

**INTERAMERICAN UNIVERSITY OF PUERTO RICO
METROPOLITAN CAMPUS
FACULTY OF BUSINESS
DEPARTMENT OF UNDERGRADUATE PROGRAMS
OFFICE SYSTEMS MANAGEMENT PROGRAM**

COURSE SYLLABUS

I. GENERAL INFORMATION

Course Title	Information Processing in Offices of Medical Service
Course Number	OMSY 2240
Credits	Three (3)
Academic Term	
Professor	
Office Location and Hours	
Office Telephone	: (787) 250-1912 ext. 2384
E-Mail	

II. DESCRIPTION

Discussion of terminology of a legal nature and ethical aspects related to the processing of information in medical service offices. Analysis of the impact of state and federal laws that regulate health services in Puerto Rico. Practice of procedures to prepare and process documents that are used in health service offices. Prerequisite: OMSY 1102.

This course will be offered as a Distance Learning Course.

III. PROGRAM LEARNING OUTCOMES

- Demonstrate knowledge and understanding of the tasks and responsibilities of an office administrator.
- Demonstrate knowledge and understanding of the diverse application programs to perform their profession.
- Demonstrate knowledge and understanding of the current legislation and regulations on the confidentiality of documents of the customers that the company serves.

- Demonstrate knowledge and understanding of the ethical and legal norms relevant to the social responsibility of a company and the individuals that integrate it.
- Produce documents with the speed and accuracy that will permit them to perform effectively in different offices.
- Use diverse technological resources that will facilitate the processes of office systems management.
- Demonstrate social responsibility while carrying out tasks inherent to the profession.

IV. OBJECTIVES

1. Analyze the responsibilities and attributes necessary in administrative assistants offering services in medical offices.
2. Analyze the ethical and legal principles concerning the administration of medical offices.
3. Apply the skills necessary in managing documents to effectively carry out her/his duties in any position concerning the processing of information in the medical office.
4. Evaluate the most effective practices to increase the productivity of medical documents.
5. Analyze the impact of the new technologies while following through on daily tasks in the medical office..
6. Demonstrate fundamental habits and attitudes in the work setting, such as responsibility, cooperation and desirable human relations.

V. CONTENT

Topics:

Unit 1

The career of the administrative medical assistant

Tasks

Technical and Interpersonal skills

Personal attributes

Job opportunities

Ethical and legal responsibilities of the administrative assistant in the medical office

HIPAA

Medical ethics

Medical practice

Information confidentiality and Privacy

Unit 2 – Simulations

Introduction – Investigation in medical offices of the community concerning procedures such as: attending and receiving patients. documents in the medical record, organization of the medical record, diversity of documents used in managing the medical record.

Simulation – Reception and registration of new patients

Simulation – Preparation of the patient's medical record

Simulation – Use of coding books for diagnostics and procedures

Simulation – Medicare, Medicaid and the patient's medical record

Simulation – Complete a medical insurance claim form

Simulation – Use of the CPT codes

Simulation – Closing of the workday.

VI. SUGGESTED ACTIVITIES:

The following activities and strategies are recommended for the development of the course, among others:

- A. Teamwork
- B. Exercise production
- C. Web searches
- D. Visits to medical offices in the community
- E. Use of the open lab
- F. assignments
- G. Others as: portfolio preparation, reading online articles concerning related topics, preparation of a procedures manual.

VII. EVALUATION

The following books are recommended as references for the development of the course. Each campus will use the

bibliographic resources available and will maintain them up-to-date.

Simulations	60%
Theory Tests	20%
Miscellaneous (assignments, visits, cases, web search, interviews, others)	<u>20%</u>
Total	100%

VIII. SPECIAL NOTES

A. Auxiliary services or special needs

Any student who requires auxiliary services or special assistance should request it when courses begin or as soon as the student becomes aware that the services are needed at the Office of the Professional Counselor, Dra. María de los Ángeles Cabello, located within the University Orientation Program, and can be reached at 787250-1912, extension 2306. .

B. Honesty, fraud and plagiarism

Dishonesty, fraud or plagiarism committed by a student constitutes a major violation of the General Student Regulations and can result in sanctions ranging from a written reprimand to suspension for a predetermined period of a year or more or permanent expulsion from the university, among other sanctions.

C. Use of electronic devices

Cellular telephones and any other electronic device that could interrupt the teaching-learning process or disrupt a milieu favorable for academic excellence will be deactivated. Critical situations will be dealt with in an appropriate manner. The use of electronic devices that permit the accessing, storing or sending of data during tests or examinations is prohibited.

D. Compliance with the Provisions of Title IX

The Federal Higher Education Act, as amended, prohibits discrimination because of sex in any academic, educational, extracurricular, and athletic activity or in any other program or function, sponsored or controlled by a higher education institution, whether or not it is conducted within or outside the property of the institution, if the institution receives federal funds.

In harmony with the current federal regulation, in our academic unit an Assistant Coordinator of Title IX has been designated to offer assistance and orientation in

relation to any alleged incident constituting discrimination because of sex or gender, sexual harassment or sexual aggression. The Assistant Coordinator, Mr. George Rivera who can be reached by phone at 787 250-1912, extension 2147 or by e-mail, at grivera@metro.inter.edu

The Normative Document titled Norms and Procedures to Deal with Alleged Violations of the Provisions of Title IX is the document that contains the institutional rules to direct any complaint that appears to be this type of allegation. This document is available in the Web site of Inter American University of Puerto Rico (www.inter.edu)

IX. EDUCATIONAL RESOURCES

Suggested text

Computers in the Medical Office. 7th. ed. (2010)
Author: Susan M. Sanderson.
McGraw Hill.
ISBN-10 0073374601 ISBN-13 978-0073374604
Material prepared by the professor.

Reference Material:

1. ICD and CPT (Manuals for diagnostic and procedures coding)
2. Manuals and forms used in medical insurance companies
3. Medical terminology dictionaries
4. Public Law 104-191, Aug. 21, 1996, Health Insurance Portability And Accountability Act of 1996, 104th Congress
5. Models of different printed forms used in health insurance companies.
6. PowerPoint Presentations

Other electronic references

7. ICD and CPT Manuals
<http://www.icd9cm.chrisendres.com/>
<http://www.cs.umu.se/~medinfo/ICD9.html>
<http://icd9coding.com/>
8. Online medical terminology
<http://cancerweb.ncl.ac.uk/omd/>

9. Public Law 104-191, Aug. 21, 1996, Health Insurance Portability And Accountability Act of 1996, 104th Congress (HIPAA)
<https://www.medicalcardsystem.com/MCMSMCSEn08/Home.asp>
[x](#)

10. Other resources:

[U.S. Department of Health & Human Services \(HHS.gov\)](#)
[U. S. Department of Health & Human Services, Office of the Assistant Secretary for Planning & Evaluation ,](#)
[American Health Information Management Association \(AHIMA\)](#)
[U.S. Department of Health & Human Services - HIPAA](#)
[Centers for Medicare & Medicaid Services](#)

X. BIBLIOGRAPHY (OR REFERENCES)

Each Campus will keep up-to-date bibliographic references. The student may use the books by interlibrary loans. The following are other suggested bibliographic references that may be used for this course:

Andress, Alice Anne. (2009) Saunders Medical Office Management, 3rd ed. Saunders/Elsevier
ISBN 978 1416056683

Bayes, Nenna L., Becklin, Karonne and Crist, Bonnie (2012), Medical Office Procedures.. 7th ed. McGraw-Hill: New York
ISBN 9780073401980

Fordney, Marilyn Takahashi (2012). Insurance Handbook for the Medical Office. Saunders Elsevier
ISBN 9781437722567

Newby, Cynthia. (2010). From Patient to Payment: Insurance Procedures for the Medical Office. 6th ed. McGraw Hill Higher Education.
ISBN 978 0073402017

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