

SAULT COLLEGE OF APPLIED ARTS AND TECHNOLOGY

SAULT STE. MARIE, ONTARIO



Sault College

COURSE OUTLINE

COURSE TITLE: Patient Management Systems

CODE NO. : CHA105 **SEMESTER:** 2

PROGRAM: Chiropractic Health Assistant

AUTHOR: Linda Tozer-Johnston, Sheree Wright,
Dr. Suzanne Priddle-Luck, Dr. Stephen Scott

DATE: Jan/2000 **PREVIOUS OUTLINE DATED:** N/A

APPROVED:

DEAN **DATE**

TOTAL CREDITS: 3

PREREQUISITE(S): CHA100, CHA101, MST101

LENGTH OF COURSE: 15 Weeks
2 Hours/Week **TOTAL CREDIT HOURS:** 30

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For additional information, please contact Donna Tremblay, Dean
School of Health, Human Services and Criminal Justice
(705) 759-2554, Ext. 690

I. COURSE DESCRIPTION:

This course provides the student with essential knowledge and skills to manage a Chiropractic office on a daily basis. Patient management, billing procedures and computer operation of office procedures are the focus. Responsibilities associated with customer billing, accepting payments, regularly reconciling statements and assignment of insurance benefits to the Ontario Hospital Insurance Plan, private insurance companies and the Workers' Compensation Board will be studied.

The student will learn to organize time, use effective and appropriate communication and interpersonal skills, identify methods of handling confidential information and describe the Chiropractic Health Assistant's role in the goals of the organization.

Areas to be studied include: making decisions, setting priorities, learning time management techniques, recording messages, keyboarding general office correspondence, reports, forms and tracking and managing information.

Through completion of office simulations, students will demonstrate proficiency with the following features of Patient Management software programs used in Chiropractic offices.

Eg: OCA: Patient Management Program

- Initiating a Patient Account
- Editing a Patient Account
- Scheduling Patient Appointments
- Merging Print Letters with Patient Data
- Direct Payment of Patient Accounts
- Accessing Custom Help Files for OHIP/WCB Codes

II. LEARNING OUTCOMES:

Upon successful completion of this course, the student will be able to:

1. organize, process and respond to electronic and paper communications to facilitate the flow of information in the work place.
2. maintain legible, accurate and systematic client financial records and files.
3. use essential office procedures and computer patient management systems software to manage billing and reconciliation with OHIP, Workers' Compensation Board and insurance companies.
4. use a computer for billing, bookkeeping and record keeping.
5. use effective and appropriate communication and interpersonal skills for the business environment to assist the completion of individual and team tasks and to promote the image of the organization.

III. TOPICS:

1. Time Management
2. Maintaining Financial Records and Files
3. Preparing and Mailing Statements
4. Making Financial Arrangements with Patients
5. Procedures, Billing and Reconciliation for OHIP, Workers' Compensation Board and Private Insurance Companies
6. OCA Patient Management System Software Program
7. Banking and Bank Reconciliation
8. Interpersonal Skills Associated with Billing and Finances

IV REQUIRED RESOURCES/TEXTS/MATERIALS:

O.C.A. (1999). Patient Management Programme, User Guide. Toronto: Ontario Chiropractic Association.

Schafer, R.C., DC, FICC, (1991). The Chiropractic Assistant. Arlington, Virginia: The American Chiropractic Association.

Reference Resources/Texts/Materials:

Eggleston, Steven, D.C. (1996) The Chiropractic Office Manual. Columbus, Ohio: Anadem Publishing Inc.

Kinn, M. (1993). The Administrative Medical Assistant. Toronto: W.B. Saunders.

Kinn, M., Woods, M.A. (1999). The Medical Assistant: Administrative and Clinical. (8th ed.). Toronto: W.B. Saunders.

<http://www.ccachiro.org/cdninfo.ht> the Canadian Chiropractic Association Infosite

<http://www.jcca-online.com/index.html>: The Journal of the Canadian Chiropractic Association website

<http://www.mbnet.mb.ca/~jwiens/chiro3.sht> : The Chiropractic Page (Canadian)

<http://www.internets.com/chiropra.htm>: Chiropractic Search Engines website

<http://www.webgate.net/~welchiro/chiro.html>: Canadian chiropractic website

V. EVALUATION PROCESS/GRADING SYSTEM:

Two Tests @ 25% each	50%
Project: developing a client file, and financial statement based on a case study	25%
Report: Summary of OCA Patient Management System outlining how to schedule patient appointments, record patient activity and payments, print a patient statement, and prepare OHIP and WCB submissions.	25%

GRADING SCHEME:

The following semester grades will be assigned to students in postsecondary courses:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 - 100%	4.00
A	80 - 89%	3.75
B	70 - 79%	3.00
C	60 - 69%	2.00
R (Repeat)	59% or below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field placement or non-graded subject areas.	
U	Unsatisfactory achievement in field placement or non-graded subject areas.	
X	A temporary grade. This is used in limited situations with extenuating circumstances giving a student additional time to complete the requirements for a course (see <i>Policies & Procedures Manual – Deferred Grades and Make-up</i>).	
NR	Grade not reported to Registrar's office. This is used to facilitate transcript preparation when, for extenuating circumstances, it has been impossible for the faculty member to report grades.	

VI. SPECIAL NOTES:Special Needs:

If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your instructor and/or the Special Needs office. Visit Room E1204 or call Extension 493, 717, or 491 so that support services can be arranged for you.

Retention of course outlines:

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Rights and Responsibilities*. Students who engage in “academic dishonesty” will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course, as may be decided by the professor. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

The Professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's office.

VII. PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advanced credit in the course should consult the instructor.

VIII. DIRECT CREDIT TRANSFERS:

Students who wish to apply for direct credit transfer (advanced standing) should obtain a direct credit transfer form from the Dean's secretary. Students will be required to provide a transcript and course outline related to the course in question.