



Wayne County Community College District

COURSE SYLLABUS

PTT 106 Front Office Skills

CREDIT HOURS: 3.00

CONTACT HOURS: 45.00

COURSE DESCRIPTION: This course presents an overview of the organizational structure in a physical therapy department and orientation to management/supervisory styles. Basics of medical billing and coding, medical insurances, and operations in physical therapy clinics are introduced. Also described in detail are documentation guidelines and the administrative duties necessary to assist in the smooth and efficient operation of physical therapy facilities. The importance of verbal and non-verbal communication skills is emphasized. This course will also orient students to the clinical experience process. 45 hours of direct instruction required.

PREREQUISITES: Reserved for PTT majors

EXPECTED COMPETENCIES:

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

- Describe the typical operation of a physical therapy clinic, focusing on administrative processes and procedures.
- Understand the basics of medical billing and coding and reimbursement methodologies in physical therapy settings.
- Describe the administrative role of the physical therapy technician such as patient appointment scheduling, monitoring equipment and inventories and ordering supplies.
- Identify the positions and roles of each member of the front office of physical therapy clinics.
- Demonstrate the ability to engage in professional communication and investigatory skills as it relates to communicating with patients, physicians, and staff members.
- Demonstrate honesty and integrity in the performance of all physical therapy business practices.
- Apply confidentiality and security measures to protect electronic health information.
- Understand the use of technology including hardware and software, to ensure appropriate data collection, storage, and reporting of information.
- Summarize the process and expectations for the Clinical Practicum.

ASSESSMENT METHODS:

Student performance may be assessed by examination, quizzes, case studies, oral conversation, group discussion, and oral presentations. The instructor reserves the option to employ one or more of these assessment methods during the course.

GRADING SCALE:

90%-100% = A
80%-89.9% = B
70%-79.9% = C
60%-69.9% = D
<60% = E