



NORTHEAST TEXAS
COMMUNITY COLLEGE

MDCA 1421 88M DC

Course Syllabus: Fall 2026

"Northeast Texas Community College exists to provide personal, dynamic learning experiences empowering students to succeed."

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Weekday	Office Hours
Monday	8-3
Tuesday	8-3
Wednesday	8-3
Thursday	8-3
Friday	Appt only

This syllabus serves as the documentation for all course policies and requirements, assignments, and instructor/student responsibilities.

Information relative to the delivery of the content contained in this syllabus is subject to change. Should that happen, the student will be notified.

Course Description:

Students will examine the role of the Medical Assistant within a medical office setting and learn medical office procedures including appointment scheduling, medical records creation and maintenance, phone communications, financial processes, scheduling inpatient and outpatient admissions and testing, and the use of the computer for basic office functions and electronic medical records.

Student Learning Outcomes:

- Demonstrate knowledge of medical office procedures.
- Demonstrate knowledge and aptitude of an electronic medical records system.
- Demonstrate knowledge of the basic principles of documentation and HIPAA compliance.
- Demonstrate knowledge of basic financial principles and responsibilities in a medical office
- Define terminology related to the administrative aspect of the medical office
- Be able to complete objectives related to each chapter of the text.

Cognitive Competencies

V.C.1 Identify types of verbal and nonverbal communication

V.C.2 Identify communication barriers

V.C.3 Identify techniques for overcoming communication barriers

V.C.4 Identify the steps in the sender-receiver process

V.C.7 Identify different types of electronic technology use in professional communication

V.C.9 Identify the principles of self-boundaries

V.C.10 Identify the role of the MA as a patient navigator

- V.C.11 Identify coping mechanisms
- V.C.12 Identify subjective and objective information
- V.C.13 Identify the basic concepts of the following theories of: a. Maslow b. Erikson C. Kubler-Ross
- V.C.14 Identify issues associated with diversity as it relates to patient care

- VI.C.1 Identify different types of appointment scheduling methods
- VI.C.2 Identify critical information required for scheduling patient procedures
- VI.C.3 Recognize the purpose for routine maintenance of equipment
- VI.C.4 Identify the steps involved in completing an inventory
- VI.C.5 Identify the importance of data back-up
- VI.C.6 Identify the components of an EMR, EHR, and Practice Management Systems

- VII.C.1 Define the following bookkeeping terms: a. charges b. payments c. accounts receivable d. accounts payable e. adjustments f. end of day reconciliation
- VII.C.2 Identify precautions for accepting the following types of payments: a. cash b. check c. credit card d. debit card
- VII.C.3 Identify types of adjustments made to patient accounts including: a. non-sufficient funds (NSF) check b. collection agency transaction c. credit balance d. third party
- VII.C.4 Identify patient financial obligations for services rendered

- VIII.C.1 Identify: a. types of third-party plans b. steps for filing a third-party claim
- VIII.C.2 Identify managed care requirements for patient referral
- VIII.C.3 Identify processes for: a. verification of eligibility for services b. precertification/preauthorization c. tracking unpaid claims d. claim denials and appeals
- VIII.C.5 Define the following: c. allowed amount d. deductible e. co-insurance f. co-pay

- X.C.1 Identify scope of practice and standards of care for medical assistants
- X.C.2 Identify the provider role in terms of standard of care
- X.C.4 Identify the standards outlined in the Patient Care Partnership (pt bill of rights)
- X.C.5 Identify licensure and certification as they apply to healthcare providers
- X.C.9 Identify legal and illegal applicant interview questions
- X.C.11.a, b,c,d Identify the process in compliance reporting for unsafe practices, errors in patient care, conflicts of interest, incident reports
- X.C.13.j Define the following medical legal terms: locum tenens

- XI.C.4 Identify professional behaviors of a medical assistant

Psychomotor Competencies

- V.P.1 Respond to nonverbal communication
- V.P.3.a Coach patient regarding: office policies
- V.P.4 Demonstrate professional telephone techniques
- V.P.5 Document telephone messages accurately
- V.P.6 Using technology, compose clear and correct correspondence
- V.P.7 Use a list of community resources to facilitate referrals

- V.P.1 Manage appointment schedule using established priorities
- V.P.2 Schedule a patient procedure
- V.P.3 Input patient data using an electronic system
- V.P.4 Perform an inventory of supplies

VII.P.1 Perform accounts receivable procedures to patient accounts including posting: a. charges
b. payments c. adjustments
VII.P.2 Input accurate billing information in an electronic system
VII.P.3 Inform a patient of financial obligations for services rendered

VIII.P.1 Interpret information on an insurance card
VIII.P.2 Verify eligibility for services
VIII.P.3 Obtain precertification or preauthorization with documentation
VIII.P.4 Complete an insurance claim form
VIII.P.5 Assist a patient in understanding an Explanation of Benefits (EOB)

IX.P.1 Perform procedural coding
IX.P.2 Perform diagnostic coding
IX.P.3 Utilize medical necessity guidelines

X.P.1 Locate a state's legal scope of practice for Mas
X.P.2 Apply HIPAA rules in regard to: a. privacy b. release of information

Affective Competencies

A.4 Demonstrate active listening

A.6 Recognize personal boundaries

Evaluation/Grading Policy:

75% is the minimum passing level of achievement for this course. All class tests are considered to be a major part of the course work upon which a portion of your final grade will be based. If the total average of ALL chapter tests is below 75%, the student will not qualify to sit for the final examination. Any student who receives a final course grade below 75% will not pass the course. In addition, medical assistant students must obtain a passing score on all psychomotor and affective domain objectives (competencies) of 75% in the course..

Medical Assisting students must obtain a passing score on ALL psychomotor and affective domain objectives (competencies) in the course. CAAHEP accreditation requires 100% of all medical assisting graduates pass 100% of all competencies (procedures).

Competency/Performance Test Policy:

Procedure passed on first attempt, maximum score possible = 100 %

Procedure passed on second attempt, maximum score possible = 88 %

Procedure passed on first attempt, maximum score possible = 75 %

The breakdown of the course requirements is as follows:

%	Requirement
25 %	Comprehensive Exam
50 %	Assignments
25 %	Labs

Semester grades will be earned as follows

Percentage	Letter Grade
90% and above	A
80 %-89%	B
70 %-79%	C
60%-69 %	D
59.9% and below	F

Exams will be given throughout the semester and will cover chapter reviews, terminology, and any additional materials given by the instructor during lecture. If there is any alteration in the class calendar, the change will be announced in class. If a student exits the room during an exam, the time will be noted and for every minute the student is out of the room, that number of points will be subtracted from the test score.

In addition, medical assisting students must obtain a passing score on all psychomotor and affective domain objectives (competencies) in the course. CAAHEP accreditation requires 100% of all medical assisting graduates pass 100% of all competencies.

Examinations, tests, and quizzes:

There will be chapter tests, pop-quizzes (at the instructor's discretion) and one (1) comprehensive final examination. All chapter tests are considered to be a major part of the course work upon which a portion of your final grade will be based. If the total average of ALL chapter tests is below 75%, the student will not qualify to sit for the final examination. **There are NO make-up tests!** Chapter tests are listed in the learning modules. If this schedule must be altered, the change in the schedule will be announced in class. If you have a conflict with the date, you must contact me well in advance of the examination. Failure to do so will result in an examination grade of zero. **There is absolutely no make-up exam for the final exam.** You must be in attendance to take the final. If you are not able to take the final exam, a grade of 0 will be given for the exam.

Assignments:

All assignments are due on the specified due date. Late assignments must be approved by the instructor . If you are unable to turn in your assignment on the specified date, you must contact me in advance to make arrangements for submission.

Required Instructional Materials:

Publisher:Cengage Medical Assisting: Administrative and Clinical Competencies (2023) 9th edition **ISBN Number:**

Minimum Technology Requirements:

To be successful in this online course, students must have consistent access to the following technology:

- **Computer or Laptop:** A reliable desktop or laptop computer (Windows or Mac). Mobile devices (phones/tablets) may not support all features required for coursework and are not recommended as a primary device.
- **Internet Access:** Stable, high-speed internet connection capable of streaming videos and completing online assignments without interruption.
- **Web Browser:** The most recent version of a supported browser such as Google Chrome, Mozilla Firefox, or Microsoft Edge.
- **Cengage MindTap Access:** Students are required to purchase and maintain active access to Cengage MindTap for assignments, coursework, and learning materials.
- **Microsoft Teams:** Access to Microsoft Teams for course communication, announcements, and possible virtual meetings.
- **Email Account:** A regularly monitored email account for official course communication.
- **Software Capabilities:** Ability to view and create documents such as PDFs and Microsoft Word files.
- **Basic Computer Skills:** Students should be able to navigate the internet, upload/download files, participate in online discussions, and use course platforms independently.

Students are responsible for ensuring their technology meets these requirements throughout the course. Technical difficulties, including lack of proper equipment or internet access, are not considered valid excuses for missed assignments or deadlines.

Course Structure and Overview:

Along with your text books for this course, additional course materials located within the MindTap program are available as educational resources. You are also expected to use the Internet for additional research to enhance your discussions and assignments. There are several types of assignments that will be required to be completed during this course.

Discussion Questions (DQs): You will have one DQ due each week. Your initial response to the DQ is due by Day 2 (minimum word count of 50 words). You are required to respond to your instructor and at least two of your peers as this is an open forum and we often learn from each other's posts. I expect your posts to be researched, insightful, and add value to the discussion. Please note that I do grade on grammar, spelling, citation and referencing, and punctuation as

correct use of written communication is important. I also require that you cite and reference your information. I have posted basic information for use of APA formatting under the “Start Course Here” tab. Your responses must be paraphrased in your own words. DO NOT COPY/PASTE from the Internet as this is plagiarism. Please see the section regarding “Academic Dishonesty.”

MindTap Assignments: All of the following assignments are performed through the MindTap Learning Platform and are due by Day 7 of each week. Please check the weekly schedule for the list of MindTap assignments due for the specific week.

Case Studies: Due by Day 7 of each week. These consist of reading a scenario and writing a critical thinking summary

Chapter Reviews: Due by Day 7 of each week and consist of coding diseases and procedures for submission to insurance companies.

Chapter Quizzes: Due by Day 7 of each week.

Final Comprehensive Exam: This exam will be administered the last week of class and will not be available before the last week of class. Additional information regarding the final will be posted in week of class.

All assignments are expected to be submitted by the posted due date. Students who are unable to meet a deadline must contact the instructor as soon as possible to discuss their situation.

Requests to submit late work will be considered on a case-by-case basis and are not guaranteed. Approval of late assignments is at the discretion of the instructor. Failure to communicate prior to the deadline may result in the assignment not being accepted.

If a late submission is approved, specific instructions and any applicable penalties will be provided by the instructor.

Communications:

Microsoft Teams will be our primary method of communication for this course. All announcements, updates, and general communication will be shared through Teams, so it is important that you check it regularly.

If you have questions regarding course content or class-related topics, you may send me a private chat in Teams.

I log in to our course and Teams frequently throughout the week. If I will be unavailable at any time during the semester, I will post an announcement in Teams.

It is important to regularly check Microsoft Teams, your Blackboard course email, Discussions, Announcements, and the Ask the Instructor forum. Classmates may share helpful insights, and I may provide important updates to support your success.

Private communication between student and instructor should be conducted through email or direct message in Teams for confidential matters. Personal or sensitive information should never be posted in public discussion areas.

Please feel free to use the Class Biography forum to introduce yourself and engage in conversations not directly related to course content. This is a great way to connect with your classmates in the online environment.

Institutional/Course Policy:

Students are expected to attend and participate in all classes. If you are absent, regardless of the cause, you are still responsible for any course work missed.

Attendance:

This is an online course - there is no on-campus attendance for this course. Attendance is not recorded for this class. It is recommended that you log-on to your classroom at least twice daily to ensure you are aware of announcements, assignments, discussions, and testing. The course week begins on Monday at 12:01am and ends on Sunday at 12:00 midnight. Days of the week correspond as follows:

Monday - Day 1
Tuesday - Day 2
Wednesday - Day 3
Thursday - Day 4
Friday - Day 5
Saturday - Day 6
Sunday - Day 7

Students are required to download Microsoft Teams. It will be the main source of communication throughout the program.

Students are responsible for checking their Blackboard Course Messages, Blackboard Announcement Board, NTCC email, and Microsoft Teams for instructor communications. All email contact should be done through your NTCC email per our IT Department.

Drop Policy: The last day to drop with a grade of W is **Tuesday, November 18, 2025**

Alternate Operations During Campus Closure and/or Alternate Course Delivery Requirements:

In the event of an emergency or announced campus closure due to a natural disaster or pandemic, it may be necessary for Northeast Texas Community College to move to altered operations. During this time, Northeast Texas Community College may opt to continue delivery of instruction through methods that include, but are not limited to, online through the Blackboard Learning Management System, online conferencing, email messaging, and/or an alternate schedule. It is the responsibility of the student to monitor NTCC's website (<http://www.ntcc.edu/>) for instructions about continuing courses remotely, Blackboard for each class for course-specific communication, and NTCC email for important general information.

Additionally, there may be instances where a course may not be able to be continued in the same delivery format as it originates (face-to-face, fully online, live remote, or hybrid). Should this be the case, every effort will be made to continue instruction in an alternative delivery format. Students will be informed of any changes of this nature through email messaging and/or the Blackboard course site.

Statement Regarding the Use of Artificial Intelligence (AI) Technology:

Employees and students shall be permitted to explore artificial intelligence (AI) and implement its use in and out of the classroom in accordance with policy and administrative regulations. The use of AI shall only be as a support tool to enhance student outcomes or as necessary to engage in research and shall never take the place of faculty, staff, and student decision-making. Any use of AI must comply with law, policy, and administrative regulations relating to student and employee privacy and data security. A student shall only use AI tools with faculty permission and shall be expected to produce original work and properly credit sources, including AI tools used in creating the work.

Example:

APA (7th edition)

OpenAI. (2026). ChatGPT (March 25 version) [Large language model].

<https://chat.openai.com/>

MLA (9th edition)

OpenAI. ChatGPT. 25 Mar. 2026, <https://chat.openai.com/>.

Employees or students who use AI tools to deceptively harm, bully, or harass others shall be disciplined in accordance with policy. [See DH, DIA series, FFD series, FFE, FLB, and the FM series] AI Use by Employees and Students. Northeast Texas Community College 225500 TECHNOLOGY RESOURCES CRB ARTIFICIAL INTELLIGENCE (LOCAL) DATE ISSUED: 12/8/2025 1 of 1 UPDATE 50 CRB(LOCAL)-AJC Adopted: 12/16/2025

NTCC Academic Honesty/Ethics Statement:

NTCC upholds the highest standards of academic integrity. The college expects all students to engage in their academic pursuits in an honest manner that is beyond reproach using their intellect and resources designated as allowable by the course instructor. Students are responsible for addressing questions about allowable resources with the course instructor. Academic dishonesty such as cheating, plagiarism, and collusion is unacceptable and may result

in disciplinary action. This course will follow the NTCC Academic Honesty and Academic Ethics policies stated in the Student Handbook. Refer to the student handbook for more information on these subjects.

ADA Statement:

It is the policy of NTCC to provide reasonable accommodation for qualified individuals who are students with disabilities. This College will adhere to all applicable federal, state, and local laws, regulations, and guidelines with respect to providing reasonable accommodation as required to afford equal educational opportunity. It is the student's responsibility to request accommodation. An appointment can be made with the Academic Advisor/Coordinator of Special Populations located in Student Services and can be reached at 903-434-8264. For more information and to obtain a copy of the Request for Accommodations, please refer to the special populations page on the NTCC website.

Family Educational Rights and Privacy Act (FERPA):

The Family Educational Rights and Privacy Act (FERPA) is a federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. FERPA gives parents certain rights with respect to their children's educational records. These rights transfer to the student when he or she attends a school beyond the high school level. Students to whom the rights have transferred are considered "eligible students." In essence, a parent has no legal right to obtain information concerning the child's college records without the written consent of the student. In compliance with FERPA, information classified as "directory information" may be released to the general public without the written consent of the student unless the student makes a request in writing. Directory information is defined as: the student's name, permanent address and/or local address, telephone listing, dates of attendance, most recent previous education institution attended, other information including major, field of study, degrees, awards received, and participation in officially recognized activities/sports.

Tentative Course Schedule:

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