I. COURSE TITLE
Information Processing in Offices of Medical Service

Course Number
OMSY 2240

Credits
Three (3)

II. COURSE DESCRIPTION:
Discussion of terminology of a legal nature and ethical aspects related to the processing of information in medical service offices. Analysis of the impact of state and federal laws that regulate health services in Puerto Rico. Practice of procedures to prepare and process documents that are used in health service offices. Prerequisite: OMSY 1102. 3 credits

This course will be offered as a Distance Learning Course.

III. OBJECTIVES:

1. Analyze the responsibilities and attributes necessary in administrative assistants offering services in medical offices.

2. Analyze the ethical and legal principles concerning the administration of medical offices.

3. Apply the skills necessary in managing documents to effectively carry out her/his duties in any position concerning the processing of information in the medical office.

4. Evaluate the most effective practices to increase the productivity of medical documents.

5. Analyze the impact of the new technologies while following through on daily tasks in the medical office.

6. Demonstrate fundamental habits and attitudes in the work setting, such as responsibility, cooperation and desirable human relations.
IV. COURSE CONTENTS:

Topics:

Unit 1
The career of the administrative medical assistant
Tasks
Technical and Interpersonal skills
Personal attributes
Job opportunities
Ethical and legal responsibilities of the administrative assistant in the medical office
HIPAA
Medical ethics
Medical practice
Information confidentiality and Privacy

Unit 2 – Simulations
Introduction – Investigation in medical offices of the community concerning procedures such as: attending and receiving patients, documents in the medical record, organization of the medical record, diversity of documents used in managing the medical record.

Simulation – Reception and registration of new patients
Simulation – Preparation of the patient’s medical record
Simulation – Use of coding books for diagnostics and procedures
Simulation – Medicare, Medicaid and the patient’s medical record
Simulation – Complete a medical insurance claim form
Simulation – Use of the CPT codes
Simulation – Closing of the workday.

V. SUGGESTED ACTIVITIES:

The following activities and strategies are recommended for the development of the course, among others:

A. Teamwork
B. Exercise production
C. Web searches
D. Visits to medical offices in the community
E. Use of the open lab
F. assignments
G. Others as: portfolio preparation, reading online articles concerning related topics, preparation of a procedures manual.
VI. EVALUATION

The following books are recommended as references for the development of the course. Each campus will use the bibliographic resources available and will maintain them up-to-date.

Simulations 60%
Theory Tests 20%
Miscellaneous 20%
(assignments, visits, cases, web search, interviews, others)

Total 100%

VII. SPECIAL NOTES

A. Special Accommodations

Students who require special accommodations must request these services at the beginning of the course as soon as they notice that they need help. Students can access this service with Professor Jose Rodriguez, Coordinator of Students with Special Needs at the Guidance and Counseling Office on the first floor at Metro’s Student Center.

B. Plagiarism

Plagiarism, dishonesty, fraud and any other type of manipulation or inappropriate behavior related with academic performance are unacceptable in our institution. Disciplinary actions will be taken on students found guilty of such practice as established in Chapter V, Article 1, Section B.2 of the Student’s Rules and Regulations handbook.


Inter American University has very strict regulations regarding plagiarism (using the ideas or words of others without giving proper credit), so it is important that you specifically read Chapter 5, Article 1, Section B.2c of the Student’ Rules and Regulations Handbook. This section clearly explains what plagiarism is. In addition, it explains the types of sanctions students are exposed to when they commit it.

C. Use of Electronic Devices

Cellular (mobile) telephones and any other electronic device that could interrupt the teaching-learning process or disrupt a milieu favorable for academic excellence will be deactivated. Critical situations will be dealt with in an
appropriate manner. The use of electronic devices that permit the accessing, storing or sending of data during tests or examinations is prohibited.

VIII. EDUCATIONAL RESOURCES

Suggested text

Computers in the Medical Office. 7th. ed. (2010)
Author: Susan M. Sanderson.
McGraw Hill.

Material prepared by the professor.

Reference Material:

1. ICD and CPT (Manuals for diagnostic and procedures coding)
2. Manuals and forms used in medical insurance companies
3. Medical terminology dictionaries
5. Models of different printed forms used in health insurance companies.
6. PowerPoint Presentations

Other electronic references

7. ICD and CPT Manuals
   http://www.icd9cm.chrisendres.com/
   http://icd9coding.com/

8. Online medical terminology
   http://cancerweb.ncl.ac.uk/omd/

   https://www.medicalcardsystem.com/MCMSMCSEn08/Home.aspx

10. Other resources:
    U.S. Department of Health & Human Services (HHS.gov)
    U. S. Department of Health & Human Services, Office of the Assistant
IX. BIBLIOGRAPHY

Each Campus will keep up-to-date bibliographic references. The student may use the books by interlibrary loans. The following are other suggested bibliographic references that may be used for this course:

ISBN 978 1416056683

ISBN 9780073401980

ISBN 9781437722567

ISBN 978 0073402017

Rev. dec 2011