



Course Syllabus

Medical Administrative Support

POFM 1317

Course Description: Instruction in medical office procedures including appointment scheduling, medical records creation and maintenance, telephone communications, coding, billing, collecting, and third party reimbursement.

Semester Hours Credit: 3

Lecture/Lab Hours: 2/4 (2 lecture hours, 4 lab hours)

Prerequisite: None

Textbook(s): *Medical Office Procedures* by Gayes, McGraw-Hill 8th Edition

ISBN: 9780077862039

End-of-Course Outcomes: Schedule patient appointments; create document, and maintain patient medical records; correlate coding, billing, collecting, and filing procedures; utilize interpersonal communication skills, and apply governmental health care guidelines.

Evaluation Methods:

1. Chapter Assignments(Projects), On line T & F, Multiple Choice-60%
2. Test-20%
3. Final Exam-20%

Student Learning Outcomes:

- Social Responsibility-Students will utilize social responsibility. Assessment for this SLO will be conducted in Chapter 4, Chapter Project 4.1 by students scheduling a patient appointment. The target for this SLO, 90% of the class will listen to a phone call from a patient and schedule an appointment for the patient with a 70% or better.

ADA Statement: No qualified individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of the College District, or be subjected to discrimination by the College District. Nor shall the College District exclude or otherwise deny equal services, programs, or activities to an individual because of the known disability of an individual with whom the individual is known to have a relationship or association. 42 U.S.C. 12132; 28 CFR 35.130(g).

See at: [GL \(Legal\)](#)



Special Needs Services: Students with special needs, including physical and learning disabilities, who wish to request accommodations in this course should contact the Student Development Office as soon as possible to make arrangements; this should occur no later than the second week of class or as soon as the student has the documentation on the disability and requested accommodation per a certified medical or psychological professional. In accordance with federal law, a student requesting accommodations must provide documentation of disability to the Student Development Advisor.

For more information, contact: in Alice at sdalice@coastalbend.edu; Beeville at sdbeeville@coastalbend.edu; Kingsville at sdkingsville@coastalbend.edu; and Pleasanton at sdpleasanton@coastalbend.edu.

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See at: [FLB \(Local\)](#) and [FM \(Local\)](#).

See the [Student Handbook](#) for further explanation of Scholastic Dishonesty.

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NOTE: The College website (www.coastalbend.edu) serves as the main source with the most current version of the Coastal Bend College Board Policies and the Coastal Bend College Catalog.