

**JAMESTOWN COMMUNITY COLLEGE**  
**State University of New York**

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**Master Course Syllabus**

**Course Title:** Medical Office Procedures

**Course Abbreviation and Number:** MOT 1420

**Credit Hours:** 3                      **Division:** SSBU                      **Course Type:** Lecture

**Course Description:** Students will learn procedures to become effective in the administrative duties necessary in today's state-of-the-art medical office. Students will examine medical records management, filing procedures, medicolegal communications, appointment scheduling, telephone procedures, insurance form completion, medical coding, medical transcription, and financial recordkeeping.

Eligibility: ENG 1510.

**Course Attributes:** C,E

(C=Career, E=Elective, H=Humanities, L=Liberal Arts & Sciences, N=Mathematics/Sciences, S=Social Sciences; VEDP=Values, Ethics & Diverse Perspectives)  
4-letter codes represent SUNY General Education Courses, please see below to determine which SUNY General Education requirement(s) is met.

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**Student Learning Outcomes:**

1. Describe the tasks and skills required of an administrative medical assistant.
2. Define medical ethics, bioethics, and etiquette.
3. Discuss the legal responsibilities of physicians.
4. Discuss issues of patient confidentiality and computer security.
5. Discuss the major methods for scheduling appointments.
6. Compare alphabetic, numeric, and subject filing systems.
7. State the importance of good written communication and telephone communication skills.
8. Transcribe medical data dictated by a physician, while applying guidelines for punctuation, capitalization, and the use of standard medical abbreviations, and symbols.
9. Define medical insurance and coding terms.
10. Describe the different types of billing options used by medical practices for billing patients.
11. Explain the process of diagnostic and procedural coding and discuss coding compliance.

**Additional Student Learning Outcomes that meet SUNY General Education Requirements:**

Does this course meet a SUNY General Education requirement(s)?  Yes                       No

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**Topical Outline:**

- The Administrative Medical Assistant
- Medical Ethics, Law, and Compliance
- Computer Usage in the Medical Office
- Telephone Procedures and Scheduling
- Records Management
- Written Communications
- Patient Medical Records
- Insurance and Coding
- Billing, Reimbursement, and Collections
- Medical Transcription
- Practice Finances
- Office Management

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**Signatures and Dates:**

**Discipline Director:** Jeanne L. Johnston

**Date:** 10/28/09

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*Please type, or write, in your name and date and forward via email to your assistant dean and academic affairs assistant.*

**Assistant Dean:** 

**Date:** 11/3/2009

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*Please type, or write, in your name and date and forward via email to the assistant to the dean of academic affairs.*

**Academic Affairs:** CR

**Date:** 11/3/2009

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**Effective Date:** Fall 2009