



SCWE IN OFFICE SYSTEMS

Course Syllabus

Date 11/14/11

C - L - CR
0 - 15 - 3

COURSE NUMBER: AOT 270

PREREQUISITE(S): AHS 118, A05 252

CO-REQUISITE(S): None

COURSE DESCRIPTIONS This course provides direct experience in a physician's office or other selected medical facilities.

TEXTBOOK(S): Makely, Sherry. Professionalism in Healthcare. New Jersey: Pearson. 2009
ISBN: 0-13-515387-5

REFERENCE(S): None

OTHER REQUIRED MATERIALS, TOOLS, AND EQUIPMENT: Pens (Black or Blue)
Uniform Policy

METHOD OF INSTRUCTION: Direct experience in a physician's office or healthcare facility

GRADING SYSTEM:
90 - 100 = A
80 - 89 = B
70 - 79 = C
60 - 69 = D
Below - 60 = F

The standard mathematical procedure of rounding will be applied to arrive at a whole number percentage in final grade calculation.

GRADE CALCULATION METHOD:

Clinical Evaluations (Instructor)	=	40%
Clinical Evaluations (Preceptors)	=	20%
Clinical Log	=	10%
Textbook Activities	=	<u>30%</u>
	=	100%

The clinical rating scale will be converted to a grade as follows:

<u>Clinical Rating</u>	<u>Grade</u>
9 – 10	A
7 – 8	B
5 – 6	C
2 – 4	D
1	F

**ATTENDANCE
POLICY:**

The student is responsible for punctual and regular attendance in all classes, laboratories, clinical, practica, internships, field trips, and other required class activities. The College does not grant excused absences; therefore, students are urged to reserve their absences for emergencies. When illness or other emergencies occur, the student is responsible for notifying instructors and completing missed work if approved for late submission by instructors.

The student is tardy if not in class at the time the class is scheduled to begin and is admitted to class at the discretion of the instructor.

Instructors maintain attendance records. However, it is the student's responsibility to withdraw from a course. A student enrolling in and attending at least one course session remains enrolled until the student initiates a withdrawal.

Withdrawal Policy: During the first 75% of the course, a student may initiate withdrawal and receive a grade of W. A student cannot initiate a withdrawal during the last 25% of the course. Extenuating circumstances require documentation and approval by the appropriate department head and academic dean.

Absences for Religious Holidays: Students who are absent from class in order to observe religious holidays are responsible for the content of any activities missed and for the completion of assignments occurring during the period of absence. Students who anticipate their observance of religious holidays will cause them to be absent from class and do not wish such absences to penalize their status in class should adhere to the following guidelines:

1. Observance of religious holidays resulting in three or fewer consecutive absences: Discuss the situation with the instructor and provide written notice at least one

week prior to the absence(s). Develop (in writing) and instructor-approved plan which outlines the make up of activities and assignments.

2. Observances of religious holidays resulting in four or more consecutive absences: Discuss the situation with the instructor and provide the instructor with written notice within the first 10 days of the academic term. Develop an instructor-approved plan with outlines the make up of activities and assignments.

**CLASSROOM
CONDUCT:**

ACADEMIC DISHONESTY: Students are expected to uphold the integrity of the College's standard of conduct, specifically in regards to academic honesty. All forms of academic dishonesty including, but not limited to, cheating on assignments/tests, plagiarism, collusion, and falsification of information will call for disciplinary action. Disciplinary action imposed may include one or more of the following: written reprimand, loss of credit for assignment/test, termination from course, and probation, suspension, or expulsion from the College. For further explanation of this and other conduct codes, please refer to the Student Handbook.

CELLULAR PHONES AND PAGERS/BEEPERS: Cellular phones, pagers and beepers are not permitted to be turned on or used within the classroom. Use of these devices during classroom time will be considered a violation of the student code as it relates to “disruptive behavior.”

**CLASS/LAB
PROCEDURES:**

Clinical Practicum: Fifteen hours/week or 225 hours of clinical practicum are scheduled the fourth semester of the program.

Because of the nature of clinical instruction, a student who is absent more than 5% of the time in clinical (11.2 hours) for any reason will receive a written and verbal warning and if absent more than 10% of the time in clinical (22.5 hours) for any reason, will be dropped from the program. Even though all missed clinical time must be made up, clinical make-up time is not considered an equivalent experience to regularly scheduled clinical assignment.

If a student is going to be absent or tardy during the clinical phase of training, the student must **call the assigned instructor and assigned clinical area prior to the arrival time (Do not send messages by other students). If the student does not talk directly to the instructor, they must**

call back within 30 minutes after the clinical day has begun to touch base with the instructor over the phone regarding their absence. If the student fails to do this, he/she will be warned verbally and written for the first offense and dropped for the second offense. A tardy is defined as any student who is more than 5 minutes late to the clinical area.

When the instructor comes for a clinical visit and the student is absent, the student's grade for the course will be dropped one letter grade. Attendance and keeping the instructor informed of your time at the clinical site is very important and will affect your grade.

Any days missed in clinical will be made up at the convenience of the instructors and the program. Any exceptions to this must be made a joint decision of the faculty of the program. No degree will be awarded until all time is made-up and all requirements met. **The scheduling of make-up time for missed clinical days will be at the discretion of the instructor and clinical area and may require scheduling at semester breaks.**

If a student is absent for more than 10% of the planned clinical experience, the objectives of the course cannot be met satisfactorily. The student will be dropped from the course with a grade of WF. All students who are performing additional clinical days due to absences or other reasons are expected to be in attendance. Failure to show up on these days will count as an absence and will be counted in the attendance policy for the clinical phase of the course.

If the student fails to perform at an acceptable level during these additional clinical days, the student will not meet the requirements of the clinical phase for the course and will receive an "F" in the course.

Unsatisfactory performance in the clinical area will constitute an "F" in the course. Any student who has outstanding clinical to make-up, based on extenuating circumstances, will receive a grade of "I" (Incomplete) in the course until the clinical hours are completed.

Clinical Log:

Each week, a log of your experience and reflection will be posted to the discussion board through the Blackboard course

component of AOT 270. This should be a brief synopsis of your tasks along with your reflections of the experience to include the agreed upon learning objectives with Career Planning and Placement.

Textbook Activities:

You will complete Learning Activities in your textbook. Print out your file and place in instructor's mailbox. **No late assignments accepted.**

Uniform Policy:

A professional image is to be portrayed while working in the clinical setting. Any **student** who does not arrive at clinical in the appropriate uniform may be sent home and will be considered absent for that day. The absenteeism policy will apply to this situation. When in uniform, the uniform dress code applies and the student is expected to comply with "full" uniform dress (including shoes).

Students enrolled in the AOT-Medical Program will:

1. Wear lab coats with name pin in the clinical setting.
2. No jeans, shorts, skirts or miniskirts are allowed.
3. Purchase only standard uniforms (scrub type pants or professional attire pants and a printed lab jacket designed for the program). Tops should be professional or scrub type. **NO TIGHT UNIFORMS ARE ALLOWED.**
4. Be in full uniform in the clinical area.
5. Clinic shoes must be clean at all times. Tennis shoes are allowed; however, vibrant colors are not.

ACCOMMODATIONS:

Students who need special accommodations in this class because of a documented disability should notify Student Disability Services by calling (864) 592-4818, toll-free 1-800-922-3679; via email through the SCC web site at www.sccsc.edu/resources/disabilities; or by visiting the office located in the East Building Room 30-B on the SCC Central campus. Contacting Student Disability Services early in the semester gives the College an opportunity to provide necessary support services and appropriate accommodations.

The Learning Center, located in the rooms E-2 & E-5 of the East Building, provides computers for your use. Check the website <http://www.sccsc.edu/resources/tutoring/tlc> or call 592-4968 for current semester operating hours.

Program Director

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Inclement Weather Schedule:

- Check SCC Web Site: www.sccsc.edu
- Tune to Channel-7 local TV station
- Tune to an FM/AM local radio station

**COURSE OUTCOMES
& OBJECTIVES:**

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

- I. Demonstrate interpersonal and professional attributes
 1. Be punctual and dependable
 2. Take initiative, work without supervision, and accept responsibility for one's work
 3. Be able to take constructive criticism and act upon it to improve job performance
 4. Maintain confidentiality of information
 5. Adapt to change, manage conflict, and cope with stress
 6. Maintain professional appearance and hygiene
 7. Work cooperatively with others
 8. Maintain a positive attitude and display self-confidence
 9. Comply with your office rules and regulations
- II. Communicate with office staff and clients
 1. Speak clearly and articulately using correct telephone etiquette
 2. Answer the telephone promptly using correct telephone etiquette

3. Spell and punctuate correctly using good sentence structure
 4. Give and receive feedback
 5. Interpret policies and procedure
- III. Maintain accurate records
1. Enter information into computer
 2. Gather forms, sequence properly, and make up folders
 3. Copy and verify
 4. Gather complete information
 5. Report incomplete information
 6. Determine deficiencies in information
 7. Follow proper procedures for correcting errors
 8. Read and interpret information
- IV. Perform financial transactions
1. Discuss and establish a payment plan
 2. Collect payment, in full, or co-payment at time of visit
 3. Enter client's transactions (payments, charges, and adjustments) into the computer
 4. Issue a receipt
 5. Send bills to clients on a timely basis (manual/computer)
 6. Make refunds to clients if applicable
 7. Monitor accounts receivable systematically
 8. Refer unpaid accounts to collection agency, or probate court
 9. Follow collection laws meticulously
 10. Operate calculator accurately
 11. Balance charges/payments daily
 12. Reconcile routing slips
 13. Assist in making bank deposits
- V. Perform general office duties
1. Use paging system effectively
 2. Print and furnish copies of appointment lists
 3. Pull and update charts
 4. Review financial status
 5. Open screen, sort, and distribute mail
 6. Compose letters and memos
 7. Type general correspondence
 8. Operate copier, FAX, computer, voice mail, answering machine, calculator, and postage machine

9. Maintain inventory and order supplies
 10. Maintain upkeep and appearance of office
 11. Handle incoming and outgoing deliveries
 12. Participate in meetings and discussions
 13. Work with vendors and sales representatives
- VI. Maintain the filing system
1. Maintain files
 2. Demonstrate sign-out procedures
 3. Ensure that reports are reviewed and documented by office supervisor
 4. File records in a timely manner
 5. Track missing misfiled records
 6. Provide for confidentiality and security of documents
 7. Maintain legal integrity of files
 8. Purge records periodically
 9. Release information according to regulations and guidelines
 10. Respond, request, and follow up on authorizations and requests for records
- VII. Perform receptionist duties
1. Greet visitors
 2. Issue clear instructions
 3. Participate in interview
 4. Make introductions
 5. Screen and/or direct inquiries
 6. Place and maintain records of long distance calls
 7. Record and communicate information and messages
 8. Locate contacts and place calls for office supervisor
 9. Act as liaison with staff and others
 10. Apply office protocol
- VIII. Make appointments
1. Design and maintain logs (e.g., schedule/time of appointments, etc.)
 2. Schedule procedures
 3. Obtain consent
 4. Reschedule appointments (as necessary)
 5. Coordinate and distribute schedule
 6. Maintain a personal and business schedule for practice
 7. Manage walk-ins, no shows, and confirmations