Note:

Course content may be changed, term to term, without notice. The information below is provided as a guide for course selection and is not binding in any form, and should not be used to purchase course materials.
COURSE SYLLABUS

AMOA 203
MEDICAL OFFICE SYSTEMS AND PROCEDURES

COURSE DESCRIPTION
This course prepares students for the administrative tasks relevant to operating and supervising a medical office of health professionals. Students learn to plan and organize work load, set priorities, develop initiative among employees and coordinate multiple tasks within a time sensitive environment. The value of compassionate professionalism when interacting with patients, family members and staff is stressed.

RATIONALE
This course discusses the variable functions of systems required to operate a medical office. The MOA student needs to understand the various components of the medical systems efficiently to perform functions required to perform daily tasks in the medical office setting.

I. PREREQUISITES
For information regarding prerequisites for this course, please refer to the Academic Course Catalog.

II. REQUIRED RESOURCE PURCHASES
Click on the following link to view the required resource(s) for the term in which you are registered: http://bookstore.mbsdirect.net/liberty.htm

III. ADDITIONAL MATERIALS FOR LEARNING
A. Computer with basic audio/video output equipment
B. Internet access (broadband recommended)
C. Microsoft Office

IV. MEASURABLE LEARNING OUTCOMES
Upon successful completion of this course, the student will be able to:
A. Discuss the different medical office systems used in an office.
B. Discuss the different levels of the office (clinical, front office, support staff).
C. Describe the multi-tasking needed for the front office.
D. Discuss professional appearance and first experiences.
E. Discuss the multiple roles of a Medical Office Assistant in the office.

V. COURSE REQUIREMENTS AND ASSIGNMENTS
A. Textbook readings and lecture presentations/notes

B. Course Requirements Checklist

After reading the Course Syllabus and Student Expectations, the student will complete the related checklist found in Module/Week 1.

C. Discussion Board Forums (4)

Discussion boards are collaborative learning experiences. Therefore, the student is required to provide a thread in response to the provided prompt for each forum. Each thread must be at least 200 words and demonstrate course-related knowledge. In addition to the thread, the student is required to reply to 2 other classmates’ threads. Each reply must be at least 150 words.

D. Interview

The student will interview 2 people (front office staff or office manager) from an office that uses a medical office program. The student will complete the interview form provided in the course and include a discussion of at least 350 words of what was learned. The interview form must be in current APA format.

E. Multi-Tasking Paper

The student will write a 3–4-page research-based paper in current APA format that focuses on the multi-tasking needs and importance in a medical office. The paper must also include strategies for successful multi-tasking for an MOA in the office. The paper must include at least 3 scholarly references in addition to the course textbook and the Bible and must be submitted through SafeAssign.

F. Professionalism Paper

The student will write a 3–4-page research-based paper in current APA format that focuses on professional appearance, first experiences, and the value of compassionate professionalism in the medical office. The paper must include at least 3 scholarly references in addition to the course textbook and the Bible.

G. Employee Initiative Project

The student will create a project focused on generating employee participation in a cause or movement in the office (ex. hand washing). The student may utilize 1 of the appropriate platforms for the project (video, PowerPoint, research paper, or pamphlet) and select any topic focused on enhancing the safety or quality of the workplace. The project must include at least 4 scholarly resources in current APA format to support the goal of the project.

H. Quizzes (4)

Each quiz will cover the Reading & Study material for the modules/weeks up through the module/week in which it is assigned. Each quiz will be open-book/open-notes, contain 25 multiple-choice and true/false questions, and have a 1-hour time limit.

VI. COURSE GRADING AND POLICIES
A. Points

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Course Requirements Checklist</td>
<td>10</td>
</tr>
<tr>
<td>Discussion Board Forums (4 at 50 pts ea)</td>
<td>200</td>
</tr>
<tr>
<td>Interview</td>
<td>150</td>
</tr>
<tr>
<td>Multi-Tasking Paper</td>
<td>125</td>
</tr>
<tr>
<td>Professionalism Paper</td>
<td>125</td>
</tr>
<tr>
<td>Employee Initiative Project</td>
<td>200</td>
</tr>
<tr>
<td>Quiz 1 (Modules 1–2)</td>
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<tr>
<td>Quiz 2 (Modules 3–5)</td>
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<td>Quiz 3 (Module 6)</td>
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<td>Quiz 4 (Modules 7–8)</td>
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<td><strong>Total</strong></td>
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</tbody>
</table>

B. Scale

A = 900–1010  B = 800–899  C = 700–799  D = 600–699  F = 0–599

C. Late Assignment Policy

If the student is unable to complete an assignment on time, then he or she must contact the instructor immediately by email.

Assignments that are submitted after the due date without prior approval from the instructor will receive the following deductions:

1. Late assignments submitted within one week of the due date will receive a 10% deduction.
2. Assignments submitted more than one week late will receive a 20% deduction.
3. Assignments submitted two weeks late or after the final date of the course will not be accepted.
4. Late Discussion Board threads or replies will not be accepted.

Special circumstances (e.g. death in the family, personal health issues) will be reviewed by the instructor on a case-by-case basis.

D. Disability Assistance

Students with a documented disability may contact Liberty University Online’s Office of Disability Academic Support (ODAS) at LUOODAS@liberty.edu to make arrangements for academic accommodations. Further information can be found at www.liberty.edu/disabilitysupport.
### COURSE SCHEDULE

**AMOA 203**


<table>
<thead>
<tr>
<th>Module/Week</th>
<th>Reading &amp; Study</th>
<th>Assignments</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Sanderson: ch. 1 1 presentation 2 websites</td>
<td>Course Requirements Checklist Class Introductions DB Forum 1</td>
<td>10 0 50</td>
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<tr>
<td>2</td>
<td>Sanderson: ch. 2 1 presentation 2 websites</td>
<td>DB Forum 2 Quiz 1</td>
<td>50 50</td>
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<tr>
<td>3</td>
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<td>Interview</td>
<td>150</td>
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<tr>
<td>4</td>
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<td>Multi-Tasking Paper</td>
<td>125</td>
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<td>5</td>
<td>Sanderson: ch. 5 1 presentation</td>
<td>DB Forum 3 Quiz 2</td>
<td>50 50</td>
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<tr>
<td>6</td>
<td>Sanderson: ch. 6 1 presentation</td>
<td>Professionalism Paper Quiz 3</td>
<td>125 50</td>
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<tr>
<td>7</td>
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<td>Employee Initiative Project</td>
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<tr>
<td>8</td>
<td>Sanderson: ch. 8 1 presentation</td>
<td>DB Forum 4 Quiz 4</td>
<td>50 50</td>
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</tbody>
</table>

**Total** 1010

DB = Discussion Board

**NOTE:** Each course module/week (except Module/Week 1) begins on Tuesday morning at 12:00 a.m. (ET) and ends on Monday night at 11:59 p.m. (ET). The final module/week ends at 11:59 p.m. (ET) on **Friday**.