

**Nashville State Community College**  
**Business, Management, and Hospitality**  
**Healthcare Management Program**  
**Master Course Syllabus**  
**HCMT 2310 – Medical Office Management**

The purpose of the syllabus is to tell you how the course is organized, what the expectations are, and how you will be graded. In addition, there is important information about how the college will operate during severe weather and how the college will communicate with you. The syllabus is not a contract. Instead, it is meant to help you succeed in this course. If any of the content changes during the semester, you will be notified.

**Course information:**

Course Title: Healthcare Delivery Systems

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 healthcare practice. **Prerequisite(s):** HCMT 2305 , HCMT 2315 , and HCMT 2350 with a grade of "C" or higher. Student must maintain a grade of "C" or higher in order to progress in program.

**Instructor Information**

**Name:**

**eMail:**

**Text and Phone:**

**Office Location:**

**Office Hours:**

**Instructor Zoom Room link:**

**Textbook(s):** Ziesemer, ed. Fundamentals of Health Care Management for Physician Practices and Ambulatory Service Organizations, 9781792353710

Once you have registered for your courses, you should make sure you have the correct textbook and materials for each course. Before courses begin, you can do this by looking up your courses on the [bookstore's website](https://www.bkstr.com/nsccstore/shop/textbooks-and-course-materials) (<https://www.bkstr.com/nsccstore/shop/textbooks-and-course-materials> ) using your A# or by entering your course information. If you are registered with the Access Center and need an alternate format for the textbook and other course materials, please contact the Access Center at 615-353-3721, 615-353-3741, or [accesscenter@nscc.edu](mailto:accesscenter@nscc.edu).

**Digital Course Materials:** These ensure you pay less for your course materials and have easy access through D2L throughout the semester. When you registered for this course, the charge for these materials appeared on your account. If you decide you do not want to

purchase the course materials embedded in NS Online, you can opt out of the program **until the end of the second week of classes**. If you opt out, you will be responsible for purchasing the required course materials on your own. For more information, please visit [www.nsc.edu/dcm](http://www.nsc.edu/dcm).

**Honors Option:** Honors credit is available in some classes. If you are interested in participating in the Honors Program, please see your instructor within the first four weeks of class.

**Course Outcomes:** At the end of the semester, the students are expected to

1. Master healthcare management vocabulary acronyms required by general accepted principles of medical office management.
2. Explain healthcare business processes and workflow.
3. Demonstrate an understanding of medical office accounting and revenue cycle management
4. Identify various types of health insurance plans and their relationship with clearinghouses.
5. Describe the importance of HIPAA and methods necessary to achieve compliance
6. Identify successful business practices in reference to human resources, marketing, and information technology

**Course Competencies:**

See Course Map

**Topics To Be Covered:**

- Domain 1 – Revenue Management
- Domain 2 – Risk Management
- Domain 3 – Human Resources
- Domain 4 – Finance
- Domain 5 – Contract Management
- Domain 6 – Business Management
- Domain 7 - Technology and Data Management
- Domain 8 – Clinical Performance Reporting
- Domain 9 – Patient Clinical Education and Practice Marketing
- CMM Practice Exam

**Course Assessments:**

**Formative Assignments**

- Quizlets for Acronyms and Vocabulary (see Quizlet Instructions in Content) per Domain
- Read and study each Domain
- Domain Review Quiz for each Domain
- Web Projects for each Domain

**Summative Assignments**

Discussions will be graded according to the provided rubrics.

- Mini-CMM Quiz per Domain
- Summative Discussion for each Domain with Rubric provided. This is how you will prove mastery of the Learning Outcomes for each Domain.

Grading Scale:

Letter Grade	Percentage Range
A	91 - 100
B	81 - 90
C	71 - 80
D	61 - 70
F	60 and below

### **FA**

If you stop attending class or if you are in an online class and stop submitting assignments, but do not turn in a withdrawal form by the deadline, you are still enrolled in class. You will be given a grade of FA, which means you have failed due to not attending class and not completing your assignments. 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)." If you stop attending your course after this date, you will receive an F.

### **FN**

An FN is awarded if you have never attended your course or done any of the work in an online course.

Late Work Policy & Make-up Procedures for Missed Assignments and Work:

All work must be completed by December 8, 2022. However, following the suggested Due Date requirements will produce the optimum student results.

### **Attendance Policy**

#### **General Policy**

- *Absences in a course may affect your final grade. Tardiness may also affect your final grade.*
- *You are responsible for all work/tests that occur during any missed course session(s) regardless of reason(s) for absence.*
- *If you are not well enough to attend a course session (class), you must notify the instructor as soon as possible before the scheduled course time.*
  - *If you are unable to notify an instructor before the scheduled course time, you must contact the instructor as soon as reasonably possible.*
- *If you have an unavoidable conflict with a scheduled course session, you must notify the instructor before the course session.*
  - *If you are unable to notify an instructor before the scheduled course time, you must contact the instructor as soon as reasonably possible.*

## **Instructor's Policy**

The attendance policy for this course is: The student should pace work throughout the term; specifically, due dates are set for a smooth and regular pace throughout the term for best student success. Stay in regular communication with the instructor.

**For financial aid** purposes, **attendance** is measured by participation in the course.

Instructors can determine your level of participation in several ways. Some of those ways are:

- continued attendance
- participation in on-ground or virtual class sessions
- participating in D2L as prompted
- responding to an instructor's email/text/phone call
- posting to a discussion board
- completing and submitting assignments

## **Technology Statement**

- All classes at the College are web enhanced. "Web enhanced" means that components of the course, such as assignments and online discussions, may be located online in the class D2L/NS Online course shell and used in the course, even if the course meets in a classroom on ground.
- You must have access to a computer and an internet connection to complete assignments, engage in online discussions, and access various course materials through D2L/NS Online course shells.
- You may also be required to use free video conferencing platforms (examples: Zoom, Teams, etc.) for course sessions and meetings.
- You will be responsible for appropriate dress while on video. This means that you are expected to dress as if you were in a classroom.
- You will be responsible for a distraction free environment while on video. This means that the professor and others in the course should not be able to hear noise in your home, such as cell phones, TVs, or barking dogs. The best way to do this is to keep yourself on "mute" until you need to speak.
- You will be responsible for making sure your background is neutral. Keep in mind that students and professors come from all around the world, and you are all a part of our community. Therefore, please avoid having images in your background that may be offensive to your classmates.
- Certain publisher materials, such as textbook figures, may not work on cellphones and may require a laptop or a tablet.
- If you have questions or concerns regarding access to a computer or internet resources, please contact your instructor. Additional information is available on the [access to internet and technology website](#).

## **Computer Labs**

Computers are available for all Nashville State students to use at each campus during open hours. Open computer lab availability may vary from campus to campus.

You should check the NSCC website for current hours of operation.

## **D2L/NS Online and myNSCC**

It is your responsibility to check your email in **both** D2L/NS Online course shells and your @my.nsc.edu (student email) on a regular basis. These are the official communication channels between the college and you. You are responsible for the information communicated through these email channels. D2L/NS Online emails contain specific course information and @my.nsc.edu emails contain important information from college offices, such as Financial Aid.

## **ADA Compliance Statement**

If you need accommodations due to a disability, please do not hesitate to reach out to our Access Center. Disabilities for which you can receive accommodations include documented physical, emotional, and/or learning conditions. Nashville State is committed to supporting your success, and we encourage you to get assistance if needed. If you require accommodations for any courses in which you are enrolled, contact the Access Center at 615.353.3363, or e-mail [accesscenter@nsc.edu](mailto:accesscenter@nsc.edu).

### Classroom Misconduct

Disruptive conduct is not allowed in the classroom. Disruptive conduct is any behavior that prevents students from learning and interferes with the ability of the instructor to teach. This may change from course to course; therefore, your individual instructors will give you guidance on what qualifies as "disruptive conduct" in their courses. Please review the [Nashville State Student Code of Conduct policy](#). Please be aware that children are not allowed in class or to be left unattended on campus.

### **Academic Misconduct**

You have started this academic journey to prepare for a future career. Because of this, it is important that you learn the materials being presented in your courses. For this reason, cheating, in any form, robs you of your opportunity to learn and master the material that will enable you to succeed in that future career. Nashville State has a clear [Academic Misconduct Policy](#) that you are expected to follow. In addition, your instructors will clarify what Academic Misconduct looks like and the consequences for violations in each course that you take. The instructor has the authority to assign an "F" or a "zero" for such violations or for the semester grade.

### Academic Early Alert System

If you are not doing well in your course, your instructor may send you an Academic Alert through your @my.nsc.edu email. This eMail will go to your Academic Advisor and Student Success advisor, as well. If you get an Academic Alert, contact your instructor immediately. Instructors send these when they want to help you figure out how to get extra support to pass the course. An Academic Alert does not mean that you have already failed the course. Rather, it means you are in danger of failing the course if you do not change your learning strategy. Please use an Academic Alert to your advantage and as an opportunity to improve your grade; it is not as a form of punishment, rather an encouragement to do better work in your class.

## **RAVE Emergency Alert System**

You can log in to this free alert system to receive text messages about emergencies related to NSCC campuses: <https://www.getrave.com/login/nscc>. The instructions for this are listed below.

- 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.

## **Student Wellness**

Your well-being is important to us. With this in mind, the college has several resources available to provide support when needed:

- [Free tutoring](#) provides assistance beyond the classroom to help you make the most of your college education.
- [These resources](#) include NSCC email, scheduling, online courses, textbooks, tech check out and support, computer labs on campuses, academic advising, financial advising, COVID-19 information and procedures on campuses.
- [Services](#) that help with bus passes, food, childcare, textbooks, housing, financial counseling, personal counseling, suicide prevention, health insurance.

## **Equity Statement**

Nashville State Community College strives to ensure that each student receives what that student needs to be successful, with goals of success beyond the classroom. We understand and practice ideals of equity and inclusion for our students by embracing a full spectrum of experiences, viewpoints, and intellectual approaches in order to overcome barriers to success.

### **Incident Weather & Campus Closings**

You get notices about campus closings in these places: text messages from RAVE and [www.nsc.edu](http://www.nsc.edu). Even when campuses are closed, you are still responsible for completing all assigned work. Check D2L/NS Online for a message from your instructor so you do not miss important assignments and due dates, which may change due to the campus closure.

## **Class Cancellation Policy**

Our instructors post messages about cancelling classes in the D2L/NSOnline course shells and/or on the classroom door on campus. These messages can be found in the News and Content section or the Email tab in the online shell. Please check these to be sure that you take advantage of opportunities for learning and points toward your grade