



ADMINISTRATIVE MEDICAL ASSISTANT

PROFESSOR

Summer has a Bachelor of Science in Nursing and a Master of Business Administration with a specialization in Healthcare Administration from Cleveland State University. Summer has 15 years of professional experience which include critical care nursing, medical surgical nursing, staff development, teaching, and management. The management experience included supervising the daily operations of a 27-bed facility while also overseeing an expansion of the facility. In her spare time, she is actively involved in church and fitness.

She also enjoys teaching focusing on motivation and assisting individuals with achieving a healthy lifestyle.

CONTACT INFORMATION

E-mail: shaggins@lakewood.edu

Cell Phone: 800-517-0857 X 746

ONLINE SUPPORT (IT) AND MOODLE NAVIGATION:

All members of the Lakewood University community who use the University's computing, information or communication resources must act responsibly. Support is accessible by calling 1-800-517-0857 option 2 or by emailing info@lakewood.edu

BOOKS AND RESOURCES

Kinn's the Administrative Medical Assistant: An Applied Learning Approach, 13 edition (June 7, 2016); Saunders

EVALUATION METHOD

Graded work will receive a numeric score reflecting the quality of performance.

Course Requirement Summary

- Assignments - Total of 90 Points
- Weekly discussion forums-Total of 90 Points
- Lesson Test – 120 Points
- Final Exam - 50 Points

GRADING SCALE

Graded work will receive a numeric score reflecting the quality of performance as given above in evaluation methods. The maximum number of points a student may earn is 350. To determine the final grade, the student's earned points are divided by 350.

Your overall course grade will be determined according to the following scale:

A = (90% -100%)
B = (80% - 89%)
C = (70% - 79%)
D = (60% - 69%)
F < (Below 60%)

ACADEMIC INTEGRITY/ PLAGIARISM:

Cheating (dishonestly taking the knowledge of another person whether on a test or an assignment and presenting it as your work) and plagiarism (to take and pass off as one's own the ideas or writing of another) are a serious issue. While it is legitimate to talk to others about your assignments and incorporate suggestions, do not let others "write" your assignments in the name of peer review or "borrow" sections or whole assignments written by others. We do get ideas from life experiences and what we read but be careful that you interpret these ideas and make them your own.

I am aware that many types of assignments are available on the internet and will check these sources when there is legitimate suspicion.

Penalty is a zero on the assignment. In cases where there is a major or continuous breach of trust, further discipline, such as an "F" in the course, may be necessary.

The major consequence of any form of cheating is damage to your character and the result of trust and respect.

DISABILITY ACCOMMODATIONS

Students who have a disability and wish to request an academic accommodation should contact Jim Gepperth, the Disabilities Services Coordinator and Academic Dean. The student can request an accommodation at any time although it is encouraged to do so early in the enrollment process. The student should complete an accommodation request form which begins a conversation between the school and the student regarding the nature of their disability and an accommodation that would help the student succeed in their program. The school may request documentation regarding the disability to address the accommodation request effectively. The school will communicate to the student the type of accommodation arranged. This process typically follows a team approach, bringing together persons from the academic department (including the instructor) and personnel from other departments as necessary. Additional information on disability accommodations may be found in the Lakewood University Catalog.

Disability Services Email: disabilityservices@lakewood.edu

SUPPLEMENTAL TEXTS

You can use the following resources to assist you with proper source citation.

American Psychological Association Style Guide- https://www.mylakewoodu.com/pluginfile.php/118179/mod_resource/content/1/APA%20Style%20Guide%207th%20edition.pdf

The Purdue OWL website is also a helpful resource for students. Here is a link to the OWL website: https://owl.purdue.edu/owl/research_and_citation/apa_style/apa_formatting_and_style_guide/general_format.html

LIBRARY

Mary O'Dell is the Librarian on staff at Lakewood University

She is available by appointment. You can make an appointment with her by emailing her at modell@lakewood.edu or call at 1-800-517-0857 X 730

You may also schedule a meeting at this link: <https://my.setmore.com/calendar#monthly/r3a761583354923270/01032020>

She can assist you with navigating LIRN, research, citations etc.

SUPPORT

Each student at Lakewood University is assigned a Success Coach. Your Success Coach exists to assist you with academic and supportive services as you navigate your program. They will reach out to you, often, to check-in. Please use the resources they offer.

Student Services is available to assist with technical questions regarding Lakewood University and all services available to you.

1-800-517-0857 option 2
info@lakewood.edu
studentservices@lakewood.edu

CAREER SERVICES

Students are offered Career Services at any point as they journey their academics at Lakewood University.

1-800-517-0857 option 2
careerservices@lakewood.edu

LESSONS

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE
Lesson #1	<ul style="list-style-type: none">Competency-Based Education and the Medical Assistant StudentThe Medical Assistant and the Healthcare Team	Read Chapters 1 & 2 Forum 1 – Introductions/ The New Medical Assistant **Online Library** Lesson Evaluation	Complete all activities and tests in leeson
Lesson #2	<ul style="list-style-type: none">Professional Behavior in the WorkplaceTherapeutic Communication	Read Chapters 3 & 4 Forum 2 – Professional Grooming in the Workplace Lesson 2 Test Lesson Evaluation	Complete all activities and tests in leeson
Lesson #3	<ul style="list-style-type: none">Patient EducationMedicine and Law	Read Chapters: Chapters 5 & 6 Assignment 1 – An Ethical Issue Lesson Evaluation	Complete all activities and tests in leeson
Lesson #4	<ul style="list-style-type: none">Medicine and Ethics		Complete all activities and tests in leeson

- Technology and Written Communication in the Medical Office
- Read Chapters 7 & 8
Forum 3 – Mrs. Smith
Lesson 4 Test
Lesson Evaluation

TITLE
Lesson #5

COURSE TOPIC

READINGS/ASSIGNMENTS

DUE
Complete all activities and tests in leeson

OBJECTIVES
Objective 4

- Telephone Techniques
 - Scheduling Appointments and Patient Processing
- Read Chapter 9 & 10
Forum 4 – HIPAA Regulations
Assignment 2 – Scheduling Appointments
Lesson Evaluation

TITLE
Lesson #6

COURSE TOPIC

READINGS/ASSIGNMENTS

DUE
Complete all activities and tests in leeson

- Daily Operations in the Ambulatory Care Setting
- Read Chapters 11 & 12
Forum 5 – Interacting with Patients
Lesson 6 Test
Lesson Evaluation

TITLE
Lesson #7

COURSE TOPIC

READINGS/ASSIGNMENTS

DUE
Complete all activities and tests in leeson

- Administrative Pharmacology Applications
 - Basics of Diagnostic Coding
- Read Chapters 13 & 14
Assignment 3 – The Paper Medical Record
Forum 6 – Equipment in the Office
Lesson Evaluation

TITLE
Lesson #8

COURSE TOPIC

READINGS/ASSIGNMENTS

DUE
Complete all activities and tests in leeson

- Basics of Procedural Coding
 - Basics of Health Insurance
- Read Chapters 15 & 16
Forum 7 – The Electronic Health Record
Lesson 8 Test
Lesson Evaluation

TITLE
Lesson #9

COURSE TOPIC

READINGS/ASSIGNMENTS

DUE
Complete all activities and tests in leeson

- Medical Billing and Reimbursement
 - Patient Accounts, Collections, and Practice Management
- Read Chapters 17 & 18
Assignment 4 – Patient Privacy and Office Coding
Lesson Evaluation

TITLE
Lesson #10

COURSE TOPIC

READINGS/ASSIGNMENTS

DUE
Complete all activities and tests in leeson

- Banking Services and Procedures
 - Supervision and Human Resource Management
- Read Chapters 19 & 20
Forum 8 – Updating the CPT
Lesson 10 Test
Lesson Evaluation

TITLE
Lesson #11

COURSE TOPIC

READINGS/ASSIGNMENTS

DUE
Complete all activities and tests in leeson

- Medical Practice Marketing and Customer Service
 - Safety and Emergency Practices
- Read Chapters 21 & 22
Assignment 5 – The Insurance Claim Form Lesson Evaluation

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE
Lesson #12	<ul style="list-style-type: none"> Career Development and Life Skills 	Read Chapter 23 Forum 8- Bookkeeping in Medical Offices Lesson 12 Test Lesson Evaluation	Complete all activities and tests in leeson

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE
Lesson #13	<ul style="list-style-type: none"> Interview with a Medical Assistant 	Final Project Part 1 – Interview with a Medical Assistant Lesson Evaluation	Complete all activities and tests in leeson

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE
Lesson #14	<ul style="list-style-type: none"> Your Future in Medical Assisting 	Final Project Part 2 – Future in Medical Assisting Lesson Evaluation	Complete all activities and tests in leeson

TITLE	COURSE TOPIC	READINGS/ASSIGNMENTS	DUE
Lesson #15		Your Future in Medical Assisting	Complete all activities and tests in leeson

TITLE	COURSE TOPIC	DUE
Lesson #16	Your Future in Medical Assisting	Complete all activities and tests in lessons

DESCRIPTION

Medical professionals are one of the most in-demand and valuable members of society. This course introduces you to the subject of Administrative Medical Assisting. For those interested in working with doctors and nurses in either a hospital or private practice, this course provides a detailed overview of basic principles needed to qualify for entry-level positions as an administrative medical assistant.

Program Objectives

1. Discuss daily activities of an Administrative Medical Assistant
2. Demonstrate professional communication in the medical workplace
3. Identify ethical issues related to Administrative Medical Assisting
4. Awareness of HIPAA and other patient privacy regulations and guidelines
5. Engage in proper professional relationships with patients and clients
6. Demonstrate ability to navigate medical records and office equipment
7. Familiar with CPT Coding changes and updates
8. Familiar with insurance claims forms
9. Demonstrate ability to engage in proper bookkeeping practices

OBJECTIVES

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6. **Demonstrate ability to navigate medical records and office equipment**
7. **Familiar with CPT Coding changes and updates**
8. **Familiar with insurance claims forms**
9. **Demonstrate ability to engage in proper bookkeeping practices**