

MATC 2614 - Medical Office Procedures

Fall 2026 Syllabus, Section 01, CRN 42896,

Credit hours: 3

Instructor

Tracy Miller

Email: tmiller10@ysu.edu

Public Instructor Information

Instructor Title: Tracy Miller, MHA, CMA (AAMA)

Instructor Professional Qualifications:

Master's (MHA), Health Administration, Ohio University, 2015

Bachelor's (BS), Business Management, Franciscan University of Steubenville, 2005

Associate (AA), General Studies, Franciscan University of Steubenville, 2003

Certificate, Medical Assisting, Jefferson Community College, 1995

Instructor Office Location: Cushwa Hall 1106

Instructor Office Phone: 330-941-3327

Course Description

2614. Medical Office Procedures. Fundamentals in patient reception, appointment scheduling, communication techniques, office management systems and preparation of an office policy manual. Three hours lecture, six hours assigned practicum per week. 3 s.h.

Course Readings

Group	Title	Author	ISBN
Required	Medical Insurance: Medical Office Procedures		

Bayes, N. L., & Blochowiak, A. L. (2024). *Medical Insurance: Medical Office Procedures* (10th ed.). McGraw-Hill

The course readings are subject to change in the event of extenuating circumstances, research developments, current events, and/or to ensure better learning.

Schedule of Topics and Assignments

Week of	Reading(s)	Proposed Topic	Due/To Prepare for Class
10/19	Chapter 1 Chapter 2	The Administrative Medical Assistant Medical Ethics, Law, and Compliance	
10/26	Chapter 3 Chapter 4	Verbal and Written Communications Medical Office Phone, Scheduling, Mail	
11/2	Chapter 5	Managing Health Information	
11/9	Chapter 6	Medical Office Management	
11/16	Chapter 7	Medical Insurance and Coding	
11/23	Chapter 8	Medical Billing, Reimbursement, and Collections	
11/30	Chapter 9 Chapter 10	Medical Practice Finances Preparing for employment in the medical office	

The course schedule, policies, procedures, and assignments in this course are subject to change in the event of extenuating circumstances, by mutual agreement, and/or to ensure better learning.