

Washtenaw Community College Comprehensive Report

MBC 223 Medical Office Procedures Effective Term: Fall 2025

Course Cover

College: Health Sciences

Division: Health Sciences

Department: Health Science

Discipline: Medical Billing and Coding

Course Number: 223

Org Number: 15950

Full Course Title: Medical Office Procedures

Transcript Title: Medical Office Procedures

Is Consultation with other department(s) required: No

Publish in the Following: College Catalog , Time Schedule , Web Page

Reason for Submission: Course Change

Change Information:

Consultation with all departments affected by this course is required.

Course description

Pre-requisite, co-requisite, or enrollment restrictions

Outcomes/Assessment

Rationale: Update Prereq for BIO 102. BIO 102 is now acceptable as an anatomy and physiology prereq for MBC Program courses.

Proposed Start Semester: Fall 2025

Course Description: In this course, students will be introduced to the professional characteristics of legal and ethical standards for the medical assistant. Using medical administrative software, students simulate situations where they input patient information, schedule appointments and handle billing. This course addresses front office administrative skills necessary for the medical assistant.

Course Credit Hours

Variable hours: No

Credits: 3

Lecture Hours: Instructor: 45 Student: 45

Lab: Instructor: 15 Student: 15

Clinical: Instructor: 0 Student: 0

Total Contact Hours: Instructor: 60 Student: 60

Repeatable for Credit: NO

Grading Methods: Letter Grades

Audit

Are lectures, labs, or clinicals offered as separate sections?: NO (same sections)

College-Level Reading and Writing

College-level Reading & Writing

College-Level Math

Requisites

Prerequisite

BIO 102 minimum grade "C"

or

Prerequisite

BIO 109 minimum grade "C"

or

Prerequisite

BIO 111 minimum grade "C"

and

Prerequisite

HSC 124 minimum grade "C"

General Education

General Education Area 7 - Computer and Information Literacy

Assoc in Arts - Comp Lit

Assoc in Applied Sci - Comp Lit

Assoc in Science - Comp Lit

Request Course Transfer

Proposed For:

Student Learning Outcomes

1. Recognize the role of the administrative medical assistant in the medical office.

Assessment 1

Assessment Tool: Outcome-related exam questions

Assessment Date: Winter 2021

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Answer key

Standard of success to be used for this assessment: 75% of students will score 75% or higher.

Who will score and analyze the data: Departmental faculty

2. Identify key elements of a complete patient record, including chart notes.

Assessment 1

Assessment Tool: Outcome-related exam questions

Assessment Date: Winter 2021

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Answer key

Standard of success to be used for this assessment: 75% of students will score 75% or higher.

Who will score and analyze the data: Departmental faculty

3. Recognize and apply insurance terminology and reimbursement methods/policies to medical office problems.

Assessment 1

Assessment Tool: Outcome-related exam questions

Assessment Date: Winter 2021

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Answer key

Standard of success to be used for this assessment: 75% of students will score 75% or higher.

Who will score and analyze the data: Departmental faculty

Course Objectives

1. Identify qualifications and skills necessary to the profession of medical office assisting.
2. Schedule appointments in the medical office for the physician and other health professionals for the speed and efficiency of both the patient and professional.
3. Discuss the importance of reimbursement in the practice of medicine.
4. Define ethics, American Medical Association (AMA) Code of Ethics, and American Medical Athletic Association (AAMA) Code of Ethics.
5. Recognize the differences between the AMA Code of Ethics and the AAMA Code of Ethics.
6. Prepare a medical record according to guidelines.
7. Define confidentiality and right to privacy as they relate to medical records, including HIPAA and Health Information Technology (HITECH).
8. Describe the computer/electronic medical record (EMR).
9. Demonstrate acceptable methods of communicating with patients in person, by telephone, and electronically.
10. Demonstrate acceptable methods of communicating with patients' families in person, by telephone, and electronically.
11. Demonstrate acceptable methods of communicating with co-workers in person, by telephone, and electronically.

New Resources for Course

No additional materials at this time.

Course Textbooks/Resources

Textbooks
Manuals
Periodicals
Software

Equipment/Facilities

Level III classroom
Computer workstations/lab

<u>Reviewer</u>	<u>Action</u>	<u>Date</u>
Faculty Preparer: <i>Kiela Samuels</i>	<i>Faculty Preparer</i>	<i>Jan 22, 2025</i>
Department Chair/Area Director: <i>Valerie Greaves</i>	<i>Recommend Approval</i>	<i>Jan 27, 2025</i>
Dean: <i>Shari Lambert</i>	<i>Recommend Approval</i>	<i>Jan 28, 2025</i>
Curriculum Committee Chair: <i>Randy Van Wagnen</i>	<i>Recommend Approval</i>	<i>Apr 08, 2025</i>
Assessment Committee Chair: <i>Jessica Hale</i>	<i>Recommend Approval</i>	<i>Apr 13, 2025</i>
Vice President for Instruction: <i>Brandon Tucker</i>	<i>Approve</i>	<i>Apr 15, 2025</i>

Washtenaw Community College Comprehensive Report

MBC 223 Medical Office Procedures Effective Term: Winter 2020

Course Cover

Division: Health Sciences

Department: Health Science

Discipline: Medical Billing and Coding

Course Number: 223

Org Number: 15900

Full Course Title: Medical Office Procedures

Transcript Title: Medical Office Procedures

Is Consultation with other department(s) required: No

Publish in the Following: College Catalog , Time Schedule , Web Page

Reason for Submission:

Change Information:

Other:

Rationale: Updated based on assessment results.

Proposed Start Semester: Fall 2019

Course Description: In this course, students are introduced to the professional characteristics of legal and ethical standards for the medical assistant. Using medical administrative software, students simulate situations where they input patient information, schedule appointments and handle billing. This course addresses front office administrative skills necessary for the medical assistant.

Course Credit Hours

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Prerequisite

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and

Prerequisite

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General Education**General Education Area 7 - Computer and Information Literacy**

Assoc in Arts - Comp Lit

Assoc in Applied Sci - Comp Lit

Assoc in Science - Comp Lit

Request Course Transfer**Proposed For:****Student Learning Outcomes**

1. Recognize the role of the administrative medical assistant in the medical office.

Assessment 1

Assessment Tool: Exam

Assessment Date: Winter 2021

Assessment Cycle: Every Three Years

Course section(s)/other population: All sections

Number students to be assessed: All students

How the assessment will be scored: Answer Key

Standard of success to be used for this assessment: 75% of students will score 75% or higher.

Who will score and analyze the data: Departmental Faculty

2. Identify key elements of a complete patient record, including chart notes.

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New Resources for Course

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Course Textbooks/Resources

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Manuals
Periodicals
Software

Equipment/Facilities

Level III classroom
Computer workstations/lab

<u>Reviewer</u>	<u>Action</u>	<u>Date</u>
Faculty Preparer: <i>Theresa Bucy</i>	<i>Faculty Preparer</i>	<i>Apr 16, 2019</i>
Department Chair/Area Director: <i>Rene Stark</i>	<i>Recommend Approval</i>	<i>Apr 22, 2019</i>
Dean: <i>Valerie Greaves</i>	<i>Recommend Approval</i>	<i>Apr 23, 2019</i>
Curriculum Committee Chair: <i>Lisa Veasey</i>	<i>Recommend Approval</i>	<i>Jun 04, 2019</i>
Assessment Committee Chair: <i>Shawn Deron</i>	<i>Recommend Approval</i>	<i>Jun 07, 2019</i>
Vice President for Instruction: <i>Kimberly Hurns</i>	<i>Approve</i>	<i>Jun 10, 2019</i>