

## MD251 MEDICAL OFFICE PROCEDURES II DAY CALENDAR

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Introduction Syllabus & Calendar Ch 12, 13, 15 Read p.206-266, 300-327	What is a peg board?  <i>Outline your jobs</i>	Pegboarding	Pegboarding	Pegboarding  <i>*Day sheet 1 due</i>
Telecommunications Lecture  Ch 12	Patient Scheduling Lecture  Ch 13	Written Communications Lecture  Ch 15	<b>Quiz 1 Review</b>  Pegboarding	<b><u>Quiz # 1</u></b> HW Due: Workbook Ch 12, 13, 15 p. 135-141 p. 147-152 p.171-181  <i>*Day sheet 2 due</i>
Medical Records Management  Ch 14 & 16 Read p. 267-299, p. 328-244	Ch. 14 & 16 Continue Medical Records Management	Alphabetic & Terminal digit filing	<b>Quiz 2 Review</b>  Pegboarding	<b><u>Quiz # 2</u></b> HW Due: Workbook Ch 14 & 16 p. 159-169 p. 183-196  <i>*Day sheet 3 due</i>
Pegboarding	Pegboarding	Pegboarding	Pegboarding  <b>Adjustment Review</b>	<b><u>Adjustment Quiz</u></b>  Pegboarding  <i>* Day sheet 4 due</i>
<b>Pegboard Project due</b> <i>* Day sheet 5 and check register due</i>	<b>Final Exam Review</b>	<b><u>Pegboard Final</u></b>	<b><u>FINAL EXAM</u></b>	LATE TESTING

Calendar is subject to change at instructor's discretion. Late testing must be coordinated with your instructor.

This is an approximate schedule and is subject to change at the instructor's discretion. The student is responsible for any missed information and handouts due to absences. Homework includes familiarizing yourself to the Calendar and Syllabus, textbook and study guide reading assignments, flashcards, diagrams, E-library searches and internet site videos, all when appropriate to augment learning. Expect homework study time to vary, but it will be at least 2.5 hours per week, per 2.5 unit class.

## MD251 MEDICAL OFFICE PROCEDURES II 6 WEEK NIGHT CALENDAR

Week	DAY 1	DAY 2
1	Course Intro Read! Start Pegboard Read p.206-266, 300-327	Pegboarding Adjustments  *Day 1 Due
2	<b>Lecture Ch 12, 13, 15</b> Test Review	Pegboarding  *Day 2 Due
3	<b>Quiz #1</b>  <b>HW Due:</b> Ch 12, 13, 15 p. 135-141 p. 147-152 p.171-181  Pegboarding	Pegboarding  *Day 3 Due
4	<b>Lecture Ch 14 &amp; 16</b> Read p. 267-299, p. 328-244 Test Review	Pegboarding  *Day 4 Due
5	<b>Quiz #2</b>  <b>HW Due:</b> Workbook Ch 14 & 16 p. 159-169 p. 183-196  Pegboarding	Pegboarding <b>Final Review</b>  *Day 5 Due and Check Register Due
6	<b>PEGBBOARD FINAL</b>	<b>WRITTEN FINAL</b>

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## MD251 MEDICAL OFFICE PROCEDURES II 3 WEEK NIGHT CALENDAR

Week	DAY 1	DAY 2
1	Course Intro Read p.206-266, 300-327 Start Pegboard  *Day 1 due	LECTURE CHAPTER 12, 13, 15  Test Review *Day 2 Due
2	<b>TEST #1 Ch 12, 13, 15</b> HW Due: Ch 12, 13, 15 p. 135-141 p. 147-152 p.171-181  Pegboarding  *Day 3 Due	LECTURE CHAPTER 14 & 16 Read p. 267-299, p. 328-244  Test Review  *Day 4 Due
3	<b>TEST #2 Ch 14 &amp; 16</b> HW Due: Workbook Ch 14 & 16 p. 159-169 p. 183-196  Review for final  *Day 5 Due and check register	<b>FINALS</b>  Written & Pegboard Final

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This is an approximate schedule and is subject to change at the instructor's discretion. The student is responsible for any missed information and handouts due to absences. Homework includes familiarizing yourself to the Calendar and Syllabus, textbook and study guide reading assignments, flashcards, diagrams, E-library searches and internet site videos, all when appropriate to augment learning. Expect homework study time to vary, but it will be at least 2.5 hours per week, per 2.5 unit class.



CLASS NUMBER AND NAME: MD251 MEDICAL OFFICE PROCEDURES II

TOTAL HOURS/UNITS: 25 HOURS 2.5 UNITS

PREREQUISITES: NONE

TEXTS AND MATERIALS: *LWW's Comprehensive Medical Assisting*, (Text and Study Guide), Fourth Edition, Kronenberger, Durham, and Woodson, 2010

Study guides (provided by instructor)

CLASS DESCRIPTION: This class is designed to train the student in various tasks inherent in a medical office: greeting patients, oral communications, telephone techniques, accurate charting, alphabetical filing and terminal digit filing are explained, message taking, postal regulations, and the different time zones. Discussion of medical pegboard accounting, with a self-paced pegboard system including simulations for each student.

- CLASS OBJECTIVES:
1. To properly demonstrate procedures of medical pegboard and appointment scheduling in a medical facility.
  2. To demonstrate proper telephone techniques in regular and emergency situations.
  3. To explain the guidelines of general correspondences and mailing of medical specimens.
  4. To file charts by alphabet and terminal digit filing methods and handle medical records in a medical facility efficiently and accurately.

CLASS FORMAT OVERVIEW: The class is conducted in a lecture format, as well as a question and answer discussion method, and visual demonstration. The student will use the Medical Pegboard Procedures text in class under the supervision of the instructor. A pegboard project will be completed, while simulating a medical office five-day period. Telephone techniques and medical record keeping will be lectured.

**METHODS OF INSTRUCTION:** As lecture and student participation are used as the principal means of instruction, it will be expected that all students will be present every day to take part in class. Reading in the text will be required with workbook pages as scheduled for homework.

**CLASS ATTENDANCE:** It is expected that each student will be in class when class begins. Should the student come in later than five minutes after class begins, he or she should be certain that the instructor has noted his or her presence in class. It will then be up to the instructor to decide if the student had arrived in time to be counted as present – the instructor’s decision will be final.

It will be the student’s responsibility to learn of any assignments given in class when absent.

80% attendance is mandatory;  
90% or above is mandatory for those who are in a full program and qualify for the externship.

**TESTING:** The student must satisfactorily complete all tests, exercises, and homework with a passing grade of 60% or better.

There are no retakes of any tests in medical.

**LATE TESTING:** A 10 PERCENT PENALTY WILL BE ISSUED FOR ALL LATE TESTS. If you are not present the day of the test and have not made arrangements with the instructor to take the test early, you will automatically be given the 10 percent penalty. (Late tests start with a “B” minus 10 %)

**GRADING POLICIES:**

The emphasis of this course is the practical application of what the student has learned. Points are given for homework, quizzes and the final exam. Each student is graded on the cumulative point system adding together all tests and the final exam. The final exam includes a complete pegboard simulation of five patients and must be done to 60% + accuracy to pass the class.

The grading is as follows:

90 - 100%	A
80 - 89%	B
70 - 79%	C
60 - 69%	D
BELOW 60%	F

Students out of uniform will be subject to the uniform contract grading policy.

**IF A STUDENT FAILS TO TAKE A TEST DURING THE MODULE, THE CLASS GRADE WILL BE LOWERED BY ONE LETTER GRADE.**

**ANTICIPATED LEARNING OUTCOMES:**

Upon completing this course, the student will be able to:

1. Demonstrate a working knowledge of the pegboard system.
2. Identify various scheduling techniques including matrix for an appointment book.
3. Explain proper phone procedures including routine and emergency calls.
4. Demonstrate a working knowledge of medical record keeping.