

STV212 : Administrative Medical Assisting I

General Information

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Attachments:	Distance Education (DE) Individual Course Addendum Form - STV_61 (CE) COR 4:7:21 CoDE 4:27:21 copy.pdf
Course Code (CB01) :	STV212
Course Title (CB02) :	Administrative Medical Assisting I
Department:	STV
Proposal Start:	Fall 2025
TOP Code (CB03) :	(1299.00) Other Health Occupations
CIP Code:	(51.9999) Health Professions and Related Clinical Sciences, Other.
SAM Code (CB09) :	C - Clearly Occupational
Distance Education Approved:	No
Will this course be taught asynchronously?:	No
Course Control Number (CB00) :	CCC000653875
Curriculum Committee Approval Date:	03/26/2025
Board of Trustees Approval Date:	06/17/2025
Last Cyclical Review Date:	05/22/2024
Course Description and Course Note:	STV 212 gives students a comprehensive understanding of all medical front office duties. Emphasis is placed on mastering medical terminology, handling patient problems over the phone or in person, learning basic billing and transcription techniques and medical software. Lab 256 hours. Note: Students should be able to keyboard at a minimum rate of 20 wpm and perform alpha/numeric filing. Note: There is a recommended co-requisite of ESL 70 for all who need support with medical terminology. Note: This course is Pass/ No Pass only.
Justification:	Content Change
Academic Career:	<ul style="list-style-type: none">Noncredit
Mode of Delivery:	<ul style="list-style-type: none">In-PersonRemoteHybrid
Author:	No value
Course Family:	No value

Academic Senate Discipline

Primary Discipline:	<ul style="list-style-type: none">Vocational (short-term): Non-Credit
Alternate Discipline:	No value
Alternate Discipline:	No value

Course Development

Basic Skill Status (CB08)

Course is not a basic skills course.

Allow Students to Gain Credit by Exam/Challenge

Course Special Class Status (CB13)

Course is not a special class.

Pre-Collegiate Level (CB21)

Not applicable.

Grading Basis

- Pass / No-Pass Only

Course Support Course Status (CB26)

Course is not a support course

General Education and C-ID

General Education Status (CB25)

Not Applicable

Transferability

Not transferable

Transferability Status

Not transferable

Units and Hours

Summary

Minimum Credit Units (CB07)	0
Maximum Credit Units (CB06)	0
Total Course In-Class (Contact) Hours	256
Total Course Out-of-Class Hours	0
Total Student Learning Hours	256

Credit / Non-Credit Options

Course Type (CB04)

Non-Credit

Noncredit Course Category (CB22)

Short-Term Vocational.

Noncredit Special Characteristics

No Value

Course Classification Code (CB11)

Workforce Preparation Enhanced Funding.

Variable Credit Course

Funding Agency Category (CB23)

Not Applicable.

Cooperative Work Experience Education

Status (CB10)

Weekly Student Hours

	In Class	Out of Class
Lecture Hours	0	0

Course Student Hours

Course Duration (Weeks)	18
Hours per unit divisor	54

Laboratory Hours	256	0
Studio Hours	0	0

Course In-Class (Contact) Hours	
Lecture	0
Laboratory	256
Studio	0
Total	256

Course Out-of-Class Hours	
Lecture	0
Laboratory	0
Studio	0
Total	0

Time Commitment Notes for Students

No value

Units and Hours - Weekly Specialty Hours

Activity Name	Type	In Class	Out of Class
No Value	No Value	No Value	No Value

Prerequisites, Corequisites, Recommended Corequisites, and Recommended Preparation

Advisory

ESL30 - ENGLISH AS A SECOND LANGUAGE LEVEL 3

Objectives

- Write paragraphs at the low-intermediate level with sufficient unity.
- Develop coherence and mechanical accuracy.
- Demonstrate mastery of grammatical structures studied at a level sufficient to pass unit tests and the divisional grammar mastery test for this level.
- Converse at a functional level adequate for everyday use on the campus and in the community.
- Respond to questions about recorded and live speeches, dialogues, role plays, and lectures.
- Decode 2,500-word reading passages, respond to inference and recall questions, and utilize a monolingual English dictionary to advantage.

AND

Advisory

ESL70 - Administrative Medical Assisting & ESL Success and Support Course

Recommended Corequisite

- Distinguish between the various databases in a medical software program.
- Answer common interview questions for an administrative medical assistant.

Entry Standards

Entry Standards

Description

Comprehend taped and live speeches, dialogues, instructions, and lectures.

Students need to comprehend lectures that are technical. They also must understand and be able to follow detailed directions for health, safety, and legal reasons.

Communicate orally in informal dialogues.

A large part of the job of administrative medical assisting is interacting with patients and outside vendors in person and on the telephone.

Course Limitations

Cross Listed or Equivalent Course

Description

No value

No value

Requisite Validation

Upload Statistical Validation and/or other documents (if necessary)

No Value

Specifications

Methods of Instruction

Methods of Instruction

Laboratory

Methods of Instruction

Independent Study

Out of Class Assignments

N/A

Methods of Evaluation

Rationale

Activity (answering journal prompt, group activity)	Small group projects
Exam/Quiz/Test	Unit exams
Project/Portfolio	Computer laboratory work

Textbook Rationale

No Value

Textbooks

Author	Title	Publisher	Date	ISBN
Chabner, Davi-Ellen	Medical Terminology: A Short Course	St. Louis: Saunders Elsevier	2023	9780323444927
Proctor, Deborah B	Kinn's the Administrative Medical Assistant	St. Louis: Saunders	2023	9780323396721
Nikita Carr	Insurance in the Medical Office: From Patient to Payment	New York: McGraw-Hill	2024	73374598
Hamilton, Byron	Electronic Health Records	Boston: McGraw Hill Higher Education	2021	978-0073402147

Other Instructional Materials (i.e. OER, handouts)

No Value

Learning Outcomes

Course Objectives

Comprehend and use medical vocabulary in a medical office setting.

Demonstrate proper telephone techniques in a variety of medical front office situations.

Recognize the strategies of maintaining patient confidentiality.

Explain all phases of medical insurance billing for doctors' offices.

Type and document a variety of medical report.

Apply legal safeguards to a charting system.

SLOs

Describe how a medical front office is typically managed, focusing on administrative processes and procedures. Expected Outcome Performance: 70.0

ILOs
Core ILOs Demonstrate depth of knowledge in a course, discipline, or vocation by applying practical knowledge, skills, abilities, theories, or methodologies to solve unique problems.

STV
Medical Assistant Certificate of Completion Describe how a medical front office is typically managed, focusing on administrative processes and procedures.

MOA
Medical Assistant Certificate Describe the duties, processes, and procedures in managing the medical front and back office

Explain health data and clinical documentation principles, standards and guidelines

STV
Administrative Medical Assisting Certificate Describe the duties, processes, and procedures in managing the medical front office

STV
Administrative Medical Assisting Certificate of Competency Describe the duties, processes, and procedures in managing the medical front office.

Explain health data and clinical documentation principles, standards and guidelines.

Describe third party reimbursements and demonstrate the ability to code from ICD (International Classification of Diseases) and CPT (Current Procedural Terminology) books. Expected Outcome Performance: 70.0

ILOs
Core ILOs Demonstrate depth of knowledge in a course, discipline, or vocation by applying practical knowledge, skills, abilities, theories, or methodologies to solve unique problems.

STV
Administrative Medical Assisting Certificate of Competency Describe the duties, processes, and procedures in managing the medical front office.

STV
Medical Assistant Certificate of Completion Explain health data and clinical documentation principles, standards and guidelines.

Employ basic medical terminology applicable for a medical front office setting. Expected Outcome Performance: 70.0

ILOs
Core ILOs Communicate clearly, ethically, and creatively; listen actively and engage respectfully with others; consider situational, cultural, and personal contexts within or across multiple modes of communication.

Demonstrate depth of knowledge in a course, discipline, or vocation by applying practical knowledge, skills, abilities, theories, or methodologies to solve unique problems.

STV
Medical Assistant Certificate of Completion Demonstrate knowledge of basic human anatomy and physiology.

Integrate computer and communication technologies, as well as critical thinking skills to accomplish health care office tasks.

STV
Administrative Medical Assisting Certificate of Competency Explain health data and clinical documentation principles, standards and guidelines.

Additional SLO Information

Does this proposal include revisions that might improve student attainment of course learning outcomes?

No

Is this proposal submitted in response to learning outcomes assessment data?

No

If yes was selected in either of the above questions for learning outcomes, explain and attach evidence of discussions about learning outcomes.

No Value

SLO Evidence

No Value

Course Content

Lecture Content

No value

Laboratory/Studio Content

Medical Terminology (80 hours)

- Basic word structure
- Organization of the body
- Suffixes and prefixes
- Medical specialists and case reports
- Body systems

Medical Front Office Procedures (98 hours)

- Administrative duties
- Financial management
- Billing and coding
- Banking services and procedures
- Simulation in marketing and customer service
- Medical documents and written communication

Electronic Health Records (EHR) (78 hours)

- General overview of EHRs: Current Issues and Trends
- Physician Office Workflows and Challenges
- Hands-on with EHR Coding standards
- Data entry and point of care

Total hours: 256

Additional Information

Repeatability

Repeatable

Justification (if repeatable was chosen above)

Non-credit courses

Is it possible this course will have a material fee?

No

I have contacted my library liaison (<https://campusguides.glendale.edu/faculty/liaisons>):

No

What term(s) will this course be offered?

Fall/Winter/Spring/Summer

Will any additional resources be needed for this course? (Click all that apply)

- No

If additional resources are needed, add a brief description and cost in the box provided.

No Value