Instructor: Faraneh Javan  Time: Tuesday and Thursday
Instructor phone: (408) 741-2498   10:55a.m. – 1:25p.m.
1.2 Weekly Hours by Arrangement
Instructor Office: AAS Rm. 33A  Location: AAS33
Instructor e-mail: faraneh_javan@wvmccd.cc.ca.us
Instructor Office Hours: Monday 10:30a.m.-12:30p.m., Wednesday 1:30-2:30p.m.
or by Arrangement

Recommended Preparation: HTECH-005, Math 902

Textbook: ADMINISTRATIVE MEDICAL ASSISTING, by Fordney, French, Follis
5th edition, Thomson Publishers
WORKBOOK TO ACCOMPANY ADMINISTRATIVE MEDICAL ASSISTING

Course Description: This course provides instruction and practical application of administrative procedures in a medical office. These procedures include management of appointment schedules, telephone communications, medical record management, credit and collections, accounts receivable, accounts payable, personnel selection, training and supervision, and payroll record keeping.

Course Outcomes/Objectives: Upon completion of this course, the student will be able to:
1. Instruct a new patient about providing personal data for the records and completing a registration form.
2. Discuss the importance of telephone communications.
3. Cite items to be included in taking a complete telephone message.
4. Explain and apply the mechanics of efficient appointment scheduling in a medical office.
5. Describe the method for processing incoming and outgoing mail in a medical office.
6. List and discuss application of the four basic filing systems.
7. Explain the basic differences between a traditional medical record and a problem-oriented record.
8. Make financial arrangements with a patient requesting credit.
9. Respond to patient’s request for explanation of the physician’s fee.
10. Identify the basic techniques of management.
11. Describe techniques used in the selection, hiring, training, supervision, and evaluation of personnel.
12. Describe a method for preparation of a budget,
13. Explain the procedure for cost analysis.
14. Describe several methods of inventory control.

Grading: Your final grade is based on total points accumulated during the semester.

A = 90 - 100%  B = 80 - 89%
C = 70 - 79%  D = 60 - 69%
F = 59% and lower
DISTRIBUTION OF POINTS WILL BE AS FOLLOWS:

- Quizzes (2) @ 50pts. Each: = 100
- Assignments: = 250
- Homework: = 100
- Midterm: = 150
- Final Exam: = 200
- Total: 800

Assignments:

The purpose of assignments and homework is to reinforce the material you have read and discussed in class. All assignments and homework will be collected at the beginning of the class. Please note the home and assignments are from the Administrative Medical Assisting Workbook. The assignments count for one hour of lab by arrangement every week. Homework includes the first part of each chapter, including “Review Questions”. Assignments include the exercises in each chapter. Please see the tentative schedule for outlines.

Quizzes and Exams:

Two quizzes will be given. The purpose of each quiz is to reinforce the material you have read and discussed in class. Only one make-up quiz or exam may be taken, if the reason for the missed test was due to an emergency.

Cheating Policy: If the instructor has good reason to believe that cheating has taken place, the work will not be graded and a conference will be held, The Department Chair will be informed. A drop from the college may result.

Attendance: Attendance is mandatory. The West Valley College Attendance Policy will be strictly adhered to. The policy is: A student may miss two times the number a class meets in one week. For HTECH-041 the maximum is four absences.

Emergency Procedures: West Valley College is one of the safest campuses in California. However, earthquakes and other incidents have been known to happen. The college has developed an emergency procedures handbook. This includes how to respond to emergencies that might occur on campus and in the classroom. A copy of the handbook is posted along with other emergency information on the bulletin board at the southeast corner of the classroom. In the event of an evacuation, the meeting point for this class is at or near the evacuation staging area sign near the bus stop in Lot #3.

Please note the following important numbers:
- life threatening emergency - regular phones:...911
- life threatening emergency - campus phone:...9-911
- student health services on campus:...2222
- safety escort:.....2092
- nearest accessible campus phone (my office):....2403
- nearest public phone (located just outside the exit door next to the AAS Div. office):...741-9939
- nearest fire alarm: outside north and south door
- nearest fire extinguisher: inside south door

Student and Instructor Responsibilities
Information is available in the College Catalogue, pages 179-189.
## TENTATIVE COURSE OUTLINE

<table>
<thead>
<tr>
<th>Date</th>
<th>Lecture</th>
<th>Assign/Quiz Schedule</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep 2</td>
<td>Introduction</td>
<td></td>
</tr>
<tr>
<td>Sep 7 - 9</td>
<td>The Receptionist</td>
<td>Chapter 4</td>
</tr>
<tr>
<td>Sep 14 - 16</td>
<td>Telephone Procedures</td>
<td>Chapter 5</td>
</tr>
<tr>
<td>Sep 21 - 23</td>
<td>Appointments</td>
<td>Chapter 6</td>
</tr>
<tr>
<td>Sep 28 - 30</td>
<td>Practice on Telephone Techniques and Appointment Scheduling</td>
<td>Chapter 7</td>
</tr>
<tr>
<td>Oct 5 - 7</td>
<td>Patient’s Medical Records</td>
<td>Quiz #1, Oct 5</td>
</tr>
<tr>
<td>Oct 12- 14</td>
<td>Filing Procedures</td>
<td>Chapter 7</td>
</tr>
<tr>
<td>Oct 19 - 21</td>
<td>Processing Mail and Telecommunications</td>
<td>Chapter 11</td>
</tr>
<tr>
<td>Oct 26 - 28</td>
<td>Fees, Credit and Collection</td>
<td>Chapter 13</td>
</tr>
<tr>
<td>Nov 2 - 4</td>
<td>Banking</td>
<td>Chapter 15</td>
</tr>
<tr>
<td>Nov 9 - 11</td>
<td>Bookkeeping</td>
<td>Chapter 16</td>
</tr>
<tr>
<td>Nov 16</td>
<td>MIDTERM</td>
<td></td>
</tr>
<tr>
<td>Nov 18 - 23</td>
<td>Office Managerial Responsibilities</td>
<td>Chapter 17</td>
</tr>
<tr>
<td>Nov 25</td>
<td>THANKSGIVING HOLIDAY</td>
<td></td>
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<tr>
<td>Nov 30, Dec 2 – 7</td>
<td>Financial Management of the Medical Practice</td>
<td>Quiz #2, Dec 2</td>
</tr>
<tr>
<td>Dec 9 - 14</td>
<td>Review and Catch up</td>
<td></td>
</tr>
<tr>
<td>Dec 17</td>
<td>FINAL EXAM ROOM AAS33</td>
<td>9:40 – 11:40 AM</td>
</tr>
</tbody>
</table>
Homework for each chapter is worth 9 points.

Exercises are graded as follow:

<table>
<thead>
<tr>
<th>Chapters</th>
<th>3 points/exercise</th>
<th>Total of</th>
</tr>
</thead>
<tbody>
<tr>
<td>4, 5, 6, 7, and 9</td>
<td></td>
<td>66 points</td>
</tr>
<tr>
<td>11, 13, and 15</td>
<td>4 points/exercise</td>
<td>88 points</td>
</tr>
<tr>
<td>16, 17, and 18</td>
<td>5 points/exercise</td>
<td>95 points</td>
</tr>
</tbody>
</table>

Chapter 4
Homework: pages 22-24
Assignment: Exercises 4-1 to 4-3

Chapter 5
Homework: pages 28-29
Assignment: Exercises 5-1 to 5-3

Chapter 6
Homework: pages 36-37
Assignment: Exercises 6-1 to 6-6

Chapter 7
Homework: pages 44-46
Assignment: Exercises 7-1 to 7-6

Chapter 9
Homework: pages 65-66
Assignment: Exercises 9-1 to 9-4

Chapter 11
Homework: pages 86-88
Assignment: Exercises 11-1 to 11-9

Chapter 13
Homework: pages 105-108
Assignment: Exercises 13-1 to 13-7

Chapter 15
Homework: pages 140-141
Assignment: Exercises 15-1 to 15-6

Chapter 16
Homework: pages 151-153
Assignment: Exercises 16-1 to 16-4

Chapter 17
Homework: pages 167-169
Assignment: Exercises 17-1 to 17-7

Chapter 18
Homework: pages 180-182
Assignment: Exercises 18-1 to 18-8