practice to become a competent medical assistant in an entry-level position. In addition to basic administrative skills, the areas covered will include an overview of the healthcare industry, professional behavior in the

workplace, interpersonal relationships, verbal and non-verbal communication skills, legal and ethical issues, nutrition, patient education, and emergency preparedness and procedures.

II.   Statement of Course Need.

A.   Medical Assisting is an allied health profession whose members need to be competent in all clinical and administrative aspects of their profession. The Administrative Medical Assistant Principles course is a vital part of the curriculum and fulfills the administrative competency requirements of the Medical Assistant Education Review Board (MAERB), the certifying agency for medical assistants.

B.   The lab component for this course helps the student to understand the theoretical components taught in lecture through application of the principles learned.

C.   This course transfers as a medical assistant program requirement.

III.   Place of Course in College Curriculum

A.   Free Elective
B.   This course meets a program requirement for the Medical Assistant Certificate Program
C.   To see course transferability: a) for New Jersey schools, go to the NJ Transfer website, www.njtransfer.org; b) for all other colleges and universities, go to the individual websites.

IV.   Outline of Course Content.

A.   Introduction to Medical Assisting
B.   The Healthcare Industry
C.   Professional Behavior in the Workplace
D.   Verbal and Nonverbal Communication
E.   Legal Principles
F.   Healthcare Laws
G.   Healthcare Ethics
H.   Telephone Techniques and Scheduling Appointments
I.   Patient Reception and Processing
J.   Office Environment and Daily Operations
K.   Technology
L.   Written Communication
M. Paper Medical Records and the Electronic Health Record
N.   Professional Fees, Billing, and Collecting
O.   Diagnostic Coding Essentials (ICD-10-CM coding)
P.   Procedural Coding Essentials (CPT coding)
Q.   Basics of HCPCS (Healthcare Common Procedure Coding System) Coding
R.   Basics of Health Insurance

S. Medical Billing and the Health Insurance Claim Form
T. Banking Services and Procedures
U. Patient Accounts, Collections, and Practice Management
V. Office Management and Human Resources
W. Advanced Roles in Administration
X. Nutrition and Health Promotion Y. Patient Education and Coaching

V.   A. Course Learning Outcomes

At the completion of the course, students will be able to:

1. Demonstrate critical thinking in decision making (GE *)
2. Utilize appropriate verbal and nonverbal communication techniques (GE- 1)
3. Utilize computer systems or other appropriate forms of technology to achieve educational and personal goals (GE- 4)
4. Employ ethical behaviors based upon the Medical Assistant's Creed when providing care (GE-ER)
5. IV.C.1 Identify dietary nutrients.
6. IV.C.2 Identify the function of dietary supplements.
7. IV.C.3 Identify the special dietary.
8. IV.C.4 Identify the components of a food label.
9. V.C.1 Identify types of verbal and nonverbal communication.
10. V.C.2 Identify communication barriers.
11. V.C.3 Identify techniques for overcoming communication barriers.
12. V.C.4 Identify the steps in the sender-receiver process.
13. V.C.5 Identify challenges in communication with different age groups.
14. V.C.6 Identify techniques for coaching a patient related to specific needs.
15. V.C.7 Identify different types of electronic technology used in professional communication.
16. V.C.8.a Identify medical terms related to body systems.
17. V.C.8.b. Identify abbreviations related to body systems.
18. V.C.9   Identify the principles of self-boundaries.
19. V.C.10   Identify the role of the medical assistant as a patient navigator.
20. V.C.11   Identify coping mechanisms.
21. V.C.12   Identify subjective and objective information.
22. V.C.13   Identify the basic concepts of the following theories of:
    a. Maslow
    b. Erikson
    c. Kubler-Ross
23. V.C.14 Identify issues associated with diversity as it relates to patient care.
24. V.C.15 Identify the medical assistant's role in telehealth.
25. VI.C.1 Identify different types of appointment scheduling methods.
26. VI.C.2 Identify critical information required for scheduling patient procedures.
27. VI.C.3 Recognize the purpose for routine maintenance of equipment.

28. VI.C.4 Identify steps involved in completing an inventory.
29. VI.C.5 Identify the importance of data back-up.
30. VI.C.6 Identify the components of an Electronic Medical Record, Electronic Health Record, and Practice Management System
31. VII.C.1 Define the following bookkeeping terms.
32. VII.C.2 Identify precautions for accepting the following types of payments.
33. VII.C.3 Identify types of adjustments made to patient accounts including:
34. a. non-sufficient funds (NSF) check   b. collections agency transaction   c. credit balance 35. d. third party
36. VII.C.4   Identify patient financial obligations for services rendered.
37. VIII.C.1 Identify: a. types of third-party plans b. steps for filing a third-party claim."
38. VIII.C.2 Identify managed care requirements for patient referral.
39. VIII.C.3 Identify processes for: a. verification of eligibility for services.
40. b. precertification/preauthorization
41. c. tracking unpaid claims.
42. d. claim denials and appeals"
43. VIII.C.4 Identify fraud and abuse as they relate to third-party reimbursement.
44. VIII.C.5 Define the following: bundling and unbundling of codes. advanced beneficiary notice (ABN)c. allowed amounts. deductible. co-insurance. co-pay"
45. VIII.C.6 Identify the purpose and components of the Explanation of Benefits (EOB) and Remittance Advice (RA) Statements
46. IX.C.1 Identify the current procedural and diagnostic coding systems, including Healthcare Common Coding Systems II (HCPCS Level II)
47. IX.C.2   Identify the effects of: a. upcoding   b. down coding."
48. IX.C.3 Define medical necessity.
49. X.C.1 Identify scope of practice and standards of care for medical assistants.
50. X.C.2 Identify the provider's role in terms of standard of care.
51. X.C.3 Identify components of the Health Insurance Portability & Accountability Act (HIPAA)
52. X.C.4 Identify the standards outlined in The Patient Care Partnership
53. X.C.5 Identify licensure and certification as they apply to healthcare providers 54. X.C.6 Identify criminal and civil law as they apply to the practicing medical assistant.
55. X.C.7 Define law terms.
56. X.C.8 Identify the purpose of medical malpractice insurance. 57. X.C.9 Identify
legal and illegal applicant interview questions 58. X.C.10 Identify:
     a. Health Information Technology for Economic and Clinical Health (HITECH) Act
     b. Genetic Information Nondiscrimination Act of 2008 (GINA)
     c. Americans with Disabilities Act Amendments Act (ADAAA)" 59. X.C.11 Identify the process in compliance reporting.
60.   X.C.12 Identify compliance with public health statutes:
    a. communicable diseases
    b. abuse, neglect, and exploitation.
    c. wounds of violence"
61.   X.C.13 Define the following medical legal terms.

62.	XI.C.1 Define: a. ethics b. morals."
63.	XI.C.2 Identify personal and professional ethics.
64.	XI.C.3 Identify potential effects of personal morals on professional performance.
65.	XI.C.4 Identify professional behaviors of a medical assistant.
66.	IV.P.1 Instruct a patient regarding a dietary change related to a patient's special dietary needs.
67.	V.P.1 Respond to nonverbal communication.
68.	V.P.2 Correctly use and pronounce medical terminology in health care interactions.
69.	V.P.3 Coach patients regarding a. office policies b. medical encounters
70.	V.P.4 Demonstrate professional telephone techniques.
71.	V.P.5 Document telephone messages accurately
72.	V.P.6 Using technology, compose clear and correct correspondence.
73.	V.P.7 Use a list of community resources to facilitate referrals.
74.	V.P.8 Participate in a telehealth interaction with a patient.
75.	VI.P.1 Manage appointment schedule, using established priorities.
76.	VI.P.2 Schedule a patient procedure
77.	VI.P.3 Input patient data using an electronic system.
78.	VI.P.4 Perform an inventory of supplies.
79.	VII.P.1 Perform accounts receivable procedures to patients.
80.	VII.P.2 Input accurate billing information in an electronic system.
81.	VII.P.3 Inform a patient of financial obligations for services rendered.
82.	VIII.P.1 Interpret information on an insurance card.
83.	VIII.P.2 Verify eligibility for services.
84.	VIII.P.3 Obtain precertification or preauthorization with documentation.
85.	VIII.P.4 Complete an insurance claim form.
86.	VIII.P.5 Assist a patient in understanding an Explanation of Benefits (EOB)
87.	IX.P.1 Perform procedural coding.
88.	IX.P.2 Perform diagnostic coding.
89.	IX.P.3 Utilize medical necessity guidelines.
90.	X.P.1 Locate a state's legal scope of practice for medical assistants.
91.	X.P.2 Apply HIPAA rules regarding privacy b. release of information.
92.	X.P.3 Document patient care accurately in the medical record
93.	X.P.4 Complete compliance reporting based on public health statutes.
94.	X.P.5 Report an illegal activity following the protocol established by the healthcare setting.
95.	X.P.6 Complete an incident report related to an error in patient care.
96.	XI.P.1 Demonstrate professional response(s) to ethical issues.
97.	A.1 Demonstrate critical thinking skills
98.	A.2 Reassure patients
99.	A.3 Demonstrate empathy for patients' concerns
100.	A.4 Demonstrate active listening
101.	A.5 Respect diversity

| 102. | A.6 | Recognize personal boundaries |
| 103. | A.7 | Demonstrate tactfulness |

*Embedded critical thinking

B. <u>Assessment Instruments</u>

1. laboratory products
2. return demonstration of administrative competencies
3. homework assignments
4. tests/quizzes
5. small-group assignments/large-group assignments
6. computer-assisted activities
7. student audio/video presentations
8. simulation/role playing.
9. Service Learning

Modes of Teaching and Learning

A. Lecture/discussion
B. Instructor demonstration
C. Student audio/video presentations
D. Laboratory exercises and practice
E. Small group work/large-group work
F. Computer-assisted instruction
G. Simulation/role playing.

Papers, Examinations, and other Assessment Instruments

A. Skills testing administrative competencies.
B. Chapter tests, quizzes, and final examination
C. Study Guide homework assignments.
D. Audio/video presentations
E. Service Learning
F. Other assignments and projects

VI. Grade Determinants

A. Tests/quizzes
B. Study Guide homework assignments

C. Labs/Classroom assignments
D. Final examination
E. Service-Learning Project

Given the goals and outcomes described above, list the primary formats, modes, and methods for teaching and learning that may be used in the course:

A. lecture/discussion
B. small-group work
C. computer-assisted instruction
D. guest speakers
E. laboratory
F. student oral presentations
G. simulation/role playing.
H. student collaboration

VIII. Texts and materials:

A. Textbook: *Kinn's the Medical Assistant, 14th edition*
   Author: Niedzwiecki, Brigitte, et al
   Publisher: Elsevier

B. Study Guide/Procedure Checklist Manual:

   Kinn's The Medical Assistant Study Guide and Procedure Checklist Manual, 14th edition
   Author: Niedzwiecki, Brigitte, et al
   Publisher: Elsevier

C. Computer Access Code: EHRGO (Electronic Health Record and Practice Management System
D. ICD-10-CM Coding Website
E. CPT Coding Manual
F. HCPCS Coding Manual/Website
G. Instructor prepared materials
H. Internet sources
I. Videos/DVDs/CDs

lX. Resources

A. Medical Assistant administrative laboratory

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B. Computer lab with software
C. Online office simulation program (Medisoft)
D. RVCC library resources
E. Various medical assistant internet sources
F. *CMA Today*, a monthly Medical Assistant journal
G. *AMT Events,* a quarterly Medical Assistant journal

X. Check One: ☐Honors Course ☐Honors Options ☒ N/A