SOUTHWEST TECH
SOUTHWEST TECHNICAL COLLEGE

TEMA 1020 - Medical Office I (2 Credits)

Course Description

The Medical Office I course introduces administrative and general duties in a medical office. These duties include appointment scheduling, records management, electronic health records use and management, written communications, health insurance, office equipment and management, as well as telephone procedures. This course will provide hands-on practice of administrative skills and competency-based examinations.

Course Objectives

- Demonstrate professionalism and responsibilities of the medical assistant through written, verbal, and electronic communication.
- Describe the administrative functions of a medical office.
- Demonstrate correct documentation in a medical record.
- Define types of information contained in a patient's medical record.

Course Outline

- Telephone and Written Communications
- Office Environment
- Scheduling Appointments
- Medical Record and Documentation

Assignments and Assessments

Welcome
Orientation
Syllabus and Course Agreement
Course Timeline
Read: Chapter 19 Telephone Communications
PowerPoints: Chapter 19 Telephone Communications
Telephone Communications Concept Check
Check Your Understanding: Chapter 19 Telephone Communications
Skill - Phone Calls Video
Skill Reflection 1 - Demonstrate Professional Telephone Techniques
Skill Reflection 1 - Document Telephone Messages Accurately
Skill Reflection 1 - Telephone a Patient with Test Results
Skill Reflection 2 - Demonstrate Professional Telephone Techniques
Skill Reflection 2 - Document Telephone Messages Accurately
Skill Reflection 2 - Telephone a Patient with Test Results
Skill Reflection 3 - Demonstrate Professional Telephone Techniques
Skill Reflection 3 - Document Telephone Messages Accurately
Skill Reflection 3 - Telephone a Patient with Test Results
Demonstrate Professional Telephone Techniques Pass-off
Document Telephone Messages Accurately Pass-off
Telephone a Patient with Test Results Pass-off
Learning Lab: Telecommunications (Chapter 19 Telephone Communications)
Video Quiz: Telephone Personality (Chapter 19 Telephone Communications)
Quiz: Chapter 19 Telephone Communications
Develop a Current List of Community Resources Related to Patients' Health Care Needs
Flashcards: Chapter 19 Telephone Communications
Telephone Communications Exam - Requires Respondus LockDown Browser + Webcam
Read: Chapter 20 Written Communications
PowerPoints: Chapter 20 Written Communications
Written Communications Concept Check
Skill - Compose Professional Correspondence Utilizing Electronic Technology Video
Skill Reflection 1 - Compose Professional Correspondence Utilizing Electronic Technology
Skill Reflection 2 - Compose Professional Correspondence Utilizing Electronic Technology
Skill Reflection 3 - Compose Professional Correspondence Utilizing Electronic Technology
Compose Professional Correspondence Utilizing Electronic Technology Pass-off
Check Your Understanding: Chapter 20 Written Communications

Case Study: Responding to a Request for a Consultation (Chapter 20 Written Communications)
Quiz: Chapter 20 Written Communications
Business worksheet
Flashcards: Chapter 20 Written Communications
Written Communications Exam - Requires Respondus LockDown Browser+ Webcam
Check point meeting- Module 1
Read: Chapter 21 The Office Environment
PowerPoints: Chapter 21 The Office Environment
The Office Environment Concept Check
MOSS 21.0 Training: Navigating Menu Systems
MOSS 21.1 Training: Logging In, Changing Your Password, and Logging Out
Perform an Inventory of Equipment and Supplies with Documentation
Check Your Understanding: Chapter 21 The Office Environment
MOSS 21.1 Assessment: Logging In, Changing Your Password, and Logging Out
Learning Lab: Written Communications, Computers, and Office Equipment (Chapter 21 The Office Environment)
Video Quiz: Ergonomics (Chapter 21 The Office Environment)
Use Proper Ergonomics
Perform Routine Maintenance of Administrative or Clinical Eauipment
Quiz: Chapter 21 The Office Environment
Flashcards: Chapter 21 The Office Environment
The Office Environment, Computers, and Equipment Exam - Requires Respondus LockDown Browser+ Webcam
Check point meeting- Module 2
Read: Chapter 22 Scheduling Appointments and Receiving Patients
PowerPoints: Chapter 22 Scheduling Appointments and Receiving Patients
Scheduling and Receiving Patients Concept Check
Patient Registration Video
MOSS 22.1 Training: Entering New Patient Demographics (Alvarez)
MOSS 22.2 Training: Entering New Patient Demographics (Bachmayer)
MOSS 22.3 Training: Entering New Patient Demographics (Lindgren)
MOSS 22.4 Training: Entering New Patient Demographics (Johnsson)
MOS 22.5 Training: Updating Established Patient Demographics (Blomquist)
MOSS 22.6 Training: Updating Established Patient Demographics (Costa)
MOSS 22.7 Training: Generating an Appointment Reference Sheet
MOSS 22.8 Training: Scheduling a New Patient Appointment

Subject to change. Please consult your Canvas course for the most current instructions and updates.

Classroom Hours

Mo, Tu, W, Th, Fr
8:00 AM - 11:00 AM

For a full list of course hours visit: [Course Schedule](#)

Instructor Contact Information

Dusty Hunter — dhunter@stech.edu
Ashlyn Ogden — aogden@stech.edu

Office Hours: By appointment

Email is the preferred method of communication; you will receive a response within 24 hours during regular business hours.

Canvas Information

Canvas is the where course content, grades, and communication will reside for this course.

- stech.instructure.com
- For Canvas passwords or any other computer-related technical support contact Student Services.
- For regular Hours and Weekdays call (435) 586 - 2899.
- For after Hours & Weekends call (435) 865 - 3929 (Leave a message if no response).

Course Policies

Policies- Students must adhere to the Program Safety, Work Ethic, and Dress Code as outlined in the Medical Office Receptionist Policies & Orientation. Students are expected to complete coursework according to the scheduled amount of hours designated for the course. Progress is calculated by the number of scheduled hours versus the number of module hours signed off in Northstar. A course timeline will be provided to help you track this progress. You and an instructor will review this during a required weekly video meeting. All students in the program must stay on task and maintain a minimum 67% progress. Failure to meet these requirements shall result in the student completing an Academic Intervention Plan with the Medical Office Receptionist program leadership team and possibly academic warning, probation, and withdrawal from the program if not brought up by the end of each quarter. If you do not have a schedule for ten (10) consecutive scheduled days, you will be withdrawn from Southwest Tech. Excessive cell phone use can hinder progress.
Grading- Each assignment is awarded points according to how well the submission follows the assignment's requirements. Written submissions are graded according to the college writing guidelines. Students must have a minimum of 80% on each module to pass off the module and all modules must be passed off before students are allowed to sign up for the next class. Some assignments may be submitted more than once. If that is the case the assignment will clearly state this. At the end of each module, students are asked to submit a "Module Checkpoint Meeting" showing that they have completed all module requirements.

High School Power School Grades: Quarter student grades will be determined by student progress percentage. Faculty will use the higher percentage of either 1) quarter progress, or 2) cumulative progress for the current training plan year. The progress percentage will be used with the grading scale to determine the minimum grade. High School Grade Scale: The following grading scale will be used to determine a letter grade from the progress percentage:

- A : 94 - 100%
- A- : 90 - 93%
- B+ : 87 - 89%
- B : 83 - 86%
- B- : 80 - 82%
- C+ : 77 - 79%
- C : 73 - 76%
- C- : 70 - 72%
- D+ : 67 - 69%
- D : 63 - 66%
- D- : 60 - 62%
- F : 0 - 59%

Additional Information

InformaCast Statement: Southwest Tech uses InformaCast to ensure the safety and well-being of our students. In times of emergency, such as weather closures and delays, this app allows us to promptly deliver notifications directly to your mobile devices. To stay informed and receive real-time updates, we encourage all students to sign up for notifications. Your safety is our priority, and staying connected ensures a swift response to any unforeseen circumstances. More information and directions for signing up are available at: https://stech.edu/emergency-notifications/

Internet Acceptable Use Policy: The student is expected to review and follow the Southwest Technical College Internet Safety Policy at: https://stech.edu/students/policies/

Student Code of Conduct Policy: The student is expected to review and follow the Southwest Technical College Student Code of Conduct Policy at: https://stech.edu/students/policies/

Accommodations: Students with medical, psychological, learning, or other disabilities desiring accommodations or services under ADA, must contact the Student Services Office. Student Services determines eligibility for and authorizes the provision of these accommodations and services. Students must voluntarily disclose that they have a disability, request an accommodation, and provide documentation of their disability. Students with disabilities may apply for accommodations, based on an eligible disability, through the Student Services office located at 757 W. 800 S., Cedar City, UT 84720, and by phone at (435) 586-2899. No diagnostic services are currently available through Southwest Technical College.

Safety and Building Maintenance: The College has developed and follows a variety of plans to ensure the safe and effective operation of its facilities and programs. The following plans are available online:
1) Facilities Operations and Maintenance Plan; 2) Technical Infrastructure Plan; and 3) Health and Safety Plan.

Withdrawals and Refunds: Please refer to the Southwest Technical College Refund Policy at:
https://stech.edu/students/policies/

Any high school or adult student, who declares a technical training objective is eligible for admission at Southwest Technical College (Southwest Tech). Program-specific admissions requirements may exist and will be listed on the Southwest Tech website. A high school diploma or equivalent is not required for admission but is mandatory for students seeking Title IV Federal Financial Aid.

Non-Discriminatory Policy: Southwest Technical College affirms its commitment to promote the goals of fairness and equity in all aspects of the educational enterprise, and bases its policies on the idea of global human dignity.

Southwest Tech is committed to a policy of nondiscrimination. No otherwise qualified person may be excluded from participation in or be subjected to discrimination in any course, program or activity because of race, age, color, religion, sex, pregnancy, national origin or disability. Southwest Technical College does not discriminate on the basis of sex in the education programs or activities that it operates, as required by Title IX and 34 CFR part 106. The requirement not to discriminate in education programs or activities extends to admission and employment. Inquiries about Title IX and its regulations to STECH may be referred to the Title IX Coordinator, to the Department of Education, and/or to the Office for Civil rights.

If you believe you have experienced discrimination or harassment on our campus, please contact the Title IX Coordinator, Cory Estes: cestes@stech.edu, (435) 865-3938.

For special accommodations, please contact the ADA Coordinator, Cyndie Tracy: ctracy@stech.edu, (435) 865-3944.
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