MASTER SYLLABUS

COURSE NO. AND TITLE:
HCM 461-3 Introduction to Physician Practice Operations

COURSE DESCRIPTION:
An introductory course designed to examine the different aspects of operating a physician’s practice. Focus is placed on licensing and professional regulation; selection of HMOs, PPOs and other managed care programs; medical records and regulatory compliance; community outreach required in building a medical practice; and practical development of templates for practice activities such as streamlined appointment scheduling and encounter forms. Not for graduate credit.

PREREQUISITES TO: N/A


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

- Determine the professional requirements of medical practice personnel.
- Recognize state and federal laws specific to medical/physician practices including.
- Document, maintain, organize, and audit medical records for regulatory compliance.
- Understand how the medical record is the first line of defense in malpractice suits.
- Determine and design community outreach activities to build a waiting list practice.
- Develop and utilize templates useful in medical practice operations such as effective scheduling of appointments to maximize care giver accessibility and organizational profit, patient encounter forms, and effective collection of accounts receivable techniques.
- Translate business issues into patient care outcomes that will enhance the management/physician relationships in the decision making process.
- Understand the varying managed care plans and which ones that are applicable to the physician practices.
- Follow detailed instructions without deviation, meet deadlines, take initiative to self-resolve problem issues, communicate in a professional manner in both written and verbal form, and exercise good time management skills and other managerial competencies.

COURSE DELIVERABLES (may vary based on instructor): Template Assignments, Case Studies, Program Proposals, Exams

GRADING SCALE (may vary based on instructor): A=1000-900; B=899-800; C=799-700; D=699-600; F=599 and below.
LEARNING/ASSESSMENT METHOD(S): Pre-post Test, Final Grade Percentage

**TOPICAL OUTLINE:**

<table>
<thead>
<tr>
<th>Topics</th>
<th>Percentages</th>
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<tbody>
<tr>
<td>I. Health Care Personnel – Licensure and Professional Regulation</td>
<td>10%</td>
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<tr>
<td>II. State and Federal Laws for Physician Practices</td>
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<tr>
<td>III. Medical Records – Legally Defensible Record Keeping</td>
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<td>IV. Community Outreach and Waiting List Practices</td>
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<td>V. Effective Physician Practice Operations</td>
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<td>VI. Terms, Abbreviations, and Translating Business Issues into Patient Care Outcomes</td>
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<td>VII. Examining the Managed Care Market</td>
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