**FLORIDA VOCATIONAL INSTITUTE**

**SYLLABUS / LESSON PLAN**

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| **Daily/Weekly Lesson Plan Outline – 3 weeks / 30 Clock Hrs. / 30 Lab Hrs.** | | | | | |
| **COURSE TITLE** | | | | **Review Date:** | |
| **Medical Assistant** | | | | **01/04/2016** | |
| **CODE** | **SUBJECT** |  |  | **LEC HRS** | **LAB HRS** |
| **MAS104** | **Medical Office Procedures** | | | **30** | **30** |
| **COURSE DESCRIPTION** **Upon completion of this course students will demonstrate professional and appropriate phone technique, explain the role of the medical assistant in the medical office, demonstrate appropriate professional behavior for the medical office, explain the use and function of computers in the medical office, demonstrate appropriate written communication skills and mail processing, demonstrate how to schedule appointments, basic bookkeeping principles, demonstrate cordial, courteous and professional patient reception, and patient processing.**  **Prerequisite: None**  **Required Resources:**  **Text Books*:*** KINN’S The Medical Assistant, An Applied Learning Approach. Deborah B. Proctor, Alexandra P. Adams. Elsevier (Chapters 9, 10, 11, 12, 13)  **Learning Resources Center materials are available**  **Instructional Methods:**  Lecture/Discussion  Audiovisual  **Mode of Delivery:**  Residential  **Equipment/Technology/Software**  Utilization of power point presentations, media center websites, reference materials, and other technology as available  **Course objectives/Competencies:** At the end of the course, students will be able to:   * Perform multiple tasks in a medical office * Demonstrate the telephone techniques * Schedule patients using different types of appointment books and methods * Handle emergency calls * Handle complaints * Master communication skills * Master soft skills | | | | | |
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|  | **Objectives to be covered** | **Lecture/ Labs** | **Method of Assessment** |
| **Week 1** |  |  |  |
| **Day 1** | Telephone Techniques | **Lecture:**   1. Explaining the typical Incoming and outgoing calls to a physician’s office. 2. Describing the correct way to hold a telephone handset. 3. Discussing why courtesy is so important when speaking on the telephone. 4. Analyzing the different ways to handle callers who wish to speak to the physician. 5. Listing the seven items needed to take a telephone message 6. Importance of soft skills   **Laboratory:**  Simulation of telephone calls in a doctor’s office and the proper way to identify the facility when answering the phone as well as how to handle callers who wish to speak to the physician. | Questions  Lab.activity |
| **Day 2** | Telephone Techniques | **Lecture:**   1. Discussing how angry callers might be handled and how the Medical Assistant should handle callers who have a complaint. 2. Explaining the common questions to ask when handling an emergency call.   **Laboratory:** (**2hrs)**   1. Practicing the common questions to ask when handling an emergency call. Students will work in groups of two, one as the caller and the other as the MA receiving the call | Questions  Lab. activity |
| **Day 3** | Telephone Techniques | **Lecture:**   1. Demonstrating the correct way to answer the telephone in the office as well as the   proper way to accurately record a message and take a request for action.  Explaining the most efficient way to call a pharmacy for prescription or a prescription refill. | Questions |
| **Day 4** | Telephone Techniques Practice | **Laboratory:**   1. Demonstrating telephone techniques 2. Calling the Pharmacy with New or Refill Prescriptions. 3. Simulation of real life scenario. Examples of correct and incorrect ways to take a phone call. Students will work in two groups representing two Doctor’s office scenarios. Group one will represent good communication skills and proper soft skills usage and the group two will represent the opposite case | Practice |
| **Week 2** |  |  |  |
| **Day1** | Scheduling Appointments: | **Lecture:**   1. Describing the Items that must be considered when scheduling appointments. 2. Explaining features that should be considered when choosing an appointment book. 3. Analyzing the advantages of computerized appointment scheduling   Quiz | Quiz 1 |
| **Day 2** | Appointment Book | **Lecture:**   1. Explaining how self-scheduling would reduce calls to the medical office. 2. Discussing the different methods of appointment | Questions |
| **Day 3** | Appointment Book  Policies and Protocols for handling appointments | **Lecture:**   1. Explaining the basic procedure to follow when the office is behind schedule. 2. Discussion about offering choices to patients when scheduling appointments 3. Explaining how to prepare an Appointment card 4. Discussing how to schedule Outpatient Admissions 5. Describing office policies and protocols for handling appointments.   **Laboratory:**  Scheduling patients in the appointment book using wave schedule, modified wave scheduling, simple booking | Scheduling Patients |
| **Day 4** | Office Environment and Daily Operations | Lecture:   1. Explaining the importance of written communications 2. Discussing the frequently misspelled or misused English Words 3. Discussing the parts of speech 4. Explaining the different letter styles 5. Explaining the different parts of a letter   **Laboratory:**  Schedule and Manage Appointments | Appointment Book |
| **Week 3** |  |  |  |
| **Day1** | Other Types of written communication | **Lecture:**   1. Explaining the proper technique when writing Telephone messages. Information required. 2. Explaining how to write professional email messages | Questions |
| **Day 2** | Office protocols | **Lecture:**   1. Overviewing purpose of the office mission statement. 2. Listing several patient amenities and why these are important additions to the medical office. 3. Explaining how to prepare for patient arrivals. 4. Explaining the reason why it is important to use the patient’s name as often as possible. | Questions |
| **Day 3** | Scheduling | Lecture:   1. Describing the basic procedure followed when the office is behind schedule. 2. Explaining how to offer choices to patients when scheduling appointments. 3. Explaining the importance of legible writing in the appointment book. 4. Listing and explaining several methods of dealing with patients who consistently arrive late. 5. Discussing the common reasons for failed appointments.   **Laboratory:**  Students will conduct a research on about effectiveness of the different booking systems for appointments such as wave scheduling, simple booking and modified wave scheduling. | Questions  Homework Assignment |
| **Day 4** | Final test | Final Test  Analysis of Test results | Test |

**Qualitative Measure of Satisfactory Academic Progress (SAP)**

The qualitative element used to communicate Satisfactory Academic progress is the institutions published grading scale. Theory is evaluated after each unit of study. Students must maintain a cumulative theory grade average of at least 70% (C) at the end of each progress report period. Students must make up failed or missed tests and incomplete assignments. Practical skills performances are counted toward course completion. If performance does not meet satisfactory academic requirements, demonstration of the skills must be repeated until a satisfactory level of performance is achieved.

The school’s satisfactory academic progress policies must contain a Pace (quantitative) measure. The policy defines the pace at which our students must progress to ensure educational program completion within the maximum timeframe of 150%. For Florida Vocational Institute the maximum time frame is no longer than 150% of the published length of the educational programs as measured in the cumulative number of clock hours the student is required to complete

The school uses the following grading scale:

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| **Letter** | **Number** | **Grade Point** |
| **A** | 100 - 90% | 4.0 |
| **B** | 89 - 80% | 3.0 |
| **C** | 79 - 70% | 2.0 |
| **D** | 69 - 60% | 1.0 |
| **F** | Below 60% | 0.0 |
| **I** | Incomplete | Withdraw / No Grade |

*Not Used in GPA computation: I = Incomplete; W = Withdraw; P = Pass; NP = Not Pass*

Pass - Satisfactory completion of non-graded Externship.

Fail - Unsatisfactory completion of non-graded Externship.

The students who have failed to meet the Qualitative standards are placed first on Financial Aid Warning; if no improvement over the next payment period, the student will be placed on academic suspension, with a loss of Title IV, HEA fund and they appeal the decision. Please review the appeal and probation requirements state in this policy for guidance on this process. The Director of Financial Aid in coordination with the Office of Academic Affairs monitors qualitative progress.

**Final grade calculation criteria**

Q= 20 %

CA= 10%

MT= 30%

F= 40%

FG= 100%

**Evaluation Record Code**

Q= Quizzes

CA=Class Activity

F= Final

R= Retest

FG= Final Grade

**Attendance**

Regular attendance is required of all students. Promptness and dependability are qualities important in all occupations. Students should begin to develop these qualities and habits the day the students begin their training.

Attendance is taken daily in class by the instructor and submitted to the Registrar before the end of each class day. Students are expected to attend all scheduled class meetings and to arrive on time.  Attendance records will be maintained by the Registrar and will be part of the student’s permanent academic record.

Students with chronic absences in excess of 20% of the scheduled hours for a course will receive a failing grade for the course. Early departures and tardies will be calculated in quarter hour increments. A student will be withdrawn from any course or program if he/she does not attend within a 14 consecutive calendar day period (excluding school holidays or breaks, no longer than 5 consecutive days).  All students must complete a 100% of all externship or clinical hours within the assigned grading period.

Students are responsible for making up assignments and work missed as a result of absence at the discretion of the instructor. The instructor may assign additional outside make-up work to be completed for each absence. Students enrolled in clock hour programs will be required to attend make up classes for any missed hours scheduled by the instructor if the students has missed more than **10%** of scheduled hours.  Students enrolled in a clock hour program must attend a minimum of **85 %** of the scheduled program hours in order to graduate.

Attendance is reviewed by the instructors, program directors and the Director of Education on a weekly basis with a focus on those who have been absent for **10%** of the scheduled course hours. Students will be notified by phone, text or e-mail if their attendance is danger of violating attendance requirements.

Students may appeal the school’s actions related to the attendance policy if the absence was due to extenuating or mitigating circumstances, for example illness, military duty, death of a family member, court appearances or jury duty. The student should first discuss the issue with his or her instructor. Appeals must be received within **seven (7)** calendar days of the student being notified of the decision that he or she wishes to appeal.

Students are expected to inform faculty in advance of any pending dates where a student may be absent and should make every effort to attend the alternate class in the morning or evening. Students are only allowed to miss up to 15% of their entire program hours, anything in excess of the 15% needs to be made up and could impact the student final course grade. It is the responsibility of the student to make up work or time missed.

**MAKE –UP HOURS/TIME**

Students enrolled in clock hour programs will be required to attend make up classes for any missed clock hours scheduled if the students has missed more than 15% of scheduled hours.  Students enrolled in a clock hour program must attend a minimum of 85 % of the scheduled program hours in order to graduate. Make-up hours for class must be made up during alternative schedules, including daytime, evening or a Friday schedule. Special circumstances will be managed by the Program Director with approval from Campus Vice President.

If absence at any time during the program exceeds **more than 10%,** the student will be placed on a mandatory prescribed school schedule which may include attending Friday scheduled sessions.

**MAKE-UP CLASS WORK**

Arrangements to make-up assignments, project, test, and homework missed as a result of absence must be made with the approval of the instructor. Make-up work must be completed within ten (10) calendar days after the end of the module.

**DRESS CODE**

1. While on campus and in lectures, students must wear uniform and footwear appropriate for the college learning environment. The student should demonstrate appropriate hygiene to avoid offensive odor.
2. In the student laboratory, appropriate clothing must be worn at all designated times as per the specific course syllabus. Close-toed shoes must be worn in the lab at all times.
3. During clinical rotation, the student must adhere to the dress code of the facility to which he/she is assigned. In addition to the facility’s dress code, or if the dress code is optional, the following rules apply:
   1. Students must comply with number 2 above. If the facility requires the student to wear a scrub uniform, it must be school’s uniform. The student is responsible for purchasing the correct scrub uniform. The student must wear their Student ID batch at all times.
   2. Students must not wear clothing made of denim material of any color. (No jeans or JEAN skirts, etc.)
   3. Students must not wear under t-shirts, unless they are of one color with no words, letters, slogans, graphics, etc., of any kind
   4. Students must wear closed-toe shoes (no sandals or canvas shoes) with socks or hosiery.
   5. While attending practicum rotations, student’s hair must be clean, neat and of a normal hair color. Male students must either shave regularly, or if they choose to wear a mustache and/or beard, they must keep them clean and well groomed.
   6. Before attending practicum rotation, students must bathe regularly to avoid offensive odor. In addition, students must refrain from use of cologne/perfume/aftershave lotion, or makeup.
   7. Keep fingernails clean and at a reasonable length.
   8. Students not conforming to the dress code of the facility or the program may be sent home from the practicum site at the preceptor’s or course instructor’s discretion and attendance won’t be granted.

**Cell Phones and Pagers**

No student will be called out of class for a telephone call, except in case of an emergency. It is suggested that family friends be informed of this rule. Phones will not be in used inclass.