



Wayne County Community College District

COURSE SYLLABUS

MOS 120 Medical Office Management

CREDIT HOURS: 3.00

CONTACT HOURS: 45.00

COURSE DESCRIPTION: This course provides an in-depth look and examination of the role and functions of a Medical Office Specialist in today's Health Care settings. Topics include customer service skills, medical report preparation, data management, appointment system management, and other similar medical office systems tasks.

PREREQUISITES: ALH 110, BUS 225

EXPECTED COMPETENCIES:

Upon completion of this course, the student will be familiar with:

- Describe the professional image of the medical office specialist.
- Describe the elements of good interpersonal relationships with patients and others within the office.
- Discuss the major methods for scheduling appointments and the guidelines for determining in what order patients should be seen by the physician.
- Describe the telephone skills needed to properly handle incoming calls.
- Discuss the types of appointments that may be scheduled out of the office and the patient information required for each type.
- Compare alphabetic, numeric, and subject filing systems.
- Explain the process of diagnostic and procedural coding and discuss coding compliance.
- List the different types of insurance carriers, both in the private sector and government-sponsored plans.
- Discuss the difference between a participating and nonparticipating provider and the methods used by insurance companies to determine how much a provider is paid.
- Describe the different types of billing options used by medical practices for billing patients.
- State the importance of good written communication skills to the medical office specialist.

ASSESSMENT METHODS:

Student performance may be assessed by examination, quizzes, case studies, oral conversation, group discussion, oral presentations. The instructor reserves the option to employ one or more of these assessment methods during the course.

GRADING SCALE:

90%-100% = A
80%-89.9% = B
70%-79.9% = C
60%-69.9% = D
<60% = E