

# Washtenaw Community College Comprehensive Report

## BOS 175 Medical Office Communication

Effective Term: Fall 2012

### Course Cover

**Division:** Business and Computer Technologies

**Department:** Business Office Systems

**Discipline:** Business Office Systems

**Course Number:** 175

**Org Number:** 13310

**Full Course Title:** Medical Office Communication

**Transcript Title:** Medical Office Communication

**Is Consultation with other department(s) required:** No

**Publish in the Following:** College Catalog , Time Schedule , Web Page

**Reason for Submission:**

**Change Information:**

**Other:**

**Rationale:** Conditionally Approved Course - seeking full approval

**Proposed Start Semester:** Fall 2012

**Course Description:** This course is intended for medical assisting students. In this course, students develop their listening skills and apply strategies to effectively deal with psychological and cultural barriers to communication and learn to gather information from patients in a non-threatening way. Students also learn to write reports and letters and to communicate sensitive healthcare information in other written, electronic, visual and verbal form to doctors, patients, pharmacies, insurance companies, and governmental agencies. Issues of privacy and security of patient information will also be covered.

### Course Credit Hours

**Variable hours:** No

**Credits:** 2

**Lecture Hours: Instructor: 30 Student: 30**

**Lab: Instructor: 0 Student: 0**

**Clinical: Instructor: 0 Student: 0**

**Total Contact Hours: Instructor: 30 Student: 30**

**Repeatable for Credit:** NO

**Grading Methods:** Letter Grades

Audit

**Are lectures, labs, or clinicals offered as separate sections?:** NO (same sections)

### College-Level Reading and Writing

College-level Reading & Writing

### College-Level Math

#### Requisites

#### General Education

#### Request Course Transfer

Proposed For:

### Student Learning Outcomes

1. Develop strategies to address behavioral and emotional issues with patients, and conduct effective patient interviews.

**Assessment 1**

**Assessment Tool:** Department created practical test

**Assessment Date:** Fall 2015

**Assessment Cycle:** Every Three Years

**Course section(s)/other population:** All sections

**Number students to be assessed:** All students

**How the assessment will be scored:** Answer Key

**Standard of success to be used for this assessment:** 75% of students will score 75% or higher on practical exam.

**Who will score and analyze the data:** Departmental Faculty

2. Write letters that disclose examination results to patients in a sensitive, professional manner.

**Assessment 1**

**Assessment Tool:** Department created practical test

**Assessment Date:** Fall 2015

**Assessment Cycle:** Every Three Years

**Course section(s)/other population:** All sections

**Number students to be assessed:** All students

**How the assessment will be scored:** Answer Key

**Standard of success to be used for this assessment:** 75% of students will score 75% or higher on practical exam.

**Who will score and analyze the data:** Departmental Faculty

3. Determine the appropriateness for different modes of communication and transmission of patient information to patients, doctors, hospitals and insurance carriers.

**Assessment 1**

**Assessment Tool:** Department created practical test

**Assessment Date:** Fall 2015

**Assessment Cycle:** Every Three Years

**Course section(s)/other population:** All sections

**Number students to be assessed:** All students

**How the assessment will be scored:** Answer Key

**Standard of success to be used for this assessment:** 75% of students will score 75% or higher on practical exam.

**Who will score and analyze the data:** Departmental Faculty

4. Draft open/directed interview questions and patient questionnaires.

**Assessment 1**

**Assessment Tool:** Department created practical test

**Assessment Date:** Fall 2015

**Assessment Cycle:** Every Three Years

**Course section(s)/other population:** All sections

**Number students to be assessed:** All students

**How the assessment will be scored:** Answer Key

**Standard of success to be used for this assessment:** 75% of students will score 75% or higher on practical exam.

**Who will score and analyze the data:** Departmental Faculty

**Course Objectives**

1. Draft checklists for hypothetical patient interviews.

**Matched Outcomes**

2. Prepare open-ended questions for hypothetical patient interviews.

**Matched Outcomes**

3. View and evaluate simulated patient interviews conducted by the course instructor or other healthcare professional.

**Matched Outcomes**

- 4. Recognize cultural barriers to conducting effective patient interviews and develop strategies to conduct effective interviews.

**Matched Outcomes**

- 5. Recognize psychological barriers to conducting effective patient interviews and develop strategies to conduct effective interviews.

**Matched Outcomes**

- 6. Conduct and evaluate simulated patient interview.

**Matched Outcomes**

- 7. Write formal reports of patient interviews.

**Matched Outcomes**

- 8. Apply laws and regulations affecting a patient's right to privacy and disclosure of patient information.

**Matched Outcomes**

- 9. Draft common letters including letters for: a) Examination or test results: positive or negative b) Consent forms c) Reminder letters d) Patient information letters

**Matched Outcomes**

- 10. Identify appropriate/inappropriate uses of e-mail and instant messaging correspondence with patients.

**Matched Outcomes**

**New Resources for Course**

**Course Textbooks/Resources**

- Textbooks
- Manuals
- Periodicals
- Software

**Equipment/Facilities**

**Reviewer**

**Action**

**Date**

**Faculty Preparer:**

*Joyce Jenkins*

*Faculty Preparer*

*May 09, 2012*

**Department Chair/Area Director:**

*Joyce Jenkins*

*Recommend Approval*

*May 09, 2012*

**Dean:**

*Rosemary Wilson*

*Recommend Approval*

*May 09, 2012*

**Vice President for Instruction:**

*Stuart Blacklaw*

*Approve*

*Jul 12, 2012*