Medical Office Administration

Policy Manual

Haywood Community College
Clyde, North Carolina

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Introduction

Haywood Community College is committed to academic excellence and a high standard of professional ethics in the training of medical office personnel. Medical Office personnel are multi-skilled health professionals who are an integral part of the team of healthcare professionals. Medical Office Administration (MOA) is a rapidly growing profession that provides a great opportunity for employment. It is a career that offers the personal satisfaction of knowing that patients receive quality and compassionate healthcare.

Medical Office Administration is an online program that prepares individuals for but is not limited to employment in medical and dental offices, hospitals, insurance companies, laboratories, medical supply companies and/or other healthcare-related organizations. The MOA program provides necessary resources and skills to ensure that the students are equipped for the changing requirements that are necessary for succeeding in the healthcare environment. These skills are developed from the following curriculum classes: introduction to computers; medical terminology; medical insurance and billing; professional interaction in healthcare; introduction to anatomy & physiology; administrative office procedures; word processing; electronic health records; medical legal issues; medical office simulation; procedural & diagnostic coding; drug therapy along with other classes that enhance the knowledge of our students.

Philosophy

The faculty of the Medical Office Administration program is committed to the philosophy and goals of Haywood Community College which seeks to take learning beyond the classroom by encouraging individuals to develop their abilities in collaboration, communication and critical thinking. The faculty concurs with the open-door admission policy; however, in light of the complexity of current health care and the academic standards of the MOA program, we endorse the need for selective admission to the program by requiring certain medical documentation and immunizations to enter certain courses in the program.

Program Objectives

The program is competency-based in cognitive, psychomotor and affective domains using critical thinking skills. The MOA program provides training for an entry-level career as an important member of the healthcare team. The MOA program emphasizes hands-on experience with administrative duties that allow the students to develops traits employers seek such as the ability to assume responsibility, make decisions, and work independently. Graduates may pursue career opportunities in the growing healthcare industry in physician offices, medical clinics, and other medical facilities. With experience, MOA professionals may advance to supervisory positions.

Program Outcomes

Program Outcomes for the Medical Office Administration Program

1. Demonstrate an understanding of the current health care reimbursement process.
2. Demonstrate an understanding of the current external forces that affect the health care system.
3. Demonstrate an understanding of the rules and regulations, as well as all compliance issues, that affect the health care industry.
4. Demonstrate an understanding of ethical implications applicable to work in the health care industry.
5. Demonstrate an understanding of professionalism, communication skills, and business etiquette required to function in a health care entity.
6. Demonstrate an understanding of customer service skills and quality improvement processes required to function in a health care entity.
7. Demonstrate an understanding of the usage of medical code sets within the health care industry.
8. Demonstrate efficiency in in the use of basic computer software including document processing, spreadsheet, database, publishing and presentation.
9. Demonstrate an understanding of the current health information technology and electronic processes.
10. Demonstrate an understanding of the human resource management skills that apply to the health care industry.
11. Demonstrate an understanding of the financial processes that are applicable to a health care entity.
12. Demonstrate an understanding of the work flow and related processes and staffing specific to a health care entity. (WBL 111)
13. Demonstrate an understanding of human anatomy and physiology and medical terminology.

Technical Standards for the Medical Office Administration Program

The Medical Office Administration curriculum prepares individuals for employment in medical and other health-care related offices. Students will learn administrative and support functions and develop skills applicable in medical environments. To effectively train Medical Office Administration professionals, the performance of certain functions is incorporated throughout the program. Faculty and students are required to demonstrate proficiency of these functions in the Medical Office Administration program. The essential functions include:

1. Critical Thinking: critical thinking ability sufficient to gather relevant information, interpret data, recognize problems, and use a process to make informed, independent decisions that show good judgment. For example, making a good decision about the best medical code needed on an insurance form after a patient has been treated.
2. Interpersonal Skills: interpersonal abilities sufficient to interact with co-workers and clients, function and contribute as part of a team, be accountable for self and others, and maintain appropriate hygiene for an office environment. For example, the ability to interact effectively with other members of a health care team.
3. Communication Skills: speak English, write English, listen and comprehend written and spoken words, and communicate information and ideas so others will understand. For example, the ability to communicate problems in completing a project with an instructor.
4. Mobility: mobility that is appropriate for an office or classroom setting is needed. For example, mobile enough to sit and stand repeatedly in an office setting.
5. Motor Skills: be able to sit for extended periods of time and manual dexterity is needed for computer work/keyboarding.
6. Hearing: hearing ability to hear sounds at a close range (within a few feet of the observer). For example, being able to hear and respond to co-workers and clients in a medical office setting.
7. Visual: visual ability to see with normal or corrected vision, tolerate working indoors in artificial light and the glare of computer screens. For example, the ability to look at a computer screen for long periods of time.
8. Tactile: ability to perform physical activities that require use of hands and arms. For example, possessing finger and manual dexterity necessary to manipulate computer and other office equipment.
9. Weight-Bearing: none.
10. Cognitive: cognitive ability to use logic and reason, attention to detail, and short-term and long-term memory skills. For example, the ability to remember a concept covered in a class in a previous week of a semester.

Additional Educational Outcomes

1. Prepare the student with skills needed to work in a medical facility by maintaining standards that govern safe practice for students, patients and the medical staff and meeting the needs of the communities of interest including students, graduates, faculty, sponsor administration, employers, physicians and the public.
2. Utilize knowledge of human anatomy and physiology and medical terminology.
3. Support humanistic and caring applications of scientific principles to safely initiate and complete actions necessary to accomplish the defined goals.
4. Demonstrate appropriate analysis of patient's and medical team's needs, and utilize appropriate problem-solving techniques to meet those needs.
5. Function as a team member within the parameters of established group dynamics and display appropriate professional behavior in interpersonal relationships.
6. Model commitment to professional growth, continuous learning, and self-development.

Administrative Duties

1. Greeting patients and family members
2. General computer applications/medical software use/electronic medical record data entry
3. Coding using ICD-10-CM/CPT/HCPCS manuals
4. Recording/ filing patient data
5. Maintaining patient charts in electronic medical records
6. Arranging hospital admissions/referrals
7. Requesting prior authorizations from insurance for procedures
8. Preparing medical insurance claims
9. Phone reception/scheduling appointments
10. Billing/preparing discharge statements/accounts receivable and payable
11. Record data in electronic medical record

Admission

Students are admitted to the medical office administration program once per year. However, the curriculum course sequence has been developed around students beginning with Fall Semester. Certain courses are only offered once a year. They are considered for admission only after all admission requirements have been completed. Admission criteria are as follows:

1. A completed Application for Admission form
2. Evidence of high school graduation or completion of GED certificate.
3. Official copies of high school and college transcripts
4. Satisfactory scores on the college placement test or satisfactory remediation of areas not meeting the threshold scores.
5. Students accepted into the Medical Office Administration Associate Degree program will have additional expenses for requirements associated with the course WBL-111 (Work-Based Learning). WBL-111 is generally taken during the student's final semester prior to graduation. Standard requirements for WBL-111 include having a medical form completed that includes all required immunizations, criminal background check, current TB skin test (they are good for one year), and drug screening performed. There may be additional requirements dependent upon the specific requirements of the work site.
6. Malpractice/liability insurance prior to taking WBL 111. The fee for this insurance is incorporated into the student's tuition and fees for both of the years enrolled.
7. An applicant may be denied continual enrollment in the MOA program for any of the following reasons:
   a. Physical or emotional health issues that indicate impairment in the ability to provide safe care to the public.
   b. Conduct not in accordance with the standards of a Medical Office Personnel and/or HCC:
      - Has given false information or has withheld material information
      - Has been convicted of or pleaded guilty or nolo contendere to any

crime which indicates that the individual is unfit to practice or that the individual has deceived or defrauded the public

- Uses any drug to a degree that interferes with his or her fitness to practice
- Engages in conduct which endangers the public health
- Positive CXR that documents active tuberculosis

c. Violation of any policies in the HCC Student Handbook

Progression

Academic Standing and Progression

At the end of each Medical Office Administration course for which a student is registered, he/she will receive a final grade. Instructors determine final grades using the following system in the Department of Health & Human Services:

1. The grading scale for the Department of Health & Human Services and Medical Office Administration program is as follows:

   A = 90-100
   B = 80-89
   C = 70-79
   D = 60-69
   F = Below 59

2. When calculating final grade point averages for each class, decimals, up to one place, will be carried until the final grade is calculated. When the final grade is calculated, the number will be rounded up to the nearest whole number if the tenths place is 0.5 or greater. For example, 87.5 will rounded up to 88, but tenths place less than 0.5 will not be rounded up, therefore an 87.4 would be 87.

3. Percentages for tests, assignments, projects, etc. used to calculate final grade point averages in each class are left up to the discretion of the individual instructor. Read your course syllabus.

4. All assignments/projects must be computer-generated. Hand-written assignments will not be accepted after the assigned due date and time. However, read your course syllabus, because class policies are left to the discretion of each instructor.

5. All graduates are required to have a minimum overall 2.0 grade point average.

6. ALL MED-prefix courses and OST-prefix courses in the Medical Office Administration programs require a grade of "C" or higher.

Evaluation

All faculty at Haywood Community College has academic freedom in their individual classroom, therefore policies may vary from instructor to instructor. Instructor policies are in each course syllabus.

Assignments, Homework and Projects

The program policy on assignments, homework and projects is that they be computer-generated. No handwritten ones will be accepted. All assignments, homework and projects will have a due date documented within MOODLE under "Schedule of Assignments".

Missed Work Policy

In order to better prepare you for the workplace expectations and/or next level of your educational journey, our department does not accept late work. Unless it is an extenuating circumstance, which includes hospital admission or death of an immediate family member, no consideration will be given. Upon notification and documentation provided by the student in a timely manner, the instructor will determine if the student will be allowed to submit the work late. Furthermore, work will NOT be accepted via e-mail unless stated by the instructor.

Rationale: *Medical Office Administration personnel must be timely in their work to provide quality care for their patients, and all documentation in the medical or financial record must be accurate and correct because they are legal records. Most facilities have converted from manual, written data to electronic medical records/billing systems. The student should develop excellent computer skills with attention to accuracy in their work*

Lecture

At the discretion of the instructor and as stated on each individual course syllabus and outline, the instructor will give routine feedback to the student on progression in the lecture component based upon exams. The number of exams should be equal to or greater than the course credits. No make-up exams will be given to an absent student. However, this policy is dependent upon the individual instructor. Read their syllabus. Cheating on a test will result in a grade of "0". Cell phones are not allowed for use during class or testing.

Professionalism

Professionalism as defined by the Webster Dictionary is the "conduct, aims or qualities that characterize a professional person". The Medical Office Administration student is expected to conduct himself/herself in a professional manner at all times. When addressing classmates, instructors, co-workers, and patients in the clinical area, appropriate title and surname are to be used unless office policy indicates otherwise.

A display of ill temper on the part of the Medical Office Administration student is inexcusable, even under trying conditions or situations. The student must remain in control of his/her emotions. The quality and tone of the voice should be quiet, pleasant, and assuring. Use of profane, obscene or inappropriate language or behavior will not be permitted at any time.

Technology Policy

Medical Office Administration courses use a Learning Management System (LMS) called Moodle. Supplemental electronic platforms which offer an interactive approach to learning may also be used. These enhance the learning and retention of the material by appealing to a variety of learning styles.

For assistance with Moodle and online class-related needs, students should contact HCC's Distance Learning Department at (828) 627-4619 or email: moodlehelp@haywood.edu. Distance Learning Staff is available during regular HCC business hours. (Note: The office is closed Fall Break, Spring Break and all-campus holidays.)

For issues with HCC's Web Advisor, Email login, or Office 365, students should contact the IT Help Desk at (828) 565-4009.

For technical issues related to the use supplemental electronic platforms, students must submit a ticket directly to the Tech Support for the platform. Without a support ticket, students will not be allowed to request additional time to complete any assignment(s) missed due to the technical issue. All such transactions should be documented. An extension will NOT be granted to any or all assignments.

Written Communication

All written communicate will need to be written in a professional manner and by using your HCC web address. The MOA instructors will not respond to inappropriate written communication which includes misspelled words, grammar errors and unprofessional conduct. We will make every effort to respond to your emails within two (2) business days which means we will not respond on weekends and/or holidays.

Extra Credit

Extra Credit may be offered at the discretion of the instructor. Students should not rely on extra credit to improve a below average or failing grade.

Grade Review Policy

There may be times when you question a grade that you have been given. Instructors are not infallible so if you have a question, you should definitely ask. If a student

questions a grade, the request for the instructor to review the grade must be submitted through email within two weeks of the posted due date for that assignment. After the two-week period the original grade will stand, regardless of the reason for the discrepancy.

Classroom or Online Behavior

Students should be prepared to listen during class lectures whether they are online using Zoom or in the classroom. Students should participate in the discussion with relevant comments and questions. Students who appear to be doing otherwise during the lecture will be warned once by the instructor. If the instructor has to speak to the student for a second time, the student will be asked to leave the class.

Use of Computers

When classes are held in a computer lab, students are expected to use the computers in class for class-related assignments and activities only. Students found using computers during class lecture or lab time for non-class related activities will be asked to leave the class and will be counted absent for that class period. Students are expected to be respectful of other students and the instructor and refrain from computer use during class lecture or at other times when the instructor is addressing the class.

Course Required Materials

Important Textbook Information: Students are expected to be prepared with their required materials (textbook/e-book, and electronic access codes) on the first day of class (available in the HCC Campus Bookstore). Assignments will not be extended or delayed due to book purchases from third party sellers.

Computer Access

Students are expected to have a proper computer with internet access (WiFi) for all MOA courses. Assignments will not be extended or delayed due the lack of internet access and/or computer issues.

Inclement Weather

HCC makes its decisions on inclement weather delays and closures independent of other school systems and organizations. For information on how to sign up for weather notifications, please refer to the Inclement Weather page https://www.haywood.edu/inclement-weather-and-delayed-schedule on our website.

Online Courses

Online courses are not subject to weather delays and closings unless otherwise noted by the instructor. Therefore, students are required to comply with the Schedule of Assignments for each course.

Requirements for Work Base Learning (WBL)

The Associate in Applied Science Degree in Medical Office Administration provides an option for the student to complete WBL-111 (Work-Based Learning) OR BUS-153 (Human Resource Management), generally in their last semester. As of the 2022-2023 Catalog Year, students will have the option to select WBL-111 or BUS-153.

WBL-111 is a course that provides a work-based learning experience with a college-approved employer in an area related to the student's program of study. Emphasis is placed on integrating classroom learning with related work experience. Upon completion, students should be able to evaluate career selection, demonstrate employability skills, and satisfactorily perform work-related competencies. Students are required to spend 160 hours during the semester at the employer site.

Students must be aware that the hours of operation at healthcare facilities are generally Monday through Friday, from 8:00 a.m. to 5:00 p.m. Students must be able to be present at the employer site during the normal operating hours of the facility. Evening hours and weekends are generally NOT an option for completing WBL-111. Students are expected to treat their WBL course as if it is a job. The course instructor will assist students with placement at the employer site. However, students will be required to provide the instructor with areas of interest, geographic preferences, and hours of availability to assist in the placement process. Students *may be required* to interview in person with the employer site as a condition of acceptance of the student at the site.

Students must meet and comply with all WBL employer site requirements *that may include but are not limited to*:
- Completion of a physical examination;
- Completion of required vaccinations and/or providing vaccination record(s);
- Completion of a drug screening;
- Completion of a criminal background check;
- Completion of a TB skin test;
- Completion of a Hepatitis B vaccine series.

Completion of these requirements is the financial responsibility of the student.

WBL-111 is graded as a Pass/Fail course. In order to pass the course, students must complete the following:

- Complete 160 hours at the WBL work site
- Complete and submit all documentation requirements through the Moodle course. The WBL-111 course in Moodle that will open on the first day of classes. The Moodle course will be used to submit required documentation and for communication purposes. Moodle will have a tab (and applicable submission links) for the following:
  - WBL Application and Resume
  - Measurable Learning Objectives
  - Timesheets
  - Site Visit (at the halfway point 80 hours)
  - Student Self Evaluation

Inclement Weather and Official Holidays for WBL

When the campus is closed for inclement weather and for official school holidays, students cannot attend WBL because the liability insurance is only effective when the college is open. In the event of the campus being closed due to inclement weather on a planned work day, students are responsibility for contacting their site supervisor to let them know they cannot attend. Students will be responsible for making up the time. For planning purposes, students should make their site supervisor aware of upcoming holidays in which they cannot work. Students are allowed, but not required, to work during Fall and Spring Breaks because the campus is not closed.

Student Illness/Injury

At no time and under no circumstances will Haywood Community College or the WBL site be responsible for any illness that the student may incur during the program or scheduled clerical experience. Each student is covered by a professional liability/malpractice insurance policy through the college while enrolled in the program which will cover injuries but not illnesses obtained during the program that are in the classroom or clerical experience. Students must have medical insurance or cash to pay for any medical illnesses that occur during the program.

Childcare

If the student has children, the student must have a back-up for child care when the child is sick or the child's school/daycare is closed. Arrangements should be made prior to beginning the WBL course.

HIPAA-Health Insurance Portability & Accountability Act

The student is educated on confidentiality at all times throughout the program in all classes. The student must follow HIPAA guidelines with regards to confidentiality. Failure to do so may result in dismissal from the program or clinical practicum site.

Social Media/Networks

The student should never post confidential information, names or pictures to any social media including, but not limited to Facebook, Twitter, or Instagram. The student should never make derogatory remarks about classmates, instructors, the college and WBL sites on any social media platform. A student who violates this policy may be removed from the program immediately. Cell phones are not allowed at the WBL site!

Medical Office Administration Policy Manual
Signature Form

I have read, understand, and agree to abide by the Haywood Community College Medical Office Administration policies explained in the policy manual.

Type your name in the section indicated as "Student". An electronic signature is considered a valid signature. Sign this page, save the document, and return this page to the Medical Office Administration Advisor.

X _____

Student

X _____

Medical Office Administration Instructor