

VALENCIA COLLEGE
Office and Medical Administration – West Campus
Orlando, Florida

Spring Term 2018

Prof. Melba Medina

MEDISOFT® (Office Management Software)

OST-2464 – CRN 23267

January 8 – April 29, 2018

Instructor: Prof. Melba Medina, BCS, MA Business Education, CAS Higher Education

Office: Remote Office

Office Hours: By appointment

Email: ***Blackboard / Messages* is the designated communication method to address all course-specific matters.** Valencia College administrative matters will be communicated via Atlas email, mmedina@valenciacollege.edu

Textbooks and Required Supplies:

The textbook set comes in a bundle packet that is available at the Valencia College bookstore:

- **Computers in the Medical Office LL with Cases Studies, Medisoft CD version 20, Connect. Author: SANDERSON. ISBN: 9781260278088.**

The bundle includes four individual components that are required in this course, as follows:

1. [CONNECT Online Access for Computers in the Medical Office, Ninth Edition](#)
2. [Computers in the Medical Office, 9th Edition](#), by Susan M. Sanderson.
Publisher: The McGraw-Hill Companies, New York, NY.
3. [Medisoft® v20 Student At-Home CD \(Software Program\)](#).
4. [Case Studies for use with Computers in the Medical Office, 9th Edition](#),
by Susan M. Anderson. Publisher: The McGraw-Hill Companies, New York, NY.

Additional Materials

1. Two (2) flash drives will be used to store the Medisoft® databases needed to complete the course activities and homework in the CiMO textbook and the Case Studies textbook.
 - a. *CiMO Textbook and the FCC—Family Care Center—patient database.*
 - b. *Case Studies Textbook: PMG—Polaris Medical Group—patient database.*
2. Two (2) one inch 3-ring binders
 - a. *CiMO Portfolio Binder:* Use this binder to organize the Medisoft® reports and the printed documentation that you will produce as you complete the Family Care Center exercises in the CiMO textbook.
 - b. *PMG Portfolio Binder:* Use this binder to organize the Medisoft® reports and the printed documentation that you will produce as you complete the Polaris Medical Group jobs in the Case Studies textbook.
3. Index Dividers. You may opt to use index dividers to organize the reports in the CiMO and the Case Studies binders.

McGraw-Hill Website Resources

1. <http://connect.mheducation.com/>
2. www.mhhe.com/cimo8

Course Description:

MEDISOFT® (OFFICE MANAGEMENT SOFTWARE). The Medisoft® patient management program prepares a medical office assistant to work as an administrative assistant in health care work in a health care practice. It provides training for input to patient information, appointment scheduling, and billing. Students will process information, appointments scheduling, and billing. Students also will learn how to produce various lists and reports. (Special Fee: \$30.00)

Medisoft® Software Application

Medisoft® version 20, www.medisoft.com, is a product of McKesson Corporation, www.mckesson.com. Medisoft® version 20 runs in a windows PC environment. **Please beware that the Medisoft computer application DOES NOT run in a MAC operating system.**

Credit Hours: 3 credit hours

Prerequisites:

Students possess knowledge of basic computer skills and the use of Microsoft® Windows including navigation through a root directory, uploading and downloading files, creating folders and subfolders, copying files, and using a flash drive.

Students possess knowledge of Blackboard to include using the navigator, communicating via Blackboard Messages, submitting homework via Blackboard Content.

Course Objectives:

This course will enable a student to:

1. Perform medical office tasks including scheduling appointments, gathering and recording patient information, recording diagnoses and procedures, billing patients, filling insurance claims, reviewing and recording payments.
2. Identify various types of medical insurance.
3. Identify the steps involved in processing claims and collecting payments.
4. Exhibit the ability to research facts, think through priorities, and analyze problems.

Expected Outcomes

1. Possess a working knowledge of Medisoft® to create bills and produce reports.
2. Use the Medisoft® Office Hours Scheduler to manage appointments and print reports/lists.
3. Produce statements and claims.
4. Use Medisoft® and Medisoft® Utilities to file claims electronically.
5. Use the CONNECT simulation website.
6. Complete the case studies to experience Medisoft® as an employee in a medical practice.

Completion Requirements

The students must comply with the following requirements. These requirements are not all-inclusive.

1. Follow the instructions on Blackboard and CONNECT, complete and submit your work on time. **NO LATE WORK WILL BE ACCEPTED!**
2. Read and study the assigned chapter(s) and understand key terminology before you attempt to do the chapter exercises.
3. Complete the required assignments including but not limited to the weekly discussions, end-of-chapter activities, Medisoft® live exercises, CONNECT simulation, CiMO exercises and worksheets, Case Studies jobs and worksheets, quizzes, mid-term exam and the final exam.
4. Submit your complete work *on time* via Blackboard and/or Connect, as required!

Core Competencies:

Valencia's Student Core Competencies—Think, Value, Communicate, ACT—are complex abilities that are essential to lifelong success. These general competencies can be applied in many contexts and must be developed over a lifetime. They specify how learning can be expressed and assessed in practice. They enable students and faculty to set learning goals and assess learning within and across disciplines of human inquiry. Refer to the college catalog for more information related to the college competencies. In this course, through lecture and discussion, group work and other learning activities, you will further develop your mastery of those competencies.

Think, Value, Communicate, ACT:	
http://valenciacollege.edu/competencies/default.cfm	
THINK	Think clearly, critically, and creatively, analyze, synthesize, integrate and evaluate in many domains of human inquiry.
VALUE	Make reasoned judgments and responsible commitments
COMMUNICATE	Communicate with different audiences using varied means.
ACT	Act purposefully, effectively, and responsibly.

Attendance:

NOTE: The student **MUST** check the Blackboard course link for daily announcements, course updates, and must actively participate in the weekly discussions. The student must submit the required assignments on time as stated on Blackboard/Homework. No participation in the weekly discussion and weekly homework counts as an absence.

Regular attendance is a key factor to the student's academic success. Students who do not maintain regular attendance who fall behind in their work can expect to receive an excessive absence notice and be dropped from the roll if absences are unexplained and/or not excused. Missing the equivalent of more than two weeks of class for any reason, other than excused absences in accordance with Valencia's policy, is excessive and a basis for withdrawal. Always contact your instructor before withdrawing from a class.

Withdrawal Policy:

WITHDRAWAL Per Valencia Policy 4-07 (Academic Progress, Course Attendance and Grades, and Withdrawals), a student who withdraws from class before the established deadline for a particular term will receive a grade of "W". A student is not permitted to withdraw after the withdrawal deadline of **March 30, 2018**. A faculty member MAY withdraw a student up to the beginning of the final exam period for violation of the class attendance policy. A student who is withdrawn by faculty for violation of the class attendance policy will receive a grade of "W". Any student who withdraws or is withdrawn from a class during a third or subsequent attempt in the same course will be assigned a grade of "F". For a complete policy and procedure overview on Valencia Policy 4-07, please go to <http://valenciacollege.edu/generalcounsel/policydetail.cfm?RecordID=75>

Method of Instruction:

The course will be taught in an online learning environment through a combination of lecture, hands-on exercises, homework assignments, case studies, Connect simulation, and Blackboard contact including Blackboard/Messages. The mid-term and the final exams will be offered at The Testing Center. Do not assume that there will be class time to complete the homework assignments. **Allocate at least 10 to 15 hours weekly to complete the required class work.**

Exam and Grading Policy:Grading Scale:

Scale (%)	Activity	Weight
A = 90 – 100%	Connect® Simulation	20%
B = 80 – 89%	CiMO8e (Exercises, Worksheets)	20%
C = 70 – 79%	Mid-Term Exam	20%
D = 60 – 69%	Case Studies (Jobs, Worksheets)	20%
F = Below 60%	Final Exam	20%
GRAND TOTAL		100%

Make-Up Policy for Examinations and ALL Other Assignments:

All tests must be taken on/before the dates assigned. **No makeup tests** are available without explicit consent of the instructor, which will only be granted in cases of documented extreme emergency and, as a result, the grade will be lowered by ten points—equivalent to a 10%. All required work **MUST** be completed before tests. Make it a point to be prepared to meet the established guidelines. All work must be completed and submitted during the week assigned.

Mid-Term Exam. The mid-term exam must be taken at The Testing Center on the assigned date.

Final Exam. The final exam must be taken at The Testing Center on the assigned date. The final examination in this course is **MANDATORY**. Any student not completing the final exam requirement will receive a grade of “F” in this course. There are **NO** exceptions to this rule.

Student Conduct and Academic Honesty:

- Exams and homework are considered individual effort; any submissions that are too similar for coincidence will receive **NO** credit.
- Students are responsible for preparing for class by reading pre-assigned readings and completing assignments as required.
- Students may collaborate on project issues. This does **NOT** include duplication of data. Collaboration should be used to find bugs, solve issues. Copying, regardless of the number of editor changes, renaming, and/or retyping is considered cheating, and a student’s inability to describe the function of a submitted assignment will be considered evidence of cheating. All students involved in incidents of cheating will be given a zero (“0”) for that assignment, worksheet, quiz, exam, and/or project without regard to who did the original work or who may have benefitted.

Expected Student Conduct:

Valencia College is dedicated not only to the advancement of knowledge and learning but is concerned with the development of responsible personal and social conduct. By enrolling at Valencia College, a student assumes the responsibility for becoming familiar with and abiding by the general rules of conduct. The primary responsibility for managing the classroom environment rests with the faculty. Students who engage in any prohibited or unlawful acts that results in disruption of a class may be directed by the faculty to leave the class. Violation of any classroom or Valencia’s rules may lead to disciplinary action up to and including expulsion from Valencia. Disciplinary action could include being withdrawn from class, disciplinary warning, probation, suspension, expulsion, or other appropriate and authorized actions. You will find the Student Code of Conduct in the current [Valencia Student Handbook](#).

Computer/Equipment Use Policy:

Use of computers in the Business, IT, and student services classrooms at Valencia College is restricted to those activities designated by the instructor to enhance the class materials. Any other use is strictly forbidden. Inappropriate use includes, but is not limited to:

- Use of computer to send personal e-mail messages or access Internet sites not specifically assigned in class.
- Use of computer for job, internship, homework or other activities not assigned in class.
- Modifying any hardware or software system configuration or settings.
- Activities not in accordance with the Valencia Student Code of Conduct

Use of computers in the open lab areas is limited to those activities involved with preparing homework or coursework in the IT, OST, or Business and Hospitality departments and is subject to the same restrictions as listed above.

Computer use is monitored remotely; any student using computers inappropriately may be subject to dismissal from class or banishment from the lab. Subsequent offense may be sent to the campus administration for further disciplinary action.

Students with Disabilities:

Students with disabilities who qualify for academic accommodations must provide a notification from the Office for Students with Disabilities (OSD) and discuss specific needs with the instructor, preferably during the first two weeks of class. The Office for Students with Disabilities (OSD) determines accommodations based on appropriate documentation of disabilities. The OSD office is located at the West Campus in the Students Services Building, Suite 102.

Disclaimer Statement

As many factors may affect the development and progress of a class, the instructor reserves the right to alter the schedule as may be required to assure attainment of course objectives.

Proposed Course Schedule*

OST-2464-33744 Medisoft® Office Management Software
(Subject to Change*)

Week		Topic
1	Jan 8-14	CONNECT SIMULATION 1–Health Information Technology & Medical Billing 2–Introduction to Medisoft
2	Jan 15-21	3–Scheduling Using Medisoft® Office Hours 4–Entering Patient Information
3	Jan 22-28	5–Working with Cases 6–Entering Charge Transactions & Creating Patient Statements
4	Jan 29 - Feb 4	7–Creating Claims 8–Posting Payments & Creating Patient Statements
5	Feb 5-11	9–Creating Reports 10–Collections in the Medical Office
6	Feb 12-18	CiMO Textbook Part 1 - Introduction to CiMO 1–Health Information Technology & Medical Billing CiMO Textbook Part 2 – Medisoft® Advanced Training 2–Introduction to Medisoft 3–Scheduling Using Medisoft® Office Hours
7	Feb 19-25	4–Entering Patient Information 5–Working with Cases
8	Feb 26-Mar 4	6–Entering Charge Transactions & Creating Patient Statements 7–Creating Claims
9	Mar 5-11	8–Posting Payments & Creating Patient Statements 9–Creating Reports
—	—	***SPRING BREAK*** (College Closed) March 12-18, 2018
10	Mar 19-25	10–Collections in the Medical Office MID-TERM EXAM (DUE: March 26)
11	Mar 26-Apr 1	CASE STUDIES Textbook – Part 3, Polaris Medical Group • Week 1: Days 1, 2, 3
12	Apr 2-8	CASE STUDIES Textbook – Part 3, Polaris Medical Group • Week 1: Days 4, 5, End-of-Week
13	Apr 9-15	CASE STUDIES Textbook – Part 3, Polaris Medical Group • Week 2 Days 1, 2, 3
14	Apr 16-22	CASE STUDIES Textbook – Part 3, Polaris Medical Group • Week 2 Days: 4, 5, End-of-Month
15	April 23	FINAL EXAM (DUE: April 24)

*** Disclaimer Statement**

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