

# MDCA 1421

## Administrative Procedures

### Spring 2026



#### INSTRUCTOR CONTACT INFORMATION

**Instructor:** TAMANNA ASSIH

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**Office Phone:** 409-241-7502

**Office Location:** WATC 332

**Office Hours:** Wednesday 9-12, Thursday 3-4:30

#### CREDIT

SCH 4 (3 hours lecture, 3 hours lab)

#### MODE OF INSTRUCTION

Face to Face/ Online

#### PREREQUISITE/CO-REQUISITE

None

#### COURSE DESCRIPTION

Medical office procedures including appointment scheduling, medical records creation and maintenance, interpersonal communications, bookkeeping tasks, coding, billing, collecting, third party reimbursement, credit arrangements, and computer use in the medical office.

#### COURSE OBJECTIVES

*Schedule appointments; create, document, and maintain patient medical records; correlate coding, billing, and collecting; perform bookkeeping tasks; utilize computer software for basic office functions; and demonstrate interpersonal communication skills.*

Upon completion of this course, the student will be able to

- Demonstrate professionalism and effective communication in a medical office
- Manage patient scheduling and appointment systems
- Maintain and organize medical records and electronic health records (EHR)
- Perform telephone techniques and patient education tasks
- Understand insurance procedures, billing, and coding systems
- Apply financial management principles including collections and payment plans
- Operate office equipment and manage supplies
- Comply with legal, ethical, and safety standards in administrative procedures

## REQUIRED TEXTBOOK AND MATERIALS

- Medical Assisting: Administrative and Clinical Procedures. McGraw Hill
- Access to McGraw Hill Connect
- Access to LIT's Blackboard LMS

## DROP POLICY

If you wish to drop a course, you are responsible for initiating and completing the drop process by the specific drop date as listed on the Academic Calendar. If you stop coming to class and fail to drop the course, you will earn an "F" in the course.

## STUDENT EXPECTED TIME REQUIREMENT

For every hour in class (or unit of credit), students should expect to spend at least two to three hours per week studying and completing assignments. For a 3-credit-hour class, students should prepare to allocate approximately six to nine hours per week outside of class in a 16- week session OR approximately twelve to eighteen hours in an 8-week session. Online/Hybrid students should expect to spend at least as much time in this course as in the traditional, face-to-face class.

## COURSE CALENDAR

| DATE                         | TOPIC  | READINGS<br>(Due on this Date) | ASSIGNMENTS<br>(Due on this Date)   |
|------------------------------|--|--------------------------------|---|
| 1/20<br>Week 1               | <ul style="list-style-type: none"><li>• Syllabus</li><li>• Start Here Module</li><li>• Module 1 Intro to Medical Assisting and Professionalism</li></ul> | Ch 1 and Ch 3<br>Homework      | Syllabus Quiz<br>Ch 1 & 3 Quiz<br><b>Due 1/26</b><br><b>Late Registration Ends 1/23</b> |
| 1/27<br>Week 2               | Module 2<br>Interpersonal Skills and Ethical Issues  | Ch 4 and Ch 5<br>Homework      | Ch 4 & 5 Quiz<br><b>Due 2/2</b>   |
| 2/3<br>Week 3                | Module 3 Infection Control and Safety  | Ch 6 & Ch 7 Homework           | Ch 6 & 7 Quiz<br><b>Due 2/9</b>   |
| Week 4<br>2/10               | Module 4 Office Equipment, Supplies, Examination Areas   | Ch 8 & Ch 9<br>Homework        | Ch 8 & Ch 9 Quiz<br><b>Due 2/16</b><br><b>Last to drop without penalty 2/20</b>         |
| <b>Week 5</b><br><b>2/17</b> | <b>Module 5 Midterm Exam</b>   | <b>Review</b>                  | <b>Midterm Exam</b><br><b>Due 2/26</b>  |

|                              |  |                              |   |
|------------------------------|--|------------------------------|---|
| Week 6<br>2/24               | Module 6 Written and Electronic Communication  | Ch 10 Homework               | Ch 10 Quiz<br><b>Due 3/2</b>  |
| Week 7<br>3/3                | Module 7 Medical Records and Documentation<br>Module 8 Health Records and Managing Medical Records | Ch 11, 12, 13 Homework       | Ch 11, 12, 13 Quiz<br>Due 3/16  |
| <b>Week 8<br/>3/10</b>       | <b>Spring Break</b>  | <b>No Classes</b>            |   |
| Week 9<br>3/17               | Module 9 Telephone Techniques  | Ch 14, 15 Homework           | Ch 14, 15 Quiz<br><b>Due 3/23</b>                                     |
| Week 10<br>3/24              | Module 10 Schedule Management  | Ch 16 Homework               | Ch 16 Quiz<br><b>Due 4/30</b>   |
| Week 11<br>3/31              | Module 11 Insurance and Billing  | Ch 17 Homework               | CH 17 Quiz<br><b>Due 4/6</b><br><b>Last to drop with penalty 4/13</b> |
| Week 12<br>4/7               | Module 12 Diagnostic and Procedural Coding   | Ch 18 and Ch 19 Homework     | Ch 18 and Ch 19 Quiz<br><b>Due 4/13</b>                               |
| Week 13<br>4/14              | Module 13 Patient Collections and Financial Management   | Ch 20 Homework               | Ch 20 Quiz<br><b>Due 4/20</b>   |
| Week 14<br>4/21              | Module 14 Anatomy and Physiology Overview  | Ch 21 Homework               | Ch 21 Quiz<br><b>Due 4/27</b>   |
| Week 15<br>4/28              | Module 15 Advance Procedures Case Studies  |                              | <b>Due 5/4</b>  |
| Week 16<br>5/5<br><b>5/7</b> | Review<br><br><b>Final Exam</b>  | <b>Last day of class 5/6</b> | <b>Due 5/9</b>  |

## COURSE EVALUATION

Final grades will be calculated according to the following criteria:

## **GRADE BREAKDOWN**

- **Lecture 60%**
  - Quizzes 10 %
  - Homework 10%
  - Midterm 20%
  - Final 20%
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- **Lab 40%**
  - Case Studies 20%
  - Final Project 20%

## **GRADE SCALE**

- 90-100    A
- 80-89    B
- 70-79    C
- 60-69    D
- 0-59    F

## **TECHNICAL REQUIREMENTS**

For the latest technical requirements, including hardware, compatible browsers, operating systems, etc., review the Minimum Computer and Equipment Requirements on the LIT Online Experience page. A functional broadband internet connection, such as DSL, cable, or WiFi is necessary to maximize the use of online technology and resources.

## **DISABILITIES STATEMENT**

The Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973 are federal anti-discrimination statutes that provide comprehensive civil rights for persons with disabilities. LIT provides reasonable accommodations as defined in the Rehabilitation Act of 1973, Section 504 and the Americans with Disabilities Act of 1990, to students with a diagnosed disability. The Special Populations Office is located in the Eagles' Nest Room 129 and helps foster a supportive and inclusive educational environment by maintaining partnerships with faculty and staff, as well as promoting awareness among all members of the Lamar Institute of Technology community. If you believe you have a disability requiring an accommodation, please contact the Special Populations Coordinator at (409)-951-5708 or email [specialpopulations@lit.edu](mailto:specialpopulations@lit.edu). You may also visit the online resource at Special Populations - Lamar Institute of Technology ([lit.edu](http://lit.edu)).

## **STUDENT CODE OF CONDUCT STATEMENT**

It is the responsibility of all registered Lamar Institute of Technology students to access, read, understand and abide by all published policies, regulations, and procedures listed in the LIT Catalog and Student Handbook. The LIT Catalog and Student Handbook may be

accessed at [www.lit.edu](http://www.lit.edu). Please note that the online version of the LIT Catalog and Student Handbook supersedes all other versions of the same document.

### **ARTIFICIAL INTELLIGENCE STATEMENT**

Lamar Institute of Technology (LIT) recognizes the recent advances in Artificial Intelligence (AI), such as ChatGPT, have changed the landscape of many career disciplines and will impact many students in and out of the classroom. To prepare students for their selected careers, LIT desires to guide students in the ethical use of these technologies and incorporate AI into classroom instruction and assignments appropriately. Appropriate use of these technologies is at the discretion of the instructor. Students are reminded that all submitted work must be their own original work unless otherwise specified. Students should contact their instructor with any questions as to the acceptable use of AI/ChatGPT in their courses.

### **STARFISH**

LIT utilizes an early alert system called Starfish. Throughout the semester, you may receive emails from Starfish regarding your course grades, attendance, or academic performance. Faculty members record student attendance, raise flags and kudos to express concern or give praise, and you can make an appointment with faculty and staff all through the Starfish home page. You can also login to Blackboard or MyLIT and click on the Starfish link to view academic alerts and detailed information. It is the responsibility of the student to pay attention to these emails and information in Starfish and consider taking the recommended actions. Starfish is used to help you be a successful student at LIT.

### **ADDITIONAL COURSE POLICIES/INFORMATION**

*These policies are designed to promote fairness, accountability, and academic success. Students are expected to read and follow all guidelines outlined in the LIT Catalog and Student Handbook.*

1. No food, drinks, or use of tobacco products in class.
2. Cellphones, MP3 players, tablets, notebook/netbook(s) and any other electronic devices must be turned off while in class.
3. Do not bring children to class.
4. No late assignments will be accepted. Any assignment submitted after the Blackboard cut-off time will result in a '0'. Make-up work is at the discretion of the instructor and will only be granted with excused absences; students must initiate the request in person and not via email.

5. Tests/ Exams: Students that miss a test are not allowed to make up the test. Students that miss a test will receive a grade of '0'.
6. If you wish to drop a course, the student is responsible for initiating and completing the drop process. If you stop coming to class and fail to drop the course, you will earn an 'F' in the course.
7. A grade of 'C' or better must be earned in this course for credit toward degree Requirement.
8. All assignments will be completed using Blackboard/ Connect. Assignment may not be submitted via email.
9. Attendance: Students should be present and punctual for all lab classes. It is your responsibility to sign in beginning of each class to mark attendance. Any missed sign-up will result in an absence. Any assignment missed due to absence will result in a zero.
10. Tardiness: If tardy, enter quietly and do not disturb the class. Students that are tardy or miss a class are responsible for all work and/or discussion missed. The student is responsible for obtaining missed material from a classmate. Do not expect your instructor to repeat a lecture & do not interrupt your instructor.
11. Do not talk, type, or print while the instructor is talking to the class or when a student is asking a question that pertains to the class.
12. Refrain from "surfing" the Web during class, unless directed by your instructor