

ESL70 : Administrative Medical Assisting & ESL Success and Support Course

General Information

Author:	<ul style="list-style-type: none">Paul Mayer
Attachments:	Distance Education (DE) Individual Course Addendum Form - NCESL_70 COR 4:7:21 Code 4:27:21 copy.pdf
Course Code (CB01) :	ESL70
Course Title (CB02) :	Administrative Medical Assisting & ESL Success and Support Course
Department:	NESLD
Proposal Start:	Spring 2025
TOP Code (CB03) :	(4930.87) English as a Second Language–Integrated
CIP Code:	(32.0108) Developmental/Remedial English.
SAM Code (CB09) :	Non-Occupational
Distance Education Approved:	No
Will this course be taught asynchronously?:	No
Course Control Number (CB00) :	CCC000626194
Curriculum Committee Approval Date:	10/09/2024
Board of Trustees Approval Date:	11/19/2024
Last Cyclical Review Date:	03/01/2021
Course Description and Course Note:	ESL 70 supports students concurrently enrolled in the Noncredit Business and Life Skills Division's Administrative Medical Assisting (AMA) certificate program. It is designed for students who are at the high-intermediate ESL (English as a Second Language) level or higher. In this course, we will follow the pacing of the AMA course, with emphasis on reviewing, understanding, and practicing medical terminology, communicating and handling problem situations involving patients, using medical software, learning basic billing and coding, and preparing for job interviews. Our goal is to have students feel more confident with their medical terminology, reading comprehension, and verbal and written communication skills. Lecture 77 hours. Note: This course is intended to be a recommended corequisite for students enrolled in STV 61.
Justification:	Coding/Category Change
Academic Career:	<ul style="list-style-type: none">Noncredit
Mode of Delivery:	No value
Author:	No value
Course Family:	No value

Academic Senate Discipline

Primary Discipline:	<ul style="list-style-type: none">ESL: Non-Credit Instruction
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)

Three levels below transfer.

Grading Basis

- Grade 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	77
Total Course Out-of-Class Hours	0
Total Student Learning Hours	77

Credit / Non-Credit Options

Course Type (CB04)

Non-Credit

Noncredit Course Category (CB22)

English as a Second Language (ESL).

Noncredit Special Characteristics

No Value

Course Classification Code (CB11)

Other Non-Credit Enhanced Funding.

Variable Credit Course

Funding Agency Category (CB23)

Not Applicable.

Cooperative Work Experience Education

Status (CB10)

Weekly Student Hours

	In Class
Lecture Hours	77

Out of Class
0

Course Student Hours

Course Duration (Weeks)	18
Hours per unit divisor	54

Laboratory Hours	0	0
Studio Hours	0	0

Course In-Class (Contact) Hours	
Lecture	77
Laboratory	0
Studio	0
Total	77

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

Pre-requisites, Co-requisites, Anti-requisites and Advisories

Prerequisite

ESL30 - ENGLISH AS A SECOND LANGUAGE LEVEL 3 (in-development)

Objectives

- Write paragraphs at the low-intermediate level with sufficient unity.
- 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.

OR

Prerequisite

ESL35 - English as a Second Language Level 3 for Work (in-development)

Objectives

- Demonstrate communicative competence with level-appropriate grammar structures and vocabulary in a variety of workplace situations sufficient to pass unit tests and the divisional grammar master test for this level.
- Write a cohesive paragraph with a clear topic sentence, supporting ideas, and mechanical accuracy.
- Respond to questions about listenings, videos, role plays, and lectures.
- Read, interpret, or fill out a variety of workplace documents.

AND

Advisory

STV61 - Administrative Medical Assisting

Recommended Corequisite

OR

Prerequisite

Placement is based upon performance on a division placement assessment

Entry Standards

Entry Standards

Description

No value

No value

Course Limitations

Cross Listed or Equivalent Course

Description

No value

No value

Specifications

Methods of Instruction

Methods of Instruction

Lecture

Methods of Instruction

Laboratory

Methods of Instruction

Discussion

Methods of Instruction

Multimedia

Methods of Instruction

Collaborative Learning

Methods of Instruction	Demonstrations			
Methods of Instruction	Guest Speakers			
Methods of Instruction	Presentations			
Methods of Instruction	Independent Study			
Methods of Instruction	Independent Study			
Out of Class Assignments <ul style="list-style-type: none"> • Read textbook assignments and respond to questions in writing or orally • Write, type, and/or transcribe healthcare-related documents • Prepare, practice, and/or record roleplays in an AMA healthcare scenario • Complete tasks and assignments to learn how to use medical software 				
Methods of Evaluation	Rationale			
Exam/Quiz/Test	Chapter or Unit Tests			
Presentation (group or individual)	Individual or Group Presentations			
Writing Assignment	Written Assignments			
Presentation (group or individual)	Speaking Assignments			
Activity (answering journal prompt, group activity)	Student Reflections			
Activity (answering journal prompt, group activity)	Student Surveys			
Textbook Rationale No Value				
Textbooks				
Author	Title	Publisher	Date	ISBN
Chabner, Davi-Ellen	Medical Terminology: A Short Course	Elsevier	2018	978-0-323-44492-7

Proctor, Deborah	Kinn's The Administrative Medical Assistant	Elsevier	2017	978-0-323-39672-1
Sanderson, Susan	Computers in the Medical Office	McGraw Hill	2016	978-0-07-783638-2
Hamilton, B.R.	Electronic Health Records	McGraw Hill	2013	978-0-07-340214-7
Valerius, Joanne D.	Medical Insurance: A Revenue Cycle Process Approach	McGraw Hill	2020	9781259608551
Other Instructional Materials (i.e. OER, handouts)				
No Value				
Materials Fee				
No value				

Learning Outcomes and Objectives

Course Objectives

Employ a comprehensive medical vocabulary applicable to all specialties.

Demonstrate proper communication and 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 reports.

Apply legal safeguards to a charting system.

Distinguish between the various databases in a medical software program.

Answer common interview questions for an administrative medical assistant.

SLOs

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.

NESLD
NCR ESL
Advanced Use advanced English reading, writing, listening and speaking skills to communicate effectively in English

Describe how a medical front office is typically managed, focusing on administrative processes and procedures.

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.

NESLD
NCR ESL
Advanced Use advanced English reading, writing, listening and speaking skills to communicate effectively in English

Integrate HIT (Health Information Technologies); practice management programs and electronic health records.

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.

NESLD
NCR ESL
Advanced Use advanced English reading, writing, listening and speaking skills to communicate effectively in English

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.

NESLD
NCR ESL
Advanced Use advanced English reading, writing, listening and speaking skills to communicate effectively in English

Additional SLO Information

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

No Value

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

No Value

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

Medical Terminology (Hours 14)

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

Medical Front Office Procedures (ADMIN) (Hours 21)

- Administrative duties
- Financial management
- Billing and coding
- Banking services and procedures
- Simulation in marketing and customer service
- Medical Documents and Written Communication

Practice Management Programs (Hours 10.5)

- Computers and HIPAA Privacy/Security Rules
- Patient master files
- Computerized scheduling
- Computerized billing
- Creating of reports
- Collection process

Electronic Health Records (EHR) (Hours 10.5)

- General overview of EHRs: Current Issues and Trends
- Physician Office Workflows and Challenges
- Hands-on with HER
- Coding Standards
- Data entry and point of care
- Super bill/ electronic coding from medical records
- Use of EHR to improve patient care
- Privacy and security of health records

Medical Billing and Coding (Hours 10.5)

- Insurance contracts and options
- Abbreviations/symbols and coding system
- Coding Standards
- Form completion and submission
- Legal and ethical considerations
- Health Insurance Portability and Accountability Act (HIPAA)

Oral Communication and Job Interviewing Speaking Skills (Hours 10.5)

- Patient Interactions
- Common AMA job interview questions
- Common grammar issues

Total Hours: 77 Hours

Additional Information

Is this course proposed for GCC Major or General Education Graduation requirement? If yes, indicate which requirement in the two areas provided below.

No Value

GCC Major Requirements

No Value

GCC General Education Graduation Requirements

No Value

Repeatability

Repeatable

Justification (if repeatable was chosen above)

Non-credit courses

Resources

Did you contact your departmental library liaison?

No Value

If yes, who is your departmental library liaison?

No Value

Did you contact the DEIA liaison?

No Value

Were there any DEIA changes made to this outline?

No Value

If yes, in what areas were these changes made:

No Value

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

No Value

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

No Value