

MA-1504: ADMINISTRATIVE PROCEDURES FOR THE MEDICAL OFFICE

Cuyahoga Community College

Viewing: MA-1504 : Administrative Procedures for the Medical Office

Board of Trustees:

December 2025

Academic Term:

Fall 2026

Subject Code

MA - Medical Assisting

Course Number:

1504

Title:

Administrative Procedures for the Medical Office

Catalog Description:

Introduces essential knowledge and skills for medical office practice. Students learn effective communication, administrative functions, financial processes, and third-party reimbursement.

Credit Hour(s):

3

Lecture Hour(s):

3

Requisites

Prerequisite and Corequisite

MA-1200 Introduction to Medical Assisting, and concurrent enrollment in MA-150L Administrative Procedures for the Medical Office Lab, and departmental approval.

Outcomes

Course Outcome(s):

Demonstrate knowledge of communication foundations in healthcare.

Essential Learning Outcome Mapping:

Not Applicable: No Essential Learning Outcomes mapped. This course does not require application-level assignments that demonstrate mastery in any of the Essential Learning Outcomes.

Objective(s):

1. Identify types of verbal and nonverbal communication and their role in patient interactions.
 2. Identify common barriers to communication and strategies to overcome them.
 3. Explain techniques for overcoming communication barriers.
 4. Describe the steps in the sender–receiver communication process.
 5. Recognize challenges in communicating with diverse populations and across age groups.
 6. Summarize the basic concepts of major psychosocial theories (Maslow, Erikson, Kübler-Ross).
 7. Identify common coping mechanisms that affect communication.
 8. Explain the principles of self-boundaries in patient and professional interactions.
 9. Identify techniques for coaching patients related to their specific needs.
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Course Outcome(s):

Explain professional applications of communication in medical assisting.

Essential Learning Outcome Mapping:

Written Communication: Demonstrate effective written communication for an intended audience that follows genre/disciplinary conventions that reflect clarity, organization, and editing skills.

Objective(s):

1. Identify different types of electronic technology used in professional communication.
2. Identify the role of the medical assistant as a patient navigator.
3. Identify the medical assistant's role in telehealth.

Course Outcome(s):

Apply administrative functions to ensure efficient medical office operations.

Essential Learning Outcome Mapping:

Not Applicable: No Essential Learning Outcomes mapped. This course does not require application-level assignments that demonstrate mastery in any of the Essential Learning Outcomes.

Objective(s):

1. Identify appointment scheduling methods and critical information for scheduling procedures.
2. Describe the components of Electronic Medical Records/Electronic Health Records (EMR/ EHR) and practice management systems.
3. Explain steps involved in maintaining office inventory and equipment.
4. Recognize the importance of routine equipment maintenance and data backup.
5. Describe the importance of data back-up in an electronic system.

Course Outcome(s):

Explain the principles of basic practice finances.

Essential Learning Outcome Mapping:

Not Applicable: No Essential Learning Outcomes mapped. This course does not require application-level assignments that demonstrate mastery in any of the Essential Learning Outcomes.

Objective(s):

1. Define key bookkeeping terms such as charges, payments, accounts receivable/payable, adjustments, and end-of-day reconciliation.
2. Identify precautions for handling payments (cash, checks, credit/debit cards).
3. Describe common adjustments to patient accounts (NSF checks, collection agency transactions, credit card balances, and third-party).
4. Explain patient financial obligations for services rendered.

Course Outcome(s):

Demonstrate understanding of third-party reimbursement processes.

Essential Learning Outcome Mapping:

Not Applicable: No Essential Learning Outcomes mapped. This course does not require application-level assignments that demonstrate mastery in any of the Essential Learning Outcomes.

Objective(s):

1. Identify types of third-party plans and the steps for filing a third-party claim.
2. Describe managed care requirements for patient referrals.
3. Explain processes for verifying eligibility, obtaining precertification/preauthorization, tracking unpaid claims, and addressing claim denials or appeals.
4. Recognize fraud and abuse issues related to third-party reimbursement.

5. Define key reimbursement terms, including bundling/unbundling, advanced beneficiary notice (ABN), allowed amount, deductible, co-insurance, and co-pay.
6. Identify the purpose and components of the Explanation of Benefits (EOB) and Remittance Advice (RA).

Course Outcome(s):

Demonstrate knowledge of procedural and diagnostic coding practices in healthcare.

Essential Learning Outcome Mapping:

Not Applicable: No Essential Learning Outcomes mapped. This course does not require application-level assignments that demonstrate mastery in any of the Essential Learning Outcomes.

Objective(s):

1. Identify current procedural and diagnostic coding systems, including Healthcare Common Procedure Coding Systems II (HCPCS Level II).
2. Explain the effects of upcoding and downcoding on healthcare reimbursement and compliance.
3. Define the concept of medical necessity as it relates to coding and billing.

Course Outcome(s):

Interpret legal implications in healthcare practice.

Essential Learning Outcome Mapping:

Not Applicable: No Essential Learning Outcomes mapped. This course does not require application-level assignments that demonstrate mastery in any of the Essential Learning Outcomes.

Objective(s):

1. Explain the scope of practice and standards of care for medical assistants.
2. Describe the provider's role in maintaining the standard of care.
3. Identify key legal frameworks in healthcare, including HIPAA, the Patient Care Partnership, and licensure/certification requirements.
4. Differentiate between criminal and civil law as applied to medical assisting.
5. Explain the purpose of medical malpractice insurance.
6. Define major healthcare laws and regulations, including Health Information Technology for Economic and Clinical Health (HITECH) Act, Genetic Information Nondiscrimination Act of 2008 (GINA), Americans with Disabilities Act Amendments Act (ADAAA), Patient Self-Determination Act (PSDA), Uniform Anatomical Gift Act, and Good Samaritan Act(s).
7. Describe processes for compliance reporting (unsafe activities, errors in patient care, conflicts of interest, incident reports).
8. Identify public health statutes related to communicable diseases, abuse/neglect, exploitation, and wounds of violence.
9. Define types of consent: informed, implied, and expressed.
10. Define essential medical-legal terms, including negligence, malpractice, advance directives, power of attorney, statute of limitations, risk management, patient incompetence, emancipated minor, mature minor, defendant-plaintiff, deposition, and arbitration-mediation.
11. Define and explain the legal concepts of subpoena duces tecum, respondeat superior, res ipsa loquitur, and locum tenens.

Course Outcome(s):

Explain the components of professional readiness for employment.

Essential Learning Outcome Mapping:

Not Applicable: No Essential Learning Outcomes mapped. This course does not require application-level assignments that demonstrate mastery in any of the Essential Learning Outcomes.

Objective(s):

1. Identify the essential elements of a professional resume that highlight skills, education, and experience.
2. Describe effective interview strategies that reflect professionalism and strong communication skills.
3. Explain the difference between legal and illegal interview questions and their impact on the hiring process.

Methods of Evaluation:

1. Quizzes
2. Written assignments
3. Computer assignments
4. Tests
5. Examinations

Course Content Outline:

1. Communication in the Healthcare Setting
 - a. Verbal and nonverbal communication
 - b. Communication barriers and strategies to overcome them
 - c. Responding to nonverbal communication cues
 - d. Sender–receiver process of communication
 - e. Coaching patients with specific needs
 - f. Communication across diverse populations and age groups
 - g. Coping mechanisms in communication
 - h. Principles of self-boundaries
 - i. Psychosocial theories: Maslow, Erikson, Kübler-Ross
 - j. Issues of diversity and cultural competence in patient care
 - k. Use of electronic communication technologies
 - l. Role of the medical assistant as patient navigator
 - m. Medical assistant's role in telehealth
2. Administrative Functions
 - a. Appointment scheduling methods and priorities
 - b. Critical information for scheduling procedures
 - c. Routine maintenance of office equipment
 - d. Inventory management processes
 - e. Importance of data backup and information security
 - f. Components of EMR, EHR, and practice management systems
3. Basic Practice Finances
 - a. Bookkeeping terminology
 - i. Charges
 - ii. Payments
 - iii. Accounts receivable
 - iv. Accounts payable
 - v. Adjustments
 - vi. Reconciliation
 - b. Precautions for accepting payments (cash, check, credit, debit)
 - c. Adjustments to accounts: NSF checks, collections, credit balances, third-party adjustments
 - d. Patient financial obligations for services rendered
4. Third-Party Reimbursement
 - a. Types of third-party plans
 - b. Steps for filing claims
 - c. Managed care referral requirements
 - d. Eligibility verification, precertification, preauthorization
 - e. Tracking unpaid claims, denials, and appeals
 - f. Fraud and abuse in reimbursement
 - g. Key reimbursement terms
 - i. Bundling/unbundling
 - ii. ABN
 - iii. Allowed amount
 - iv. Deductible

- v. Co-pay
 - vi. Co-insurance
 - h. Explanation of Benefits (EOB) and Remittance Advice (RA)
5. Procedural and Diagnostic Coding
- a. Procedural coding systems: CPT, HCPCS Level II
 - b. Diagnostic coding systems: ICD-10-CM
 - c. Upcoding and downcoding: effects on reimbursement and compliance
 - d. Medical necessity in coding and billing
6. Legal Implications in Healthcare
- a. Scope of practice and standards of care for medical assistants
 - b. Provider role in maintaining standard of care
 - c. HIPAA and Patient Care Partnership
 - d. Licensure and certification of healthcare providers
 - e. Civil and criminal law in healthcare practice
 - f. Medical malpractice insurance and risk management
 - g. Legal and illegal applicant interview questions
 - h. Major healthcare laws
 - i. HITECH
 - ii. GINA
 - iii. ADAAA
 - iv. PSDA
 - v. Uniform Anatomical Gift Act
 - vi. Good Samaritan Act(s)
 - i. Compliance reporting
 - i. Unsafe activities
 - ii. Errors in care
 - iii. Conflicts of interest
 - iv. Incident reports
 - j. Public health statutes
 - i. Communicable diseases
 - ii. Abuse/neglect
 - iii. Exploitation
 - iv. Wounds of violence
 - k. Medical-legal terms
 - i. Negligence
 - ii. Malpractice
 - iii. Consent types
 - iv. Advance directives
 - v. Durable power of attorney
 - vi. Emancipated/mature minor
 - vii. Subpoena duces tecum
 - viii. Respondeat superior
 - ix. Res ipsa loquitur
 - x. Locum tenens
 - xi. Deposition
 - xii. Arbitration/mediation
7. Professional Readiness for Employment
- a. Resume development: essential elements of a professional resume
 - b. Interview preparation and strategies
 - c. Mock interviews and feedback
 - d. Recognition of legal vs. illegal interview questions

Religious Accommodation

Before reviewing the course schedule, students should carefully review the following religious accommodation policy and other required instructional policies:

Religious Accommodation:

Students seeking an accommodation for absences permitted under Ohio's Testing Your Faith Act must provide the instructor with written notice of the specific dates for which the student requires an accommodation and must do so not later than fourteen (14) days after the first day of instruction. Please submit requests for accommodations at this link: <https://portal2.tri-c.edu/ReligiousAccommodation/ReligiousAccommodationForm>. Students with questions about their religious accommodations under Ohio's Testing Your Faith Act may contact the College's Office of General Counsel and Legal Services by phone at 216.987.4856 or via email at legal@tri-c.edu.

Other Required Instructional Policies:

<https://www.tri-c.edu/student-resources/curriculum/documents/syllabus-part-b.pdf>

Weekly Schedule

	Topics
Week 1	<ul style="list-style-type: none"> • Scope of practice and standards of care • HIPAA, Patient Care Partnership, licensure, certification • Civil vs. criminal law • Medical malpractice insurance and risk management • Resume development workshop
Week 2	<ul style="list-style-type: none"> • Major laws: HITECH, GINA, ADA, PSDA, Uniform Anatomical Gift Act, Good Samaritan Act(s) • Compliance reporting & public health statutes • Medical-legal terminology: negligence, malpractice, consent types, advance directives, subpoena duces tecum, respondeat superior, res ipsa loquitur, locum tenens, arbitration/mediation • Mock interviews & legal vs. illegal interview questions
Week 3	<ul style="list-style-type: none"> • Verbal and nonverbal communication • Sender–receiver process • Communication barriers and strategies • Responding to nonverbal cues
Week 4	<ul style="list-style-type: none"> • Coaching patients with specific needs • Communication across diverse populations & age groups • Coping mechanisms and self-boundaries • Psychosocial theories (Maslow, Erikson, Kübler-Ross) • Diversity and cultural competence • Different types of electronic technology used in professional communication • Role of the medical assistant as patient navigator • Medical assistant's role in telehealth
Week 5	<ul style="list-style-type: none"> • Appointment scheduling methods • Critical information for scheduling procedures
Week 6	<ul style="list-style-type: none"> • Office equipment maintenance & inventory control • Importance of data backup
Week 7	EMR, EHR, and practice management systems
Week 8	Midterm - Covers Weeks 1–7 (Legal, Professional Readiness, Communication, Administrative Functions)
Week 9	Bookkeeping terms: charges, payments, accounts receivable/payable, adjustments, reconciliation
Week 10	<ul style="list-style-type: none"> • Accepting payments: cash, checks, credit, debit • Account adjustments: NSF checks, collections, credit balances, third-party adjustments • Patient financial obligations
Week 11	<ul style="list-style-type: none"> • Types of third-party plans • Steps for filing claims • Managed care and referral requirements
Week 12	<ul style="list-style-type: none"> • Eligibility verification, precertification, preauthorization • Tracking unpaid claims, denials, and appeals • Fraud and abuse in reimbursement
Week 13	Coding Practices
Week 14	<ul style="list-style-type: none"> • Medical necessity • Effects of upcoding and downcoding • Linking coding accuracy to reimbursement

Week 15 • Integrated review activities across all major units
• Career readiness reflections and Q&A

Week 16 Final Exam

The Course Schedule is subject to change due to pedagogical needs, instructor discretion, parts of term, and unexpected events.

Required/Recommended Readings

Readings will be from one of the below recommended textbooks, as selected by the individual instructors.

- American Association of Medical Assistants. *State scope of practice laws*.
- Booth, K. *Medical assisting: Administrative and clinical procedures with anatomy and physiology*

Resources for the Instructor

Niedzwiecki A., & Pepper, J., (2023). *Kinn's the medical assistant: An applied learning approach*, Elsevier.

Blesi C. (2021). *Principles of pharmacology for medical assistant*, Cengage.

Booth, K.A., Whicker, L.G., Wyman, V.M., Thompson, J. (2023). *Medical assisting: administrative and clinical procedures*, McGraw Hill.

Top of page

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