

**Nashville State Community College
Business, Management & Hospitality Division
Healthcare Management**

Syllabus

Course Title: Medical Office Management HCMT 2310

Credits: 3

Class Hours: 3

Course description: This course focuses on the principles of managing a medical office. Topics include revenue sources specific to the medical practice, the relationship between patients and work staff, and the various business functions necessary to manage a practice. Students who complete will have the ability to effectively apply these techniques in a healthcare practice.

Prerequisite: HCMT 2305, HCMT 2315, and HCMT 2350 with a grade of "C" or higher

A grade of "C" or better is required for all HCMT courses in order to progress in the program

Instructor Information:

Name: Eleonora Alvarado

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Office Phone: 615-353-3705

Office Location: C237H

Office Hours:

Monday: 8:30AM-1PM

Tuesday: 8:30AM-1PM

Wednesday: 8AM-9AM and 11AM-1PM

Thursday: 8:30AM-1PM

Friday: 8AM-9AM

Textbook and Other Materials:

Textbook: TBA

Reference Materials: None

Supplies: None

Once enrolled, all students should verify that they have the correct textbook and materials information by consulting D2L/NSOnline shell for the course. If you are registered with the Access Center and require an alternate format for the textbook and other course materials, please contact the Access Center at 615-353-3721, 615-353-3741 or accesscenter@nsc.edu

Course Outcomes:

Upon successful completion of this course, students should be able to:

- Explain healthcare business processes and workflow
- Demonstrate an understanding of medical office accounting and revenue cycle management
- Identify various types of health insurance plans and their relationship with clearinghouses
- Describe the importance of HIPAA and methods necessary to achieve compliance
- Identify successful business practices in reference to human resources, marketing, and information technology

Grading Scale:

Grading Scale	
A (90-100%)	
B (80-89%)	
C (70-79%)	
D (65-69%)	
F (64% or below)	

FA

According to NSCC policy, an FA is awarded to students who do not officially withdraw from a course and do not attend after the cut-off date provided in the academic calendar. Please refer to the current academic calendar available on the Nashville State web site, looking for the date that indicates it is the “Last Day to Earn F for Attendance (FA).” Students who stop attending on or before this date receive an FA; students who stop attending after this date receive an F.

For online courses, attendance is defined by submission of assignments. Students who fail a course and whose last assignment is submitted on or before the FA date will earn an FA for the course. Students who fail a course and whose last assignment is submitted after the FA date will earn an F for the course. An FN is assigned to students who do not submit any assignments.

FN

An FN is awarded to students who never attended class.

Late Work Policy & make-up procedures for missed assignments and work:

- There are specific due dates set for homework assignments and exams. Homework due dates and test/quiz dates will be strictly adhered to and will not be extended. Failure to

complete homework and exams by the due dates will result in a grade of zero for that assessment.

- **NO MAKE UP TESTS OR QUIZZES WILL BE GIVEN.** A grade of "zero" will be assigned for any test/quiz that has not been taken.

Attendance Policy

Attendance in this course is critical to success. There are specific due dates set for homework assignments and exams. **Homework due dates and test/quiz dates will be strictly adhered to and will not be extended. Failure to complete homework and exams by the due dates will result in a grade of zero for that assessment.** Online attendance is measured by submission of assignments and completing tests and quizzes. If a student does not submit their assignments or fails to take a quiz or test they will be considered absent (non participating). Simply logging in to the classroom does not count as attending. Students must actively participate (submit assignments as well as quizzes and tests) in the course to be considered attending.

In cases where student absences are the result of emergency circumstances (e.g. death in the family, a student's serious injury or incapacitating illness), for which the students are unable to make immediate contact with faculty, the students are unable to make immediate contact with faculty, the student may contact the Dean for Students Services Office for assistance in providing such immediate notification to faculty. However, the student remains responsible for verify the emergency circumstances to faculty and for discussing arrangements with faculty for completion of course work requirements. (Student Handbook)

If you decide to drop this class, please check the printed semester schedule or the NSCC website for the last day to withdraw and receive a "W". The drop date will also be noted on the semester calendar for this course. You must complete an add/drop form or drop using MYNSCC before this date in order to receive a "W" rather than an "F".

TESTS AND MAKE UP POLICY

NO MAKE UP TESTS OR QUIZZES WILL BE GIVEN. A grade of "zero" will be assigned for any test/quiz that has not been taken. Please check your weekly assignments and semester calendar to check dates that are the last acceptable dates for completing the tests and quizzes. **ALL DUE DATES ARE LISTED ON THE COURSE OUTLINE.** It is recommended that you print the course outline and semester calendar and keep a copy with your text materials.

D2L Brightspace/NSOnline and MyNSCC Email

It is the student's responsibility to check D2L and MyNSCC email on a regular basis. These are the official communication channels between the college and students. Students are responsible for the information communicated through those channels. D2L contains specific course information and MyNSCC contains information important for other purposes.

Technology Statement

Nashville State's classes are considered to be web-enhanced. Faculty have an expectation that students will use a computer and the Internet to complete assignments, engage in online discussions, and access various course materials through Desire2Learn (D2L) course shells. Computers are available for student use at each campus during campus open hours.

ADA Compliance Statement

Nashville State complies with the Americans with Disabilities Act (ADA). If you require accommodations for any courses in which you are enrolled, contact the Access Center at 615.353.3741 or 615.353.3721, or e-mail accesscenter@nsc.edu. If you are registered with the Access Center and require an alternate format for the textbook and other course materials, please contact the Access.

Classroom Misconduct

Nashville State Community College has a zero tolerance policy for disruptive conduct in the classroom. Students whose behavior disrupts the classroom will be subject to disciplinary sanctions. The Nashville State Student Code of Conduct policy is available at https://s3.amazonaws.com/nsc.edu/PDFs/dean-students/Student_Code_of_Conduct_Policy.pdf

The instructor has primary responsibility for control over classroom behavior and maintenance of academic integrity. He/she can order temporary removal or exclusion from the classroom of any student engaged in disruptive conduct or in conduct which violates the general rules and regulations of the College.

Disruptive behavior in the classroom may be defined as, but is not limited to, behavior that obstructs or disrupts the learning environment (e.g., offensive language, harassment of students and professors, repeated outbursts from a student which disrupt the flow of instruction or prevent concentration on the subject taught, failure to cooperate in maintaining classroom decorum, etc.), the continued use of any electronic or other noise or light emitting device which disturbs others (e.g., disturbing noises from beepers, cell phones, palm pilots, lap-top computers, games, etc.).

Please be aware that children are not allowed in class or unattended on campus.

Academic Misconduct (Honor Code)

Any form of academic dishonesty, cheating, plagiarizing, or other academic misconduct is prohibited. Students are responsible for understanding and abiding by the [Academic Misconduct Policy](#) in the Nashville State Student Code of Conduct. https://s3.amazonaws.com/nsc.edu/PDFs/dean-students/Student_Code_of_Conduct_Policy.pdf

“Plagiarism may result from: (1) failing to cite quotations and borrowed ideas, (2) failing to enclose borrowed language in quotation marks, and (3) failing to put summaries and paraphrases in your own words (A Writer’s Reference 331). Academic dishonesty may be defined as, but is not limited to, intentionally trying to deceive by claiming credit for the work of another person, using information from a web page or source without citing the reference,

fraudulently using someone else's work on an exam, paper, or assignment, recycling your own work from another course, purchasing papers or materials from another source and presenting them as your own, attempting to obtain exams/materials/assignments in advance of the date of administration by the instructor, impersonating someone else in a testing situation, providing confidential test information to someone else, submitting the same assignment in two different classes without requesting both instructor's permission, allowing someone else to copy or use your work, using someone else's work to complete your own, altering documents, transcripts or grades, and forging a faculty/staff member's signature.

In addition to other possible disciplinary sanctions that may be imposed through regular college procedures as a result of academic dishonesty the instructor has the authority to assign an "F" or a "Zero" for the exercise, paper, or examination or to assign an "F" for the course. Students may appeal through the appropriate college grade appeal procedures.

Academic Early Warning System

Nashville State Community College has implemented an Early Warning System to notify students via e-mail about academic problems such as poor classroom attendance, poor performance on assignments/tests, poor communication skills, late/missing assignments, and/or lack of classroom participation. *Please note that Early Warning Alerts do not affect a student's academic standing.

RAVE Emergency Alert System

Emergency events can happen at any time and Nashville State Community College wants to be able to notify students if and when they occur. For this reason, all students have been enrolled in the free RAVE alert system. If you have not already done so, please log in at <https://getrave.com/login/nsc> to confirm and update your contact information and notification preferences. It is critical that your information be correct so that you will receive any emergency notifications. Your RAVE Username is your NSCC email address. If you've never received an email from RAVE with your password, or if you need to reset your password, select "Forgot your password?" and a new password will be emailed to you. Should the RAVE system indicate "user not found", select Register and create your own RAVE account.

Inclement Weather Policy

Nashville State will use the RAVE alert system to send a text message to students, staff, and faculty about adjusted hours of operation and/or closings at individual campuses. All students should check the Nashville State web site home page at www.nsc.edu for announcements on campus closures, which may vary from campus to campus. Campus closures will also be announced on local television stations.

When classes are cancelled, an online assignment will be posted in NS Online. Check NS Online for a message from your instructor regarding your online assignment requirements.

Students should use their own best judgment in determining whether to report to campus during inclement weather when classes are not cancelled.

Class Cancellation Policy

If the class is cancelled, the instructor will notify all students by posting in the NSOnline/D2L course, e-mailing through NSOnline/D2L, and/or by posting a sign on the classroom door. In the event of class cancellation, students must access NSOnline/D2L to complete classwork and the assignment that will be posted in the course D2L site.