

Medical Assisting Program Supplement



2015-2016

Southeastern Technical Institute
250 Foundry Street
South Easton, MA 02375
508-230-1337

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Welcome Class of 2016

Welcome to the Southeastern Medical Assisting Diploma Program! We look forward to introducing you to this fast growing and rewarding profession.

Please review the policies and procedures outlined in this Medical Assisting Program Supplement. Familiarity with the content should facilitate your success in the program. Feel free at any time to discuss any questions or concerns you may have with any member of the Medical Assisting Faculty.

Good luck and we look forward to assisting you in this educational journey you have chosen.

Susan Beer

Pat Illsley

Jackie McGuire

Ilene Williams

Southeastern Technical Institute

Medical Assisting

Medical Assistants are multi skilled health professionals specifically educated to work in ambulatory settings performing administrative and clinical duties. The practice of medical assisting directly influences the public's health and well-being, and requires a master of complex body of knowledge and specialized skills requiring both formal education and practical experience that serve for entry into the profession. The programs minimum expectation is "To prepare competent entry -level medical assistants in the Cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains."

Medical Assisting is projected to have one of the fastest growth rates of all medical fields over the next decade. The STI program teaches the skills and theory of both the administrative and clinical components of the medical assisting position. This allows the Medical Assistant to function as both an administrative and /or clinical assistant in a variety of ambulatory settings.

As an administrative assistant, the Medical Assistant will be able to maintain patient medical records, complete medical insurance forms, schedule appointments, greet and interview patients, transcribe and maintain medical records, process and record office accounts, order supplies , and keep inventory records. The student will also learn word processing and computerized office management skills.

As a clinical assistant, the Medical Assistant will record height, weight, temperature, pulse, blood pressure, administer medication, assist the patient and physician in various examinations. The Medical Assistant will also assist with minor procedures and perform screening test such as electrocardiogram and PFT's (breathing test).

Further, the program introduces the student to basic laboratory procedures, ie., macroscopic and microscopic urinalysis, phlebotomy, hemoglobin, glucose testing, preparing blood smears, pregnancy testing, throat cultures, and other routine tests performed in the physician's office.

The Southeastern Technical Institute Medical Assisting Program is accredited by the Commission on Accreditation of Allied Health Education Programs (www.caahep.org) upon the recommendation of Medical Assisting Education Review Board (MAERB).

Commission on Accreditation of Allied Health Education Programs
25400 U.S. Highway 19 North, Suite 158
Clearwater, FL 33763
Phone: 727-210-2530 Website: www.caahep.org



MEDICAL ASSISTING PROGRAM MISSION

SUCCESS



The Medical Assisting Program Mission is to Transform Students into Lifelong Learners, and Transition Graduates into Entry Level Positions within their Career Field.

The goals of the STI Medical Assisting Program are organized around four core philosophies:

Mastery of Foundation Skills:

- To provide medical assisting students with a curriculum that offers entry-level theory, medical assisting skills, and professional development for successful employment in physicians' offices, HMO's, and ambulatory care facilities
- To provide opportunities for a variety of learning modalities using traditional methods as well as computer and web based study opportunities
- To demonstrate learned skills by a passing performance of specified competencies in healthcare related skills followed by successful performance in a real-work environment where the student assimilates learned and new skills effectively

Development of Interpersonal Skills:

- To develop desirable work ethics and attitudes in the students
- To prepare the multi-skilled allied health professional to work as a member of the health care delivery team
- To develop the skills needed to interpret patient needs and communicate these as necessary to provide safe and effective care
- To promote the program and bring a stronger awareness of careers in the medical assistant field

TRAINING



Proactive Student Engagement:

- To provide a classroom environment that embraces the diversity and contributions of all students
- To appreciate the strengths of all students and encourage growth in their personal and professional situations.
- To create a learning environment that is safe and welcoming to all, where the student can express their opinions and viewpoints without fear of retribution and to encourage success for the student, graduation from the program and employability skills

Commitment to Stretch Learning Initiatives:

- To maintain employer, industry and community relationships to ensure availability of learning sites for students and to gain valuable input for improved program development
- To continue to explore and utilize emerging educational technologies to prepare student for those found in industry
- To prepare students will demonstrate concept assimilation by successful application of skills learned in a medical environment
- To provide and evaluate relevant instructional materials necessary for the medical assistant career
- To prepare the graduate for success in completing the national Certified Medical Assistant Examination

INSPIRATION



SOUTHEASTERN TECHNICAL INSTITUTE

250 Foundry Street, South Easton, MA 02375

Phone: 508.230.1575 Website: www.stitech.edu

Medical Assisting Program Faculty & Staff

Mrs. Susan N. Beer, Program Director

Mrs. Patricia Illsley, Administrative

Mrs. Jacqueline McGuire, Instructional Assistant

Mrs. Ilene Williams, Communications

Accreditation

Commission of the Council on Occupational Education

7840 Roswell Road
Building 300, Suite 325
Atlanta, GA 30350

Commission on Accreditation Allied Health Educations Programs

25400 U.S. Highway 19 North, Suite 158
Clearwater, FL 33763
727-210-2350
www.caahep.org

The Medical Assisting Program at Southeastern Technical Institute has a job placement average of 86.2% over the past five years (2010 - 2014).

Grading and Posting of Grades

- Each Syllabus explains the grading policy for that individual course.
- Upon completion of each semester or course a **minimum grade of 70%** must be attained in order to continue in the program.
- Grades are posted online using the EDLINE program
- Students that have any questions regarding grades must address with instructor within five days of the posting.
- See course catalog for policies for incomplete grades.

Student Health Records

All necessary immunizations must be complete and submitted by November 1, 2015 see the Course Catalog Medical Assisting for required documentation. **NOTE: Medical Assisting students are required to have a mantoux test that *will not* expire prior to the end of Externship.**

In order to fully participate in all hands on lab activities the student must have all required immunizations and documentation or show reasonable progress in attaining same. The students who fail to comply will complete alternate assignments and is also responsible for all make up activities with instructors, delays may incur deductions.

If there is a change in the student's health status which may limit or restrict the student's ability to **fully participate** in all program activities, the student must immediately provide specific documentation from a health care provider. Any documented restriction may impact the student's ability to complete program requirements.

Attendance and Tardy Policy

In order to fulfill the program requirements the student must attend class and externship per the school calendar fulfilling all the program hours. In the event of an absence students must notify the Program Director by 7:30 A.M. The office phone number is 508-230-1337. Leave your name and a brief reason for your absence. Refer to the Course Catalog for the extended Attendance Policy at STI.

Attendance is taken promptly at 8 A.M. and the classroom door will be closed. Students who are tardy from school in the morning, from break, or from lunch will not be allowed to enter class until the next regularly scheduled break. The student's attendance record will be affected accordingly. A student that is tardy or dismissed is required to sign in at the STI office.

Please refer to individual course syllabi for policies regarding missed assignments

Laboratory Practice

Uniform days are Monday, Tuesday, and Thursday. Students are required to wear the prescribed Medical Assisting uniform purchased from the preferred vendor. Sweaters, Hoodies, sweatshirt may not be worn. It is up to the student to decide if they would like to purchase a lab jacket for additional warmth.

See section on Student Health records regarding immunizations

Laboratory Practice continued

All students will be required to perform hands-on Medical Assisting procedures and laboratory skills. During laboratory practice, the student will be practicing and performing procedures in the role of the medical assistant. Students will also be required to assume the role of the patient. Students must pass all competencies in order to be eligible for Externship. Lab grades are dependent upon competency completions in class assignments, tests, quizzes and daily lab scores. Should a student decline to participate in the prescribed activities will incur a zero for the daily lab grade.

Medical Assisting students are required to maintain an average of 70% or better in all cognitive competencies, as indicated by the course grade, and pass 100% of psychomotor and affective competencies.

Laboratory Makeup

See instructor the day of return for instructions regarding make up. After school make up time will be conducted at the convenience of the instructor. The student is responsible for providing "patient" if necessary to make up or perform a lab skill. A **twenty point** deduction will be assessed for students not completing or making up any competency within the prescribed time frame.

Make up Policy: Test, Quizzes, Assignments and Homework

Homework is due at 8 A.M. on the assigned day and will not be accepted late for any reason and a grade of zero will be assessed.

Any student who is absent at the time of a **scheduled** quiz or test, regardless if time is excused, is expected to complete the test/quiz on the first day they return from the absence and at a time that is convenient to the Instructor. **Students will have an automatic *ten point deduction* for every day up to five school days and then will receive no credit if test/quiz is not made up. It is the student's responsibility to follow up and make the appropriate arrangements.**

Pop quizzes cannot be made up and the student will receive a grade of zero if absent or late when a pop quiz is given.

If a student is late to school the student will make up the scheduled test/quiz after school that day or at a time convenient to the Instructor, and with an automatic ***ten point deduction***.

With an excused absence only hours are excused not course requirements.

Externship

The Externship Policies will be provided to students before the commencement of Externship. Any student that has questions or concerns about the Externship policies may and should inquire at any time to the Program Director or Instructors.

- Please note that students are required to wear the prescribed uniform at Externship. **Students are responsible for purchasing uniforms, a stethoscope, a watch with a second hand, and enclosed white leather or canvas shoes.**
- The student may be placed in one or more ambulatory care settings such as a doctor's office, a hospital emergency room, surgical center, or specialty office.
- The hours that the student spends at an Externship facility **will vary** from the regular school hours.
- The student is responsible for all additional Externship requirements that may include meetings, documentation, and/or transportation costs.
- The student will be assigned specific hours and will receive credit only for hours that are identified on the Student Contract form.
- Any hours that the student is absent from Externship will be made up after the assignment and therefore may impact program completion
- Students must make up any hours to meet the externship contractual obligation
- No student will be paid during externship.

Classroom and Lab Dress Policy

- **STI Student ID's must be visible at all times.**
- During lectures student dress should be modest, professional, and suitable for classroom activities.
- Hoods, hats, hoodies, and coats are not to be worn during classes.
- Lab attire must be the prescribed Medical Assisting scrub uniform, white leather or canvas enclosed shoes, a stethoscope, watch with a second hand, minimal jewelry, no facial jewelry, no strong perfumes, no artificial nails, nail polish, and nails should be clean and cut short.

Food and Drink Classroom Policy

No food or drink allowed in the classroom or lab area except during designated periods (break and lunch). There are material and chemicals, blood and body fluids in use at times and safety and OSHA guidelines dictate compliance with this policy. If a student has a documented medical issue that requires an accommodation he/she must notify the Program Director immediately and provide documentation from a health care provider.

Electronics

All electronics are to be kept on vibrate and out of site unless use is approved by instructor.

Professionalism

Students are expected to attend classes and labs, keep up with assignments and demonstrate professionalism in dress, speech and written communication. Professionalism includes a student's sincerity, drive, willingness to improve and grow in their performance, responsibility, motivation and enthusiasm are important to achieving program success. The student is expected to represent Southeastern Technical Institute and the Medical Assisting Program in a professional manner during all classroom activities, and all clinical experiences.



Medical Assisting Theory and Laboratory I 1MAT01

Instructor	Susan Beer	Phone	508.230.1337
Office	Room 2-109	E-mail	sbeer@sersd.org
Office Hours	Monday afternoons and by appointment	Schedule	Monday-Thursday
Prerequisites	None	Co-requisites	None
Position	1 st Semester	Credit/Hours	6 credits/180 hrs

Course Description and Goals:

This course introduces the theory skills, tasks and techniques performed by the Medical Assistant and their correlation for caring for the patient in the ambulatory setting. Topics include infection control, medical and surgical asepsis, exposure control, sterilization techniques, OSHA standards. In addition the study of and proper performance of vital signs, anthropometric signs and additional screening procedures associated with particular types of office visits will be taught. The rationale for these screening tests and the ramifications of the results as they relate to patient's state of health will be explored. Privacy concerns, ethical behavior, legal scope of practice and patient education and community resources will be explored.

The corresponding laboratory experience will expose the medical assistant student to a variety of tasks, skills, and procedures he/she will likely encounter in an ambulatory settings and related to the topics discussed in the Theory. These skills include those listed above as well and medical asepsis and standard precautions, sterilization and autoclave procedures, collection, analysis, and processing of various blood and urine specimens, collection of throat and wound cultures, macroscopic and microscopic urinalysis.

Text:

Kinn's The Medical Assistant: An Applied Learning Approach, 12th Edition, Deborah B. Proctor, Alexandra P. Young-Adams; Elsevier-Saunders
Kinn's The Medical Assistant-Study Guide, 12th Edition, Deborah B. Proctor, Alexandra P. Young-Adams; Elsevier-Saunders
Kinn's The Medical Assistant- Procedure Checklist Manual, 12th Edition, Deborah B. Proctor, Alexandra P. Young-Adams; Elsevier-Saunders
The Electronic Health record for the Physician's Office with SimChart, Amy Devore; Elsevier-Saunders

Course Outcomes and Objectives:

- The student will understand the specific requirements of Medical Assisting
- The student will develop critical thinking skills to assist in caring for patients
- The student will demonstrate proficiency in a variety of screening tests and entry level skills practiced in the medical office.
- The student will practice all aspects of patient care maintaining appropriate precautions and abiding by safety practices as mandated by agencies related to health
- Identify the legal and ethical responsibilities of the medical assistant in medication management
- Demonstrate understanding of the medical assistant's scope of practice and ramifications of non-compliance
- The student will be able to follow OSHA guidelines for infection control
- The student will perform control tests

- The student will perform documentation and notify supervising personnel of results
- The student will demonstrate professionalism and empathy dealing with various patient populations such as ethnic and cultural groups and pediatric and geriatric populations
- The student will be able to perform vital signs, a patient interview, and prepare a patient for specific office procedures
- The student will be able to perform and record the results of basic screening laboratory tests, and other medical assisting entry level skills.
- The student will distinguish between normal and abnormal results
- The student will understand the specific requirements of Medical Assisting
- The student will develop critical thinking skills to assist in caring for patients
- The student will demonstrate proficiency in a variety of screening tests and entry level skills practiced in the medical office.
- The student will practice all aspects of patient care maintaining appropriate precautions and abiding by safety practices as mandated by agencies related to health

Entry Level Competencies for Medical Assistant

Taken from 2008 standards and guidelines for the Medical Assistant Educational Programs

- I.C.6 Identify common pathology related to each body system
- I.P.1 Obtain vital signs
- I.P.3 Perform capillary puncture
- I.P.4 Perform pulmonary function testing
- I.P.5 Perform electrocardiography
- I.P.10 Assist the physician with patient care
- I.P.12 Perform CLIA-waived hematology testing
- I.P.13 Perform CLIA-waived chemistry testing
- I.P.14 Perform CLIA waived urinalysis
- I.P.15 Perform CLIA-waived immunology testing
- I.P.16 Screen test results
- I.A.1 Apply critical thinking skills in performing patient assessment and care
- I.A.2 Use language/verbal skills that enable patients' understanding
- II.C.1 Demonstrate knowledge of basic math computations
- II.C.2 Apply mathematical computations to solve equations
- II.C.7 Analyze charts, graphs and/or tables in the interpretation of healthcare results
- II.P.3 Maintain growth charts
- II.A.2 Distinguish between normal and abnormal test results
- III.C.1 Describe the infection cycle, including the infectious agent, reservoir, susceptible host, means of transmission, portals of entry, and portals of exit
- III.C.2 Define asepsis
- III.C.3 Discuss infection control procedures
- III.C.4 Identify personal safety precautions as established by the Occupational Safety and Health Administration (OSHA)
- III.C.5 List major types of infectious agents
- III.C.6 Compare different methods of controlling the growth of microorganisms
- III.C.7 Match types and uses of personal protective equipment
- III.C.8 Differentiate between medical and surgical asepsis as used in the ambulatory care setting, identifying when each is appropriate
- III.C.12 Discuss the application of Standard Precautions with regard to:
 - a. All body fluids, secretions, and excretions
 - b. Blood
 - c. Non intact skin
 - d. Mucous membranes
- III.C.13 Identify the role of the regulations established by the Centers for Disease Control and Prevention (CDC) in healthcare settings
- III.P.1 Participate in training in Standard Precautions
- III.P.2 Practice Standard Precautions
- III.P.3 Select appropriate barrier/personal protective equipment (PPE) for potentially infectious situations
- III.P.4 Perform hand washing
- III.P.7 Obtain specimens for microbiological testing
- III.A.2 Explain the rationale for performing a procedure to the patient

III.A.3	Show awareness of patient's concerns about the procedure being performed
IV.C.14	Recognize the role of patient advocacy in the practice of medical assisting
IV.P.2	Report relevant information to others succinctly and accurately
IV.P.5	Instruct patients according to their needs to promote health maintenance and disease prevention
IV.P.6	Prepare a patient for procedures and/or treatments
IV.P.8	Document patient care
IV.A.5	Demonstrate sensitivity appropriate to the message being delivered
IV.A.7	Demonstrate recognition of the patient's level of understanding in communications
V.C.11	Discuss principles of using Electronic Medical Record (EMR)
VII.A.2	Demonstrate sensitivity in communicating with both providers and patients
IX.C.1	Discuss the legal scope of practice for medical assistants
IX.C.3	Describe the implications of HIPAA for the medical assistant in various medical settings
IX.C.5	Discuss licensure and certification as they apply to healthcare providers
IX.C.6	Describe liability, professional, personal injury, and third party insurance
IX.C.7	Compare and contrast physician and medical assistant roles in terms of standard of care
IX.C.13	Discuss all levels of governmental legislation and regulation as they apply to medical assisting practice, including FDA and DEA regulations
IX.P.4	Practice within the standard of care for a medical assistant
IX.A.1	Demonstrate sensitivity to patient rights
IX.A.3	Recognize the importance of local, state and federal legislation and regulations in the practice setting
X.A.1	Apply ethical behaviors, including honesty and integrity, in the practice of medical assisting
XI.C.1	Describe personal protective equipment
XI.C.2	Identify safety techniques that can be used to prevent accidents and maintain a safe work environment
XI.C.3	Describe the importance of Materials Safety Data Sheets (MSDS) in a healthcare setting
XI.C.4	Identify safety signs, symbols and labels
XI.C.6	Describe basic principles of first aid
XI.C.7	Describe fundamental principles for evacuation of a healthcare setting
XI.C.9	Discuss the requirements for responding to hazardous material disposal
XI.C.10	Identify the principles of body mechanics and ergonomics practice setting
XI.C.11	Discuss critical elements of an emergency plan for response to a natural disaster or other emergency
XI.C.12	Identify emergency preparedness plans in your community
XI.P.2	Evaluate the work environment to identify safe and unsafe working conditions
XI.P.3	Develop a personal (patient and employee) safety plan
XI.P.4	Develop an environmental safety plan
XI.P.5	Demonstrate the proper use of the following equipment: <ol style="list-style-type: none"> a. Eye wash b. Fire extinguishers c. Sharps disposal containers
XI.P.8	Demonstrate methods of fire prevention in the healthcare setting
XI.P.10	Perform first aid procedures
XI.P.12	Maintain a current list of community resources for emergency preparedness

Teaching Methods:

- 1 Lectures: Most of the material in the course will come from the textbook however some additional material from handouts and outside sources may be utilized. Discussion is encouraged. Various Instructional Modalities, such as Power Point, videos, software etc. will be utilized as appropriate
- 2 Each topic involves instruction, discussion, exercises and/or assignments and homework to reinforce information provided during lectures. Students, at times, will work in pairs, groups to explore and study certain concepts. Some independent study is required.
- 3 Demonstration: Following introductory lectures and discussions in Medical Assisting Theory the instructor(s) will provide a demonstration of each skill(s)
- 4 Observation: Students will be provided with multiple opportunities to improve their technique using peer practice and/or under the direction of the instructors.

- 5 Performance: Once student appears competent they will perform the skill/task for the Instructor for a "Competency" grade.
- 6 Assignments: Many topics include exercises and classroom assignments to reinforce information provided during demonstrations. Some assignments involve the student demonstrating the ability to utilize and troubleshoot materials, supplies, and equipment. Additional written assignments will require the student to read and study material and reflect on the concepts presented.
- 7 Additional scheduled and unscheduled quizzes and tests are also used as a mode of assessment

Method of Evaluation:

Grade is based on the successful completion of classroom exercises, formal competencies and daily "Professionalism" grade, tests and quizzes. Student's daily lab grade will be evaluated each laboratory session and graded based on readiness, participation, and use of materials, professionalism, cooperative learning and use of time. Competencies will be graded by the Instructor following student practice. A passing grade of 70% is required for all competencies. A score of less than 70% on any competency will require that the student re-do the procedure; cumulative scores must average to a 70% or better in order for student to pass the competency. Competencies not completed within the prescribed amount of time will be assessed a 20 point deduction from final score at Instructor's discretion.

Quizzes, Homework, Assignments	30%
Test	30%
Competencies and Daily Lab Grade	20%
Midterm and Final Exam	20%

The grading scale for the Medical Assistant program is:

<u>Numeric Grade</u>	<u>Alphabetic Grade</u>
93 – 100	A
90 – 92	A-
87 – 89	B+
83 – 86	B
80 – 82	B-
77 – 79	C+
73 – 76	C
70 – 72	C-
Less than 70	F

Medical Assistant students must complete the course with an average grade of 70% or better and successfully complete all competency evaluations. CAAHEP accreditation requires that 100% of Medical Assistant graduates pass 100% of all competencies.

Course Policies:

In order to fully participate in all hands on lab activities the student must have all required immunizations and documentation or show reasonable progress in attaining same. The student who fails to comply will complete alternate assignments and is also responsible for arranging all make up activities with instructors, delays may incur deductions.

Missed Classes: The student is responsible for obtaining material distributed on class days when he/she is absent. This can be done through another classmate or by contacting the instructor during office hours and in some instances by reviewing Edline.

The student is responsible for scheduling their own practice or "make up" time and may need to provide a "patient" depending on the skill to be performed.

Any student who is absent at the time of a **scheduled** quiz or test, regardless if time is excused, is expected to complete the test/quiz on the first day they return from the absence and at a time that is convenient to the Instructor. Student will have automatic **10 point deduction** for every day up to five days the assignment

is not completed. No work will be accepted after 5 days. It is the student's responsibility to follow up and make the appropriate arrangements.

Assignments and Quizzes: All assignments are due at the beginning of class on the date due; late or missed assignments are not accepted. Competencies must be completed by the scheduled due date without incurring a 20 point deduction from final score.

Edline: Course syllabus, materials, due dates, and grades will be posted regularly on the STI Edline page. Students may access www.edline.net from any computer with an internet connection. Students may also receive communication from the instructor via Edline.

Attendance: See the STI Course Catalog

Course Outline

<i>Unit</i>	<i>Topic</i>	<i>Required Reading</i>
1	The Healthcare Industry The Medical Assisting Profession	Chapter 2 Chapter 3
2	The Paper Medical Record The Electronic Medical Record	Chapter 14 Chapter 15
3	Infection Control: hand washing, sterilization, autoclaving, exposure control, quality control, biohazard materials, sharps	Chapters 27,56,57
4	Medicine and Ethics Medicine and Law	Chapter 6 Chapter 7
5	Vital Signs: cardinal, anthropometric, weight and temperature conversions	Chapter 31
6	Assisting with Physical Exam: instruments, patient positioning, body mechanics , patient Interviews and documentation Assisting in Pediatrics: growth charts, healthcare throughout the life span	Chapter 32 Chapter 42
7	Assisting with Dermatology: microscope, dressings, wound culture	Chapter 38
8	Emergency Preparedness: Fire and Safety, First Aid, CPR preparation	Chapter 36
9	Assisting in Orthopedics: assistive devices, therapeutic modalities	Chapter 43
10	Assisting in Pulmonary Medicine: Incentive Spirometry, Pulmonary Function testing, Oxygen delivery	Chapter 46
11	Assisting in Cardiology and Blood: EKG, Finger sticks,	Chapter 47,54
12	Assisting in Nervous System: tuning forks, Psychological testing,	Chapter 44
13	Assisting in Endocrinology: Glucose testing	Chapter 54



Anatomy and Associated Terminology I

1MAT02

Instructor	Susan Beer	Phone	508.230.1337
Office	Room 2-109	E-mail	sbeer@sersd.org
Office Hours	Monday afternoons and by appointment	Schedule	Tuesday, Period 1 and 2 Wednesday, Period 1 and 2
Prerequisites	None	Co-requisites	None
Position	1 st Semester	Credit/Hours	2 credits/60 hrs

Course Description and Goals:

This is a course designed to familiarize the student with the general plan and structure of the human body and its function under normal, healthy conditions as well as an introduction to the body's response to illness and disease. This semester is an introduction to anatomical divisions and body planes, cells, tissues, skin, glands and membranes, the skeletal, integumentary, muscular and respiratory systems. The course will cover the topic of disease and common pathogens that invade the human body. Following the introduction to major anatomical structures the course explores the meaning of medical terms and abbreviations, the source of the terminology, spelling and accurate use and placement in medical office documents. The course focuses on the structure of medical terms, their word roots and components, prefixes, suffixes so that the student develops working command and understanding of medical vocabulary related to disease in a variety of healthcare specialties.

Text:

Mastering Healthcare Terminology, 4th Edition, Betsy J. Shiland ; Elsevier-Saunders

Course Outcomes and Objectives:

- The student will know the basic anatomical parts and function of the body systems
- Student will name the levels of organization of the body
- Student will apply knowledge of body structures from simple to complex
- The student will be able to explain the mechanisms of metabolism, homeostasis, negative and positive feedback and ramifications when disease or illness present
- The student will be able to identify barriers to wellness and approaches to prevent illness
- Student will use appropriate language and terminology to describe or identify body parts
- The student will learn and differentiate among word components
- The student will develop a working vocabulary of healthcare terms and abbreviations
- The student will demonstrate proficiency in constructing written notes on patient care using appropriate medical terminology
- The student will demonstrate proficiency in communicating orally using medical terminology

Entry Level Competencies for Medical Assistant

Taken from 2008 standards and guidelines for the Medical Assistant Educational Programs

I.C.1	Describe structural organization of the human body
I.C.2	Identify body systems
I.C.3	Describe body planes and directional terms, quadrants and cavities
I.C.4	List major organs in each body system

- I.C.5 Describe the normal function of each body system
- I.C.6 Identify common pathology related to each body system
- I.C.7 Analyze pathology as it relates to the interaction of body systems
- I.C.8 Discuss implications for disease and disability when homeostasis is not maintained
- I.C.9 Describe implications for treatment related to pathology
- IV.C.10 Diagram medical terms labeling the word parts
- IV.C.11 Define both medical terms and abbreviations related to all body systems

Teaching Methods:

1. Lectures: Textbook material as well as material from course handouts and outside sources will be covered in class. Students should take careful notes as not all material can be found in the texts or reading. Various Instructional Modalities, such as power point, videos, DVD's , other software etc. will be utilized as appropriate. Some independent study is required.
2. Discussion is encouraged.
3. Assignments: Each topic involves homework /or exercises and classroom assignments to reinforce information provided during lectures.
4. Quizzes/Tests: At the conclusion of most topics a quiz/test will be given to ensure students understanding of the entire topic.
5. Each topic involves instruction, discussion, exercises and/or assignments and homework to reinforce information. Students, at times, will work in pairs, groups to explore and study certain concepts.

Method of Evaluation:

Grade is based on successful completion of all material assigned throughout the course.

Quizzes, Homework, Assignments	20%
Test	20%
Midterm	30%
Final Exam	30%

The grading scale for the Medical Assistant program is:

<u>Numeric Grade</u>	<u>Alphabetic Grade</u>
93 – 100	A
90 – 92	A-
87 – 89	B+
83 – 86	B
80 – 82	B-
77 – 79	C+
73 – 76	C
70 – 72	C-
Less than 70	F

Medical Assistant students must complete the course with an average grade of 70% or better and successfully complete all competency evaluations. CAAHEP accreditation requires that 100% of Medical Assistant graduates pass 100% of all competencies.

Course Policies:

Missed Classes: The student is responsible for obtaining material distributed on class days when he/she is absent. This can be done through another classmate or by contacting the instructor during office hours and in some instances by reviewing Edline.

The student is responsible for scheduling their own practice or “make up” time and may need to provide a “patient” depending on the skill to be performed.

Any student who is absent at the time of a **scheduled** quiz or test, regardless if time is excused, is expected to complete the test/quiz on the first day they return from the absence and at a time that is convenient to the Instructor. Student will have automatic **10 point deduction** for every day up to five days the assignment is not completed. No work will be accepted after 5 days. It is the student's responsibility to follow up and make the appropriate arrangements.

Assignments and Quizzes: All assignments are due at the beginning of class on the date due; late or missed assignments are not accepted. Competencies must be completed by the scheduled due date without incurring a 20 point deduction from final score.

Edline: Course syllabus, materials, due dates, and grades will be posted regularly on the STI Edline page. Students may access www.edline.net from any computer with an internet connection. Students may also receive communication from the instructor via Edline.

Attendance: See the STI Course Catalog

Course Outline

<i>Unit</i>	<i>Topic</i>	<i>Required Reading</i>
1	Body Structure and Function throughout the Life Span	Handout
2	Anatomical Organization and Structure	Chapter 1
3	Cells and Tissues	Chapter 2
4	Integumentary System	Chapter 3
5	The Muscular System	Chapter 4
6	The Skeletal System	Chapter 5
7	The Respiratory System	Chapter 9
8	The Cardiovascular System	Chapter 8
9	The Nervous System	Chapter 11
10	The Endocrine System	Chapter 14



Pharmacology I

1MAT03

Instructor	Susan Beer	Phone	508.230.1337
Office	Room 2-109	E-mail	sbeer@sersd.org
Office Hours	Monday afternoons and by appointment	Schedule	Thursday, Period 5 and 6
Prerequisites	None	Co-requisites	None
Position	1 st Semester	Credit/Hours	1 credits/30 hrs

Course Description and Goals:

This is a basic course designed to familiarize the student with pertinent information regarding pharmaceuticals such as legal and ethical concerns, terminology, definitions, abbreviations and classifications. In addition the course will familiarize the student with approximately 50 of the more commonly prescribed medications with their trade and generic names, mode of action, side effects and usual doses. The medications discussed are correlated with the body systems discussed in other courses

Text:

Pharmacology Principles and Applications Third Edition, Eugenia M. Fulcer, Robert M. Fulcer, Cathy D. Soto, Elsevier
Kinn's The Medical Assistant: An Applied Learning Approach, 11th Edition, Deborah B. Proctor, Alexandra P. Young-Adams; Elsevier-Saunders

Course Outcomes and Objectives:

- The student will list categories of medications
- The student will know common medications prescribed for body systems, diseases and/or disorders
- The student will know the expected outcome of medications for various diseases and/or disorders of body systems
- The student will differentiate between adverse reactions, side effects and expected outcomes of medications
- The student will know various regulatory agencies and laws that govern medication preparation and delivery
- The student will distinguish between over-the-counter and prescription medications, their use and safety

Entry Level Competencies for Medical Assistant

Taken from 2008 standards and guidelines for the Medical Assistant Educational Programs

I.C.I.12	Identify classifications of medications including desired effects, side effects and adverse reactions
II.C.II.6	Identify both abbreviations and symbols used in calculating medication dosages
II.C.II.13	Identify the role of the Center for Disease Control regulations in healthcare settings
IV.C.IV.16	Differentiate between adaptive and non-adaptive coping mechanisms
IX.C.IX.I	Discuss legal scope of practice for medical assistants
X.C.X.4	Identify where to report illegal or unsafe activities and behaviors that affect health, safety and welfare of others

XI.C.XI.1	Describe personal protective equipment
XI.C.XI.2	Identify safety techniques that can be used to prevent accidents and maintain a safe work environment
I.P.I.8	Administer oral medications
II.P.II.1	Prepare proper dosages of medications for administration
III.P.III.3	Select appropriate barrier/personal protective equipment for potentially infectious situations
IV.P.IV.2	Report relevant information to others succinctly and accurately
IV.P.IV.3	Use medical terminology, pronouncing medical terms correctly to communicate information, patient history, data and observations
IV.P.IV.5	Instruct patients according to their needs to promote health maintenance and disease prevention
IV.P.IV.6	Prepare a patient for procedures and /or treatments
IV.P.IV.8	Document patient care
IX.P.IX.4	Practice within the standard of care for a medical assistant
X.P.XI.1	Comply with safety signs, symbols and labels

Teaching Methods:

1. Lectures: Most of the material in the course will come from the textbook however some additional material from handouts and outside sources may be utilized. Discussion is encouraged. Various Instructional Modalities, such as Power Point, videos, software etc. will be utilized as appropriate
2. Each topic involves instruction, discussion, exercises and/or assignments and homework to reinforce information provided during lectures. Students, at times, will work in pair or groups to explore and study certain concepts. Some independent study is required.

Method of Evaluation:

Grade is based on successful completion of all material assigned throughout the course.

Quizzes, Homework, Assignments	20%
Test	20%
Midterm	30%
Final Exam	30%

The grading scale for the Medical Assistant program is:

<u>Numeric Grade</u>	<u>Alphabetic Grade</u>
93 – 100	A
90 – 92	A-
87 – 89	B+
83 – 86	B
80 – 82	B-
77 – 79	C+
73 – 76	C
70 – 72	C-
Less than 70	F

Medical Assistant students must complete the course with an average grade of 70% or better and successfully complete all competency evaluations. CAAHEP accreditation requires that 100% of Medical Assistant graduates pass 100% of all competencies.

Course Policies:

Missed Classes: The student is responsible for obtaining material distributed on class days when he/she is absent. This can be done through another classmate or by contacting the instructor during office hours and in some instances by reviewing Edline.

The student is responsible for scheduling their own practice or "make up" time and may need to provide a "patient" depending on the skill to be performed.

Any student who is absent at the time of a **scheduled** quiz or test, regardless if time is excused, is expected to complete the test/quiz on the first day they return from the absence and at a time that is convenient to the Instructor. Student will have automatic **10 point deduction** for every day up to five days the assignment is not completed. No work will be accepted after 5 days. It is the student's responsibility to follow up and make the appropriate arrangements.

Assignments and Quizzes: All assignments are due at the beginning of class on the date due; late or missed assignments are not accepted. Competencies must be completed by the scheduled due date without incurring a 20 point deduction from final score.

Edline: Course syllabus, materials, due dates, and grades will be posted regularly on the STI Edline page. Students may access www.edline.net from any computer with an internet connection. Students may also receive communication from the instructor via Edline.

Attendance: See the STI Course Catalog

Course Outline

<i>Unit</i>	<i>Topic</i>	<i>Required Reading</i>
1	General Aspects of Pharmacology	Chapter 1-5 (Fulcher) Chapter 33 (Kinn)
2	Medication Administration	Chapter 11-14 (Fulcher)
3	Analgesics and Antipyretics	Chapter 15 (Fulcher)
4	Antimicrobials, Antifungals and Antivirals	Chapter 15 (Fulcher)
5	Drugs for Skin Conditions	Chapter 22 (Fulcher)
6	Musculoskeletal Systems Disorders	Chapter 23 (Fulcher)
7	Vaccines	Chapter 16 (Fulcher)
8	Respiratory System Disorders	Chapter 25 (Fulcher)
9	Circulatory System and Blood Disorders	Chapter 26 (Fulcher)



Math for Pharmacology

1MAT04

Instructor	Patricia M. Illsley	Phone	508-230-1374
Office	Room 128	E-mail	pillsley@sersd.org
Office Hours	Monday afternoons and by appointment	Schedule	Wednesday, Period 5 and 6
Prerequisites	None	Co-requisites	Pharmacology I, 1MAT03
Position	1 st Semester	Credit/Hours	1 credit/30 hour

Course Description and Goals:

This course provides a review of basic math skills required to perform simple computations. The course includes a review of fractions and decimal fractions. Skills in metric and English system of measurement are developed as well as conversion from one system to another. Students will learn how to perform drug calculations and to convert prescribed dosages for the patient.

Text:

Pharmacology Principles and Applications, Third Edition
Fulcher, Fulcher, Soto; Elsevier

Course Outcomes and Objectives:

- Students will add, subtract, multiply, and divide fractions
- Students will become fluent in the use of the Metric measurement system
- Students will convert numbers within the Metric scale
- Students will convert English measurement to Metric and Metric to English
- Students will calculate percentages
- Students will calculate proportions and ratios
- Students will calculate and verify drug dosages
- Students will develop skills required for basic practice finance including developing an understanding of basic bookkeeping and patient accounts

Entry Level Competencies for Medical Assistant

Taken from 2008 standards and guidelines for the Medical Assistant Educational Programs

- II.C.1 Demonstrate knowledge of basic math computations
- II.C.2 Apply mathematical computations to solve equations
- II.C.3 Identify measurement systems
- II.C.4 Define basic units of measurement in metric, apothecary, and household systems
- II.C.5 Convert among measurement systems
- II.C.6 Identify both abbreviations and symbols used in calculating medication dosages

Teaching Methods:

Course content is delivered using a variety of methods that include teacher demonstration and lecture. Additional video demonstrations will be used as introductions and reviews. Student participation is accomplished by reviewing the videos, completion of classroom assignments, and homework.

1. Lectures: Each topic is comprised a review of the skill, and many opportunities for students to practice the skills. Instructor generated skill video will be used to review the topic and with video links posted on Edline. Additional video sources will be used as required.
2. Assignments: Homework is assigned to allow students the opportunity to develop and practice their math skills between classes. Assignments will include the viewing of skill videos and the completion of problems as needed.
3. Class work: Group and individual classroom assignments are used to reinforce learning.

Method of Evaluation:

The grade in this course is based on homework, quizzes, and classroom assignments.

Quizzes	50%
Classroom Work	30%
Midterm Exam	10%
Final Exam	10%

The grading scale for the Medical Assistant program is:

<u>Numeric Grade</u>	<u>Alphabetic Grade</u>
93 – 100	A
90 – 92	A-
87 – 89	B+
83 – 86	B
80 – 82	B-
77 – 79	C+
73 – 76	C
70 – 72	C-
Less than 70	F

Medical Assistant students must complete the course with an average grade of 70% or better and successfully complete all competency evaluations. CAAHEP accreditation requires that 100% of Medical Assistant graduates pass 100% of all competencies.

Course Policies:

Missed Classes: The student is responsible for obtaining notes and material distributed on class days when he/she is absent. This can be done by logging on to Edline, through another classmate, or by direct contact with the instructor.

Assignments: Homework assignments will include reading, videos, and as much practice as the student requires becoming comfortable with each skill. Students are expected to come to class prepared to demonstrate each skill by the completion of additional problems. All in-class assignments will be completed by the end of the class meeting. Missed classes will result in missed assignments. Late assignments will not be accepted.

Quizzes, Tests, Competencies: Any student who is absent at the time of a scheduled evaluation is expected to complete the test/quiz/competency on the first day they return from the absence. Students will have an automatic 10 % deduction for every day up to five days the assignment is not completed. After 5 days the grade will be a 0. It is the student’s responsibility to follow up and make the appropriate arrangements.

Edline: Course syllabus, materials, due dates, and grades will be posted regularly on the STI Edline page. Students may access www.edline.net from any computer with an internet connection. Students may also receive communication from the instructor via Edline.

Course Outline

<i>Units</i>	<i>Chapter</i>	<i>Topic</i>	<i>Assessment/Competencies</i>
Unit 1	7	Measurement Instruments Roman Numerals and Military Time	Unit Quiz II.C.1
Unit 2	6	Fraction Review	Unit Quiz II.C.1 II.C.2
Unit 3	6	Decimal and Common Fraction Equivalents	Unit Quiz II.C.1 II.C.2
Unit 5	6 & 7	Percentage, Fahrenheit, and Celsius	Unit Quiz II.C.1 II.C.2 II.C.5
Unit 6	7 & 8	Metric, Household, and Apothecary Systems	Unit Quiz II.C.1 II.C.3 II.C.4 II.C.5 II.C.6
Unit 7	9 & 10	Math for Medications	Unit Quiz II.C.1 II.C.2 II.C.5 II.C.6
Unit 8	Instructor Handouts	General Accounting	Unit Quiz II.C.1 II.C.2



Medical Office Management

Semester 1

1MAT05

Instructor	Patricia M. Illsley	Phone	508-230-1374
Office	Room 2-128	E-mail	pillsley@sersd.org
Office Hours	Monday 2:10-3:00 and by appointment	Schedule	Friday periods 1 and 2
Pre-requisites	None	Co-requisites	All Semester 1 courses
Position	Semester 1	Credit/Hours	30 hours

Course Description and Goals:

The management of the office can greatly influence the success of the practice. This course provides students with a basis of professional behavior, telephone techniques, scheduling appointments, patient reception, and processing, and medical records management. This first semester course focuses on the administrative, office, and business skills that a medical assistant needs to be successful in an ambulatory care setting.

Text:

Kinn's The Medical Assistant, an Applied Learning Approach, Twelfth Edition, Deborah P. Proctor, Alexandra P. Adams

Kinn's The Medical Assistant, an Applied Learning Approach – Study Guide, Twelfth Edition, Deborah P. Proctor, Alexandra P. Adams

Kinn's The Medical, an Applied Learning Approach – Procedure Checklist Manual, Twelfth Edition, Deborah P. Proctor, Alexandra P. Adams

The Electronic Health Record for the Physician's Office with SimChart for the Medical Office, Amy Devore, Elsevier

Course Outcomes and Objectives:

To gain office skills applicable in a medical environment including

- Organization of the Patient Record Management
- Managing Patient Scheduling
- Consistent Filing Practices
- Effectively manage patient flow throughout the medical office

Entry Level Competencies for Medical Assistant

Taken from 2008 standards and guidelines for the Medical Assistant Educational Programs

Unit 4	IV.P.4	Explain general office policies
Unit 1	IV.P.7	Demonstrate telephone techniques
Unit 2	V.C.1	Discuss the pros and cons of various types of appointment management systems
Unit 2	V.C.2	Describe scheduling guidelines
Unit 2	V.C.3	Recognize office policies and protocols for handling appointments
Unit 2	V.C.4	Identify critical information required for scheduling patient admissions and/or procedures
Unit 6	V.C.5	Identify systems for organizing medical records
Unit 6	V.C.6	Describe various types of information maintained in a patient's medical record
Unit 6	V.C.7	Discuss the pros and cons of various filing methods
Unit 6	V.C.8	Identify both equipment and supplies needed for filing medical records
Unit 6	V.C.9	Describe indexing rules
Unit 6	V.C.10	Discuss filing procedures
Unit 6	V.C.11	Discuss the principles of using electronic medical records (EMRs)
Unit 6	V.C.12	Identify types of records common to the healthcare setting
Unit 3	V.C.13	Identify time management principles
Unit 2	V.P.1	Manage the appointment schedule using established priorities
Unit 2	V.P.2	Schedule patient admissions and/or procedures
Unit 6	V.P.3	Organize a patient's medical record
Unit 6	V.P.4	File medical records
Unit 9	V.P.5	Execute data management using electronic healthcare records such as EMR
Unit 6	V.P.8	Maintain organization by filing
Unit 4	V.P.10	Perform an office inventory
Unit 6	V.A.1	Consider staff needs and limitations in establishing a filing system
Unit 4	V.A.2	Implement time management principles to maintain effective office function
Unit 6	IX.C.3	Describe the implications of HIPAA for the medical assistant in various medical settings
Unit 9	IX.C.6	Describe liability, professional, personal injury and third-party insurance
Unit 6	IX.P.3	Apply HIPAA rules in regard to privacy release of information

Teaching Methods:

1. Lectures: Students are assigned reading prior to the lecture and are expected to participate in discussions related to the topic.
2. Assignments: Reading, competencies, and workbook exercises
3. Quizzes and Tests: Unit quizzes and a midterm and final exam will be given to help ensure students understanding of the assigned material.

Method of Evaluation:

The grade in this course is based on homework, quizzes, and classroom assignments.

Assignments	50%
Quizzes	30%
Mid Term	10%
Final Exam	10%

The grading scale for the Medical Assistant program is:

<u>Numeric Grade</u>	<u>Alphabetic Grade</u>
93 – 100	A
90 – 92	A-
87 – 89	B+
83 – 86	B
80 – 82	B-
77 – 79	C+
73 – 76	C
70 – 72	C-
Less than 70	F

Medical Assistant students are required to maintain an average 70% or better on all cognitive competencies as indicated by the course grade, and pass 100% of all psychomotor and affective competencies.

Course Policies:

Missed Classes: The student is responsible for obtaining notes and material distributed on class days when he/she is absent. This can be done by logging on to Edline, through another classmate, or by direct contact with the instructor.

Assignments: Assignments will not be accepted late.

Quizzes, Tests, Competencies: Any student who is absent at the time of a scheduled evaluation is expected to complete the test/quiz/competency on the first day they return from the absence. Students will have an automatic 10 % deduction for every day up to five days the assignment is not completed. After 5 days the grade will be a 0. It is the student's responsibility to follow up and make the appropriate arrangements.

Edline: Course syllabus, materials, due dates, and grades will be posted regularly on the STI Edline page. Students may access www.edline.net from any computer with an internet connection. Students may also receive communication from the instructor via Edline.

Course Outline

<i>Unit</i>	<i>Chapter</i>	<i>Topic</i>	<i>Assessment/Competencies</i>
Unit 1	9	Telephone Techniques	Unit Quiz IV.P.7
Unit 2	10	Scheduling Appointments	Unit Quiz V.C.1. V.P.1. V.P.2. V.C.2. V.C.3. V.C.4.
Unit 3	11	Patient Reception & Processing	Unit Quiz V.C.13
Unit 4	12	Office Environment and Daily Operations	Unit Quiz IV.P.4 V.A.2. V.P.10.
			Midterm
Unit 5	13	Written Communication and Mail Processing	Unit Quiz
Unit 6	14 15	The Medical Record	Unit Quiz IX.C.3 IX.P.3 V.A.1. V.C.5. V.C.6. V.C.7. V.C.8. V.C.9. V.C.10. V.C.11. V.C.12. V.P.3. V.P.4. V.P.8.
Unit 7	16 17	Health Information Management Privacy in the Physicians Office	Unit Quiz
			Final Exam



Computer Applications for a Medical Office

1MAT06

Instructor	Patricia M. Illsley	Phone	508-230-1374
Office	Room 128	E-mail	illsley@sersd.org
Office Hours	Monday 2:10-3:00 and by appointment	Schedule	Monday, Period 1 & 2 or 3 & 4 Friday, Period 1 & 2 or 3 & 4
Prerequisites	None	Co-requisites	All Semester 1 courses
Position	1 st Semester	Credit/Hours	2.0 credits/60 hours

Course Description and Goals:

This is a hands-on laboratory course designed to teach the use of 21st Century computer skills and their application in a medical office. It includes an introduction to hardware, software, and operating systems. This course is designed to expand the students' computer skills through the use of the most common business application software packages. Students will strengthen their Microsoft Word 2013 and Microsoft Excel 2013 skills and explore their use in a medical office environment.

This first semester course is 60 hours, 2 credits, and is a pre-requisite of Computer Applications for a Medical Office II.

Text:

Microsoft Office 2013 for Medical Professionals
Authors: Beskeen, Duffy, Friedrichsen, and Reding
Publishers: Cengage Learning, Course Technologies

Various Course Handouts

- Introduction to Computers
- A Basic Guide to the Internet
- What you Need to Know about Copyright

Course Outcomes and Objectives:

- Students will understand how computer hardware and software operate in a medical office environment
- Students will be able to use the Internet as an effective business tool
- Students will effectively manage the Microsoft Windows 7 Operating System
- Students will be able to manage digital files efficiently.

- Students will effectively manage digital information using the basics of copyright law, fair use, and the copyright/licensing issues involved in using a wide variety of materials protected by copyright in the classroom and the workplace
- Students will use several PC and web based software packages to manage their progress in the Medical Assistant program.
- Using Microsoft Word 2010 students will be able to efficiently generate business documents, memos, letters, reports, and brochures that are accurate and professional.
- Students will use Microsoft Excel 2010 to create accurate spreadsheets and charts. In addition they will be able to utilize the Excel program to analyze data and aid in the decision making process.

Entry Level Competencies for Medical Assistant

Taken from 2008 standards and guidelines for the Medical Assistant Educational Programs

V.C.14	Discuss the importance of routine maintenance of office equipment
V.P.6	Use office hardware and software to maintain office systems
V.P.7	Use internet to access information related to the medical office
V.P.9	Perform routine maintenance of office equipment with documentation
IV.C.9	Discuss Applications of electronic technology in effective communication
XI.C.10	Identify principles of body mechanics and ergonomics
XI.P.11	Use proper body mechanics

Teaching Methods:

1. Lectures: Each Lesson is comprised of several skills; each skill will be discussed in class. The Instructor will model the skill. Students are expected to take notes, time to practice the skills presented will be provided during or at the conclusion of each lecture.
2. Assignments: Each lesson concludes with an assigned project that reinforces the newly developed skill.
3. Quizzes: Unit quizzes will help ensure students understanding of the assigned material.

Evaluation:

The grade for this course is based on, lab assignments, projects, and quizzes.

Projects, Homework, and Lab Assignments	70%
Quizzes	30%

The grading scale for the Medical Assistant program is:

<u>Numeric Grade</u>	<u>Alphabetic Grade</u>
93 – 100	A
90 – 92	A-
87 – 89	B+
83 – 86	B
80 – 82	B-
77 – 79	C+
73 – 76	C
70 – 72	C-
Less than 70	F

Medical Assistant students must complete the course with an average grade of 70% or better and successfully complete all competency evaluations. CAAHEP accreditation requires that 100% of Medical Assistant graduates pass 100% of all competencies.

Course Policies:

Edline: Course syllabus, materials, due dates, and grades will be posted regularly on the STI Edline page. Students may access www.edline.net from any computer with an internet connection. Students may also receive communication from the instructor via Edline.

Missed Classes: The student is responsible for completing assignments and obtaining material distributed on class days when he/she is absent. This can be done by logging on to Edline, through another classmate, or by direct contact with the instructor.

Missed Quizzes: 10% will be deducted each day for missed quizzes. After 5 days the grade will be a "0". Any student who is absent at the time of a scheduled quiz or test, regardless if time is excused, is expected to complete the test/quiz on the first day they return from the absence and at a time that is convenient to the Instructor. Student will have automatic 10 point deduction for every day up to five days the assignment is not completed. No work will be accepted after 5 days. It is the student's responsibility to follow up and make the appropriate arrangements.

Assignments: All assignments are due at the beginning of class on the date due. Missed or late assignments are not accepted.

Class Outline

Sessions	Topic	Assessment/Competencies
Unit 1	STI System logon, Gmail, and Google	
Unit 2	Hardware	Unit Quiz IV.C.9 V.P.9. V.P.6. XI.C.10 XI.P.11
Unit 3	MS Windows 7 File Management	Unit Quiz V.C.14
Unit 4	Internet	Unit Quiz
Unit 5	Creating Documents Unit A	Projects as assigned
Unit 6	Block Style Letters	Unit Quiz Projects as assigned
Unit 7	Editing Documents Unit B	Projects as assigned
Unit 8	Formatting Text and Paragraphs Unit C	Projects as assigned
Unit 9	Copyright	
Unit 10	Formatting Documents Unit E	Projects as assigned
Unit 11	Patient Information Project	Project as assigned V.P.7.
Unit 12	Merging Word Documents Unit F	Projects as assigned
Unit 13	Introduction to Excel Unit A	Unit Quiz Projects as assigned
Unit 14	Working with Formulas and Functions Unit B	Projects as assigned
Unit 15	Formatting a Worksheet Unit C	Projects as assigned
Unit 16	Working with Charts Unit D	Projects as assigned



Communications for Medical Assistants I

1MAT07

Instructor	Ilene Williams	Phone	508.230.1337
Office	Room 2-105	E-mail	iwilliams@sersd.org
Office Hours	Friday by appointment	Schedule	Friday, Period 5 and 6
Prerequisites	None	Co-requisites	None
Position	1 st Semester	Credit/Hours	2 credits/60 hrs

Course Description and Goals:

This course addresses the critical need in health care for therapeutic communication between health care givers and the patients they serve. Effective communication with patients can decrease stress, increase patient compliance and result in positive outcomes. The focus of the course will be to demonstrate to students tools and skills required to respond appropriately and professionally, in oral and written forms. A review of grammar and punctuation is included. The student will also study a variety of business documents and scenarios that require a specific form of communication such as e-mail, phone and other documents and learn appropriate methods for optimal communication. Many of the topics covered in this semester will be reinforced or elaborated upon in similar topics in MA Theory and Lab Techniques.

Text:

Therapeutic Communications for Health care Third Edition, Carol D. Tamparo & Wilburta Q. Lindh, 2008, Delamr Centage
Various Instructor Handouts

Course Outcomes and Objectives:

- Define Technical Communications and its role in their careers.
- Explain why communicators and professionals need to understand basic ethical and legal principles.
- Apply the techniques and tools used by people who write technical documents.
- Choose strategies for communicating more effectively with multicultural readers.
- Choose the best pattern of organizing information given a specific audience and purpose.
- Deliver a presentation designed for a specific audience and purpose.

Entry Level Competencies for Medical Assistant

Taken from 2008 standards and guidelines for the Medical Assistant Educational Programs

IV.C.1	Identify styles and types of verbal communication.
IV.C.2.	Identify nonverbal communication.
IV.C.5.	Recognize the elements of oral communication using a sender- receiver process.
IV.C.8.	Recognize elements of fundamental writing skills.
IV.C.12.	Organize technical information and summaries.
IV.C.15.	Discuss the role of assertiveness in effective professional communication.
IV.P.10.	Compose professional/ business letters
IV.A.2.	Apply Active Listening Skills

- IV.A.4. Demonstrate awareness of the territorial boundaries of the person with whom communicating.
- IV.A.8. Analyze communications in providing appropriate responses/ feedback.
- IV.A.10. Demonstrate respect for individual diversity, incorporating awareness of one's own biases in areas including gender, race, religion, age, and economic status.
- IX.C.12. List and discuss legal and illegal interview questions.
- X.A.2. Examine the impact personal ethics and morals may have on the individual's practice.

Teaching Methods:

1. Lectures: Textbook material as well as material from course handouts and outside sources will be covered in class. Students should take careful notes as not all material can be found in the texts or reading. Discussion is encouraged. Some independent study is required.
2. Assignments: Each topic involves homework /or exercises and classroom assignments to reinforce information provided during lectures.
3. Quizzes/Tests: At the conclusion of most topics a quiz/test will be given to ensure students understanding of the entire topic.

Method of Evaluation:

Grade is based on successful completion of all material assigned throughout the course.

In Class Assignments and Homework	50%
Test	20%
Final Exam	30%

The grading scale for the Medical Assistant program is:

<u>Numeric Grade</u>	<u>Alphabetic Grade</u>
93 – 100	A
90 – 92	A-
87 – 89	B+
83 – 86	B
80 – 82	B-
77 – 79	C+
73 – 76	C
70 – 72	C-
Less than 70	F

Medical Assistant students must complete the course with an average grade of 70% or better and successfully complete all competency evaluations. CAAHEP accreditation requires that 100% of Medical Assistant graduates pass 100% of all competencies.

Course Policies:

Missed Classes: The student is responsible for obtaining material distributed on class days when he/she is absent. This can be done through another classmate or by contacting the instructor during office hours and in some instances by reviewing Edline.

The student is responsible for scheduling their own practice or "make up" time and may need to provide a "patient" depending on the skill to be performed.

Any student who is absent at the time of a **scheduled** quiz or test, regardless if time is excused, is expected to complete the test/quiz on the first day they return from the absence and at a time that is convenient to the Instructor. Student will have automatic **10 point deduction** for every day up to five days the assignment is not completed. No work will be accepted after 5 days. It is the student's responsibility to follow up and make the appropriate arrangements.

Assignments and Quizzes: All assignments are due at the beginning of class on the date due; late or missed assignments are not accepted. Competencies must be completed by the scheduled due date without incurring a 20 point deduction from final score.

Edline: Course syllabus, materials, due dates, and grades will be posted regularly on the STI Edline page. Students may access www.edline.net from any computer with an internet connection. Students may also receive communication from the instructor via Edline.

Attendance: See the STI Course Catalog

Course Outline

<i>Unit</i>	<i>Topic</i>	<i>Required Reading</i>
1	Therapeutic Communication	Chapter 1
2	Multicultural Therapeutic Communication	Chapter 2
3	The Helping Interview	Chapter 3
4	The Therapeutic Response Across the Lifespan	Chapter 4
5	The Therapeutic response to Stressed and Anxious Clients	Chapter 5
6	The Therapeutic Response to Fearful, Angry and Aggressive, Abused or Abusive Clients	Chapter 6
7	The Therapeutic Response to Depressed and/or Suicidal Clients	Chapter 7
8	The Therapeutic Response to Clients with Substance Abuse Disorders	Chapter 8
9	The Therapeutic Response to Clients with Life Altering Illness	Chapter 9
10	The Therapeutic Response to Clients Experiencing Loss, Grief, Dying and Death	Chapter 10



Medical Assisting Theory and Laboratory II

2MAT01

Instructor	Susan Beer	Phone	508.230.1337
Office	Room 2-109	E-mail	sbeer@sersd.org
Office Hours	Monday afternoons and by appointment	Schedule	Monday-Thursday
Prerequisites	MA Theory and Lab I	Co-requisites	None
Position	1 st Semester	Credit/Hours	6.5 credits/199 hrs

Course Description and Goals:

This course continues to expose the student to skills, tasks and procedures performed in the ambulatory setting. New skills are incorporated into the patient assessment and interview process. Introduction to medication administration, phlebotomy training and CPR certification will be completed. Other clinical skills introduced will include assisting with minor office procedures and assisting groups with special needs. In addition topics in Laboratory specimen collection and Phlebotomy, Patient Education Patient Assessment and Nutrition are discussed. The student will continue to study and assimilate information from previous chapters and integrate new skills and tasks related to body systems in Urology, Gastroenterology, Ophthalmology and Otolaryngology and the Reproductive system. Finally students will study the mechanics and theory of medication administration and correlate this skill with Laboratory practice.

Text:

Kinn's The Medical Assistant: An Applied Learning Approach, 12th Edition, Deborah B. Proctor, Alexandra P. Young-Adams; Elsevier-Saunders
Kinn's The Medical Assistant-Study Guide, 12th Edition, Deborah B. Proctor, Alexandra P. Young-Adams; Elsevier-Saunders
Kinn's The Medical Assistant- Procedure Checklist Manual, 12th Edition, Deborah B. Proctor, Alexandra P. Young-Adams; Elsevier-Saunders
The Electronic Health record for the Physician's Office with SimChart, Amy Devore ; Elsevier-Saunders

Course Outcomes and Objectives:

- The student will continue to develop critical thinking skills to assist in caring for patients
- The student will continue to demonstrate proficiency in a variety of screening tests and entry level skills practiced in the medical office and related to specific topics and body systems
- The student will practice all aspects of patient care maintaining appropriate precautions and abiding by safety practices as mandated by agencies related to healthcare
- Students will demonstrate understanding of practicing within legal and ethical boundaries and within scope of practice particularly as it applies to medication administration
- List equipment needed for venipuncture and sequence of steps required to perform and efficient blood draw
- Describe the collection process and handling of specimens for transport
- Complete CPR training
- List resources available for patient education and community resources

Entry Level Competencies for Medical Assistant

Taken from 2008 standards and guidelines for the Medical Assistant Educational Programs

- I.C.6 Identify common pathology related to each body system
- I.C.7 Analyze pathology as it relates to the interaction of body systems
- I.C.8 Discuss implications for disease and disability when homeostasis is not maintained
- I.P.2 Perform a venipuncture
- I.P.6 Perform patient screening using established protocols
- I.P.7 Select the proper sites for administering parenteral medication
- I.P.8 Administer oral medications
- I.P.9 Administer parenteral (excluding IV) medications
- I.P.10 Assist physician with patient care
- I.P.11 Perform quality control measures
- I.P.12 Perform CLIA waived hematology testing
- I.P.14 Perform CLIA-waived urinalysis
- I.P.16 Screen test results
- I.A.1 Apply critical thinking skills in performing patient assessment and care
- I.A.2 Use language/verbal skills that enable patients' understanding
- I.A.3 Demonstrate respect for diversity in approaching patients and families
- II.P.1 Prepare proper dosages of medication for administration
- II.P.2 Maintain laboratory test results using flow sheets
- II.A.1. Verify ordered doses/dosages before administration
- III.C.2 Define asepsis
- III.C.6 Compare different methods of controlling the growth of microorganisms
- III.C.9 Discuss quality control issues related to handling microbiological specimens
- III.C.10 Identify disease processes that are indications for CLIA waived tests
- III.C.11 Describe Standard Precautions, including:
 - a. Transmission-based precautions
 - b. Purpose
 - c. Activities regulated
- III.C.12 Discuss the application of Standard Precautions with regard to:
 - a. All body fluids, secretions and excretions,
 - b. Blood,
 - c. Non intact skin and
 - d. Mucous membrane
- III.P.1 Participate in training on Standard Precautions
- III.P.2 Practice Standard Precautions
- III.P.3 Select appropriate barrier/personal protective equipment (PPE) for potentially infectious situations
- III.P.4 Perform hand washing
- III.P.5 Prepare items for autoclaving
- III.P.6 Perform sterilization procedures
- III.P.7 Obtain specimens for microbiologic testing
- III.P.8 Perform CLIA waived microbiology testing
- III.A.1 Display sensitivity to patient rights and feelings in collecting specimens
- III.A.2 Explain the rationale for performance of a procedure to the patient
- III.A.3 Show awareness of patients' concerns regarding their perceptions related to the procedure being performed
- IV.C.7 Identify resources and adaptations that are required based on individual needs (e.g., culture and environment, developmental life stage, language, and physical obstacles to communication)
- IV.P.1 Use reflection, restatement and clarification techniques to obtain a patient history
- IV.P.2 Report relevant information to others succinctly and accurately
- IV.P.3 Use medical terminology, pronouncing medical terms correctly, to communicate information, patient history, data and observations
- IV.P.5 Instruct patients according to their needs to promote health maintenance and disease prevention
- IV.P.6 Prepare a patient for procedures and/or treatments
- IV.P.8 Document patient care
- IV.P.9 Document patient education

- IV.P.13 Advocate on behalf of patients
- IV.A.5 Demonstrate sensitivity appropriate to the message being delivered
- IV.A.7 Demonstrate recognition of the patient's level of understanding in communications
- IX.C.2 Explore issue of confidentiality as it applies to the medical assistant
- IX.C.3 Describe the implications of HIPAA for the medical assistant in various medical settings
- IX.C.4 Summarize the Patients' Bill of Rights
- IX.C.5 Discuss Licensure and certification as it applies to healthcare providers
- IX.C.6 Describe liability, professional, personal injury, and third party insurance
- IX.C.7 Compare and contrast physician and medical assistant roles in terms of standard of care
- IX.C.8 Compare criminal law and civil law as they apply to the practicing medical assistant
- IX.C.9 Provide an example of tort law as it would apply to a medical assistant
- IX.C.10 Explain how the following affect the medical assistant's practice and give examples:
 - a. Negligence
 - b. Malpractice
 - c. Statute of limitations
 - d. Good Samaritan laws
 - e. Uniform Anatomical Gift Act
 - f. Living will/advance directives
 - g. Medical durable power of attorney
- IX.C.11 Identify how the Americans with Disabilities Act (ADA) applies to the medical assisting profession
- IX.C.13 Discuss all levels of governmental legislation and regulation as they apply to medical assisting practice, including FDA and DEA regulations
- IX.C.14 Describe the process that is followed if an error is made in patient care
- IX.P.1 Respond to issues of confidentiality
- IX.P.2 Perform within scope of practice
- IX.P.5 Incorporate the Patient's Bill of Rights into personal practice and medical office policies and procedures
- IX.P.6 Complete an incident report
- IX.P.7 Document accurately in the patient record
- IX.P.8 Apply local, state and federal health care legislation and regulation appropriate to the medical assisting practice setting
- IX.A.2 Demonstrate awareness of the consequences of not working within the legal scope of practice
- X.C.1 Differentiate among legal, ethical, and moral issues affecting healthcare
- X.C.2 Compare personal, professional, and organizational ethics
- X.C.3 Discuss the role of cultural, social and ethnic diversity in ethical performance of medical assisting practice
- X.C.4 Identify where to report illegal and/or unsafe activities and behaviors that affect health, safety and welfare of others
- X.C.5 Identify the effect personal ethics may have on professional performance
- X.P.1 Report illegal and/or unsafe activities and behaviors that affect health, safety and welfare of others to proper authorities
- X.P.2 Develop a plan for separation of personal and professional ethics
- XI.C.1 Describe personal protective equipment
- XI.C.5 State principles and steps of professional/provider CPR
- XI.C.6 Describe basic principles of first aid
- XI.C.8 Discuss fire safety issues in a healthcare environment
- XI.C.13 Discuss potential role(s) of the medical assistant in emergency preparedness
- XI.P.1 Comply with safety signs, symbols and labels
- XI.P.5 Demonstrate proper use of the following equipment:
 - a. Eyewash
 - b. Fire extinguishers
 - c. Sharp disposal containers
- XI.P.6 Participate in a mock environmental exposure event with documentation of steps taken
- XI.P.7 Explain an evacuation plan for a physician's office
- XI.P.9 Maintain provider/professional-level CPR certification
- XI.A.1 Recognize the effects of stress on all persons involved in emergency situations
- XI.A.2 Demonstrate self-awareness in responding to emergency situations

Teaching Methods:

1. Demonstration: Following introductory lectures and discussions in Medical Assisting Theory the instructor(s) will provide a demonstration of each skill(s)
2. Observation: Students will be provided with multiple opportunities to improve their technique using peer practice and/or under the direction of the instructors.
3. Performance: Once student appears competent they will perform the skill/task for the Instructor for a "Competency" grade.
4. Assignments: Many topics include exercises and classroom assignments to reinforce information provided during demonstrations. Some assignments involve the student demonstrating the ability to utilize and troubleshoot materials, supplies, and equipment. Assignments will also include brief written assignments requiring the student to review and study concepts and reflect on the readings.
5. Additional scheduled and unscheduled quizzes and tests are also used as a mode of assessment

Method of Evaluation:

Grade is based on the successful completion of classroom exercises, formal competencies and daily "Professionalism" grade, tests and quizzes. Student's daily lab grade will be evaluated each laboratory session and graded based on readiness, participation, and use of materials, professionalism, cooperative learning and use of time. Competencies will be graded by the Instructor following student practice. A passing grade of 70% is required for all competencies. A score of less than 70% on any competency will require that the student re-do the procedure; cumulative scores must average to a 70% or better in order for student to pass the competency. Competencies not completed within the prescribed amount of time will be assessed a 20 point deduction from final score at Instructor's discretion.

Quizzes, Homework, Assignments	30%
Test	30%
Competencies and Daily Lab Grade	30%
Midterm and Final Exam	30%

The grading scale for the Medical Assistant program is:

<u>Numeric Grade</u>	<u>Alphabetic Grade</u>
93 – 100	A
90 – 92	A-
87 – 89	B+
83 – 86	B
80 – 82	B-
77 – 79	C+
73 – 76	C
70 – 72	C-
Less than 70	F

Medical Assistant students must complete the course with an average grade of 70% or better and successfully complete all competency evaluations. CAAHEP accreditation requires that 100% of Medical Assistant graduates pass 100% of all competencies.

Course Policies:

Missed Classes: The student is responsible for obtaining material distributed on class days when he/she is absent. This can be done through another classmate or by contacting the instructor during office hours and in some instances by reviewing Edline.

The student is responsible for scheduling their own practice or "make up" time and may need to provide a "patient" depending on the skill to be performed.

Any student who is absent at the time of a **scheduled** quiz or test, regardless if time is excused, is expected to complete the test/quiz on the first day they return from the absence and at a time that is convenient to the Instructor. Student will have automatic **10 point deduction** for every day up to five days the assignment is not completed. No work will be accepted after 5 days. It is the student's responsibility to follow up and make the appropriate arrangements.

Assignments and Quizzes: All assignments are due at the beginning of class on the date due; late or missed assignments are not accepted. Competencies must be completed by the scheduled due date without incurring a 20 point deduction from final score.

Edline: Course syllabus, materials, due dates, and grades will be posted regularly on the STI Edline page. Students may access www.edline.net from any computer with an internet connection. Students may also receive communication from the instructor via Edline.

Attendance: See the STI Course Catalog

Course Outline

<i>Unit</i>	<i>Topic</i>	<i>Required Reading</i>
1	Principles of Pharmacology	Chapter 33
2	Administering Medications	Chapter 35 Chapter 4
3	Assisting In Gastroenterology	Chapter 39
4	Assisting In Urology	Chapter 40
5	Assisting in Male Reproduction	Chapter 41
6	Assisting in Female Reproduction (OB-Gyn)	Chapter 40
7	Assisting in Ophthalmology and Otolaryngology	Chapter 37
8	Assisting in Phlebotomy	Chapter 53
9	Patient Assessment	Chapter 28
10	Patient Education	Chapter 29
11	Nutrition and Health Promotion	Chapter 30



Anatomy and Associated Terminology II

2MAT02

Instructor	Susan Beer	Phone	508.230.1337
Office	Room 2-109	E-mail	sbeer@sersd.org
Office Hours	Monday afternoons and by appointment	Schedule	Tuesday, Period 1 and 2 Wednesday, Period 1 and 2
Prerequisites	Anatomy and Associated Terminology I	Co-requisites	None
Position	1 st Semester	Credit/Hours	1.5 credits/45 hrs

Course Description and Goals:

This course is a continuation of Anatomy & Associated Terminology I. Topics covered will focus on the following body systems: gastrointestinal, special senses, endocrine, urinary and reproductive, lymphatic and blood.

Text:

Mastering Healthcare Terminology, 4th Edition, Betsy J. Shiland ; Elsevier-Saunders

Course Outcomes and Objectives:

- The student will know the basic anatomical parts and function of the body systems
- Student will name the levels of organization of the body
- Student will apply knowledge of body structures from simple to complex
- Explain the mechanisms of metabolism, homeostasis, negative and positive feedback and ramifications when disease or illness present
- The student will be able to identify barriers to wellness and approaches to prevent illness
- Student will use appropriate language and terminology to describe or identify body parts
- The student will learn and differentiate among word components
- The student will develop a working vocabulary of healthcare terms and abbreviations
- The student will demonstrate proficiency in constructing written notes on patient care using appropriate medical terminology
- The student will demonstrate proficiency in communicating orally using medical terminology

Entry Level Competencies for Medical Assistant

Taken from 2008 standards and guidelines for the Medical Assistant Educational Programs

- I.C.2 Identify body systems
- I.C.3 Describe body planes and directional terms, quadrants and cavities
- I.C.4 List major organs in each body system
- I.C.5 Describe the normal function of each body system
- I.C.6 Identify common pathology related to each body system
- I.C.7 Analyze pathology as it relates to the interaction of body system
- I.C.10 Compare body structure and function of the human body across the life span
- IV.C.10 Diagram medical terms labeling the word parts
- IV.C.11 Define both medical terms and abbreviations related to all body systems

Teaching Methods:

1. Lectures: Textbook material as well as material from course handouts and outside sources will be covered in class. Students should take careful notes as not all material can be found in the texts or reading. Various Instructional Modalities, such as power point, videos, DVD's , other software etc. will be utilized as appropriate. Some independent study is required.
2. Discussion is encouraged.
3. Assignments: Each topic involves homework /or exercises and classroom assignments to reinforce information provided during lectures.
4. Quizzes/Tests: At the conclusion of most topics a quiz/test will be given to ensure students understanding of the entire topic.
5. Each topic involves instruction, discussion, exercises and/or assignments and homework to reinforce information. Students, at times, will work in pairs, groups to explore and study certain concepts.

Method of Evaluation:

Grade is based on successful completion of all material assigned throughout the course.

Quizzes, Homework, Assignments	20%
Test	20%
Midterm	30%
Final Exam	30%

The grading scale for the Medical Assistant program is:

<u>Numeric Grade</u>	<u>Alphabetic Grade</u>
93 – 100	A
90 – 92	A-
87 – 89	B+
83 – 86	B
80 – 82	B-
77 – 79	C+
73 – 76	C
70 – 72	C-
Less than 70	F

Medical Assistant students must complete the course with an average grade of 70% or better and successfully complete all competency evaluations. CAAHEP accreditation requires that 100% of Medical Assistant graduates pass 100% of all competencies.

Course Policies:

Missed Classes: The student is responsible for obtaining material distributed on class days when he/she is absent. This can be done through another classmate or by contacting the instructor during office hours and in some instances by reviewing Edline.

The student is responsible for scheduling their own practice or "make up" time and may need to provide a "patient" depending on the skill to be performed.

Any student who is absent at the time of a **scheduled** quiz or test, regardless if time is excused, is expected to complete the test/quiz on the first day they return from the absence and at a time that is convenient to the Instructor. Student will have automatic **10 point deduction** for every day up to five days the assignment is not completed. No work will be accepted after 5 days. It is the student's responsibility to follow up and make the appropriate arrangements.

Assignments and Quizzes: All assignments are due at the beginning of class on the date due; late or missed assignments are not accepted. Competencies must be completed by the scheduled due date without incurring a 20 point deduction from final score.

Edline: Course syllabus, materials, due dates, and grades will be posted regularly on the STI Edline page. Students may access www.edline.net from any computer with an internet connection. Students may also receive communication from the instructor via Edline.

Attendance: See the STI Course Catalog

Course Outline

<i>Unit</i>	<i>Topic</i>	<i>Required Reading</i>
1	The Digestive System	Chapter 10
2	The Urinary System	Chapter 13
3	The Male Reproductive System	Chapter 7
4	The Female Reproductive System	Chapter 8
5	The Gastrointestinal System	Chapter 5
6	The Special Senses	Chapter 14



Pharmacology II

2MAT03

Instructor	Susan Beer	Phone	508.230.1337
Office	Room 2-109	E-mail	sbeer@sersd.org
Office Hours	Monday afternoons and by appointment	Schedule	Thursday, Period 5 and 6
Prerequisites	Pharmacology I	Co-requisites	None
Position	1 st Semester	Credit/Hours	.5 credits/15 hrs

Course Description and Goals:

This is a continuation of Pharmacology I. The remaining body systems and the medications that affect those systems will be explored. The student will be introduced to medication administration and the supplies and materials needed to perform injections.

Text:

Clinical Pharmacology made Incredibly Easy, Wolters Kluwer, and Lippincott Williams & Wilkins
Kinn The Medical Assistant: An Applied Learning Approach, 11th Edition, Deborah B. Proctor, Alexandra P. Young-Adams; Elsevier-Saunders

Course Outcomes and Objectives:

- The student will list categories of medications
- The student will know the expected outcome of medications for various diseases and/or disorders of body systems
- The student will know common medications prescribed for various body systems
- The student will know various regulatory agencies and laws that govern medication
- The student will distinguish between over-the-counter and prescription medications
- The student will differentiate between adverse reactions, side effects and expected outcomes of medications

Entry Level Competencies for Medical Assistant

Taken from 2008 standards and guidelines for the Medical Assistant Educational Programs

- I.C.I.12 Identify classifications of medications including desired effects, side effects and adverse reactions
- II.C.II.6 Identify both abbreviations and symbols used in calculating medication dosages
- II.C.II.13 Identify the role of the Center for Disease Control regulations in healthcare settings
- IV.C.IV.16 Differentiate between adaptive and non-adaptive coping mechanisms
- IX.C.IX. Discuss legal scope of practice for medical assistants
- X.C.X.4 Identify where to report illegal or unsafe activities and behaviors that affect health, safety and welfare of others
- XI.C.XI.1 Describe personal protective equipment
- XI.C.XI.2 Identify safety techniques that can be used to prevent accidents and maintain a safe work environment
- I.P.I.7 Select proper sites for administering parenteral medications

I.P.I.8	Administer parenteral medications (excluding IV)
II.P.II.1	Prepare proper dosages of medications for administration
III.P.III.3	Select appropriate barrier/personal protective equipment for potentially infectious situations
IV.P.IV.2	Report relevant information to others succinctly and accurately
IV.P.IV.3	Use medical terminology, pronouncing medical terms correctly to communicate information, patient history, data and observations
IV.P.IV.5	Instruct patients according to their needs to promote health maintenance and disease prevention
IV.P.IV.6	Prepare a patient for procedures and /or treatments
IV.P.IV.8	Document patient care
IX.P.IX.4	Practice within the standard of care for a medical assistant
X.P.XI.1	Comply with safety signs, symbols and labels
I.A.I.1	Apply critical thinking skills in performing patient assessment and care
I.A.I.2	Use language and verbal skills that enable patient understanding
II.A.II.1	Verify ordered doses prior to administration
III.A.III.2	Explain the rationale for performance of a procedure to a patient
III.A.III.3	Show awareness of patients' concerns regarding their perceptions related to the procedure being performed

Teaching Methods:

1. Lectures: Most of the material in the course will come from the textbook however some additional material from handouts and outside sources may be utilized. Discussion is encouraged. Various Instructional Modalities, such as Power Point, videos, software etc. will be utilized as appropriate
2. Each topic involves instruction, discussion, exercises and/or assignments and homework to reinforce information provided during lectures. Students, at times, will work in pairs, groups to explore and study certain concepts. Some independent study is required.

Method of Evaluation:

Grade is based on successful completion of all material assigned throughout the course.

Quizzes, Homework, Assignments	20%
Test	20%
Midterm	30%
Final Exam	30%

The grading scale for the Medical Assistant program is:

<u>Numeric Grade</u>	<u>Alphabetic Grade</u>
93 – 100	A
90 – 92	A-
87 – 89	B+
83 – 86	B
80 – 82	B-
77 – 79	C+
73 – 76	C
70 – 72	C-
Less than 70	F

Medical Assistant students must complete the course with an average grade of 70% or better and successfully complete all competency evaluations. CAAHEP accreditation requires that 100% of Medical Assistant graduates pass 100% of all competencies.

Course Policies:

Missed Classes: The student is responsible for obtaining material distributed on class days when he/she is absent. This can be done through another classmate or by contacting the instructor during office hours and in some instances by reviewing Edline.

The student is responsible for scheduling their own practice or "make up" time and may need to provide a "patient" depending on the skill to be performed.

Any student who is absent at the time of a **scheduled** quiz or test, regardless if time is excused, is expected to complete the test/quiz on the first day they return from the absence and at a time that is convenient to the Instructor. Student will have automatic **10 point deduction** for every day up to five days the assignment is not completed. No work will be accepted after 5 days. It is the student's responsibility to follow up and make the appropriate arrangements.

Assignments and Quizzes: All assignments are due at the beginning of class on the date due; late or missed assignments are not accepted. Competencies must be completed by the scheduled due date without incurring a 20 point deduction from final score.

Edline: Course syllabus, materials, due dates, and grades will be posted regularly on the STI Edline page. Students may access www.edline.net from any computer with an internet connection. Students may also receive communication from the instructor via Edline.

Attendance: See the STI Course Catalog

Course Outline

<i>Unit</i>	<i>Topic</i>	<i>Required Reading</i>
1	Endocrine System Disorders	Chapter 20 (Fulcher) Chapter 45 (Kinn)
2	Urinary System Disorders	Chapter 27 (Fulcher)
3	Gastrointestinal System Disorders	Chapter 24 (Fulcher)
4	Reproductive System Disorders	Chapter 28 (Fulcher) Chapter 40-41 (Kinn)
5	Eye and Ear Disorders	Chapter 37 (Kinn) Chapter 21 (Fulcher)



Billing and Coding

2MAT05

Instructor	Patricia M. Illsley	Phone	508-230-1374
Office	Room 2-128	E-mail	pillsley@sersd.org
Office Hours	Monday 2:10-3:00 and by appointment	Schedule	Mondays and Fridays Periods 1-2 or 3-4
Pre-requisites	Computer Applications for a Medical Office Medical Office Management	Co-requisites	All Semester 2 courses
Position	Semester 2	Credit/Hours	45 hours

Course Description and Goals:

Billing and coding prepares students in all aspects of the financial management of an ambulatory care facility. The coding phase of the course explores diagnostic coding using both the ICD-9 and ICD-10 standards. The process of procedural coding using CPT codes is covered. Students will combine skills related to patient records with both diagnostic and procedural codes to ensure the correct preparation and management of insurance claims and ultimately patient billing.

Students will explore the financial policies and procedures of a medical practice. Accounts Payable and Accounts Receivable concepts and processes will be covered. Using Medisoft Medical Billing software students will manage the flow of patient financial information through the practice.

Text:

Computers in the Medical Office (CIMO), Sixth Edition, Susan M. Sanderson, McGraw Hill Higher Education
Kinn's The Medical Assistant, Twelfth Edition, Deborah P. Proctor, Alexandra P. Adams, Elsevier
Kinn's The Medical Assistant – Study Guide, Twelfth Edition, Deborah P. Proctor, Alexandra P. Adams, Elsevier
Kinn's The Medical Assistant – Procedure Checklist Manual, Twelfth Edition, Deborah P. Proctor, Alexandra P. Adams, Elsevier
The Electronic Health Record for the Physician's Office with SimChart for the Medical Office, Amy Devore, Elsevier

Course Outcomes and Objectives

- Students will become familiar with the process of diagnostic and procedural coding and input into EMR software
- Students will understand the flow of patient information and financial information through an ambulatory care facility
- Using Medisoft software students will be able to enter new patients and edit existing patient information.
- Using Medisoft students will schedule appointments for patients
- Students will generate an insurance claim form, enter deposits, generate patient bills and balance accounts

Medical Assistant Competencies

Taken from 2008 standards and guidelines for the Medical Assistant Educational Programs

- VI.C.1 Explain basic bookkeeping computations
- VI.C.2 Differentiate between bookkeeping and accounting
- VI.C.3 Describe banking procedures
- VI.C.4 Discuss precautions for accepting checks
- VI.C.5 Compare types of endorsements
- VI.C.6 Differentiate between accounts payable and accounts receivable
- VI.C.7 Compare manual and computerized bookkeeping systems used in ambulatory healthcare facilities
- VI.C.8 Describe common periodic financial reports
- VI.C.9 Explain both billing and payment options
- VI.C.10 Identify procedure for preparing patient accounts
- VI.C.11 Discuss procedures for collecting outstanding accounts
- VI.C.12 Describe the impact of both the Fair Debt Collection Act and the Federal Truth in Lending Act of 1968 as they apply to collections
- VI.C.13 Discuss the types of adjustments that may be made to a patient's account
- VI.P.1 Prepare a Bank Deposit
- VI.P.2 Perform accounts receivable procedures including:
 - a. Post entries on a day sheet
 - b. Perform billing procedures
 - c. Perform collection procedures
 - d. Post adjustments
 - e. Process a credit balance
 - f. Process refunds
 - g. Post nonsufficient funds (NSF) checks
 - h. Post collection agency payments
- VI.P.3 Use computerized office billing systems
- VI.A.1 Demonstrate sensitivity and professionalism in performing accounts receivable procedures with patients Unit
- VII.C.1 Identify types of insurance plans
- VII.C.2 Identify models of managed care
- VII.C.3 Discuss workers' compensation as it applies to patients
- VII.C.4 Describe procedures for implementing both managed care and insurance plans
- VII.C.5 Discuss utilization review principles
- VII.C.6 Discuss referral process for patients in a managed care program
- VII.C.7 Describe how guidelines are used in the processing of an insurance claim
- VII.C.8 Compare processes for filing insurance claims both manually and electronically
- VII.C.9 Describe guidelines for third-party claims
- VII.C.10 Discuss types of physician fee schedules
- VII.C.11 Describe the concept of the Resource-Based Relative Value Scale (RBRVS)
- VII.C.12 Define Diagnosis-Related Groups (DRGs)
- VII.P.1 Apply managed care policies and procedures
- VII.P.2 Apply third party guidelines
- VII.P.3 Complete insurance claim forms
- VII.P.4 Obtain precertification, including documentation
- VII.P.5 Obtain preauthorization, including documentation
- VII.P.6 Verify eligibility for managed care services
- VII.A.1 Demonstrate assertive communication with managed care and/or insurance providers
- VII.A.2 Demonstrate sensitivity in communicating with both providers and patients
- VII.A.3 Communicate in language the patient can understand about managed care and insurance plans
- VIII.C.1 Describe how to use the most current procedural coding system
- VIII.C.2 Define upcoding and why it should be avoided
- VIII.C.3 Describe how to use the most current diagnostic coding classification system
- VIII.C.4 Describe how to use the most current HCPCS coding
- VIII.P.1 Perform procedural coding
- VIII.P.2 Perform diagnostic coding
- VIII.A.1 Work with physician to achieve the maximum reimbursement

Teaching Methods

1. Lectures: Material from text book, course handouts and outside sources will be covered in class. Students should take careful notes as not all material can be found in the texts or reading. Discussion is encouraged.
2. Assignments: Each topic involves a combination of pre-assessments, exercises, and classroom assignments to reinforce information provided during lectures.
3. Quizzes: At the conclusion of each unit a quiz will be given to ensure students understanding of the entire unit.

Method of Evaluation:

Grade is based on the successful completion of exercises and quizzes. Total points will be computed as follows. The total points for assignments may vary.

Exercises and classroom assignments	50% of the final grade
Quizzes	30% of the final grade
Midterm Exam	10% of the final grade
Final Exam	10% of the final grade

The grading scale for the Medical Assistant program is:

<u>Numeric Grade</u>	<u>Alphabetic Grade</u>
93 – 100	A
90 – 92	A-
87 – 89	B+
83 – 86	B
80 – 82	B-
77 – 79	C+
73 – 76	C
70 – 72	C-
Less than 70	F

Medical Assistant students are required to maintain an average 70% or better on all cognitive competencies as indicated by the course grade, and pass 100% of all psychomotor and affective competencies.

Course Policies:

Missed Classes: The student is responsible for obtaining notes and material distributed on class days when he/she is absent. This can be done by logging on to Edline, through another classmate, or by direct contact with the instructor.

Assignments: Assignments will not be accepted late.

Quizzes, Tests, Competencies: Any student who is absent at the time of a scheduled evaluation is expected to complete the test/quiz/competency on the first day they return from the absence. Students will have an automatic 10 % deduction for every day up to five days the assignment is not completed. After 5 days the grade will be a 0. It is the student's responsibility to follow up and make the appropriate arrangements.

Edline: Course syllabus, materials, due dates, and grades will be posted regularly on the STI Edline page. Students may access www.edline.net from any computer with an internet connection. Students may also receive communication from the instructor via Edline.

Class outline

<i>Unit</i>	<i>CIMO Chpt</i>	<i>Kinns Chpt</i>	<i>Topic</i>	<i>Assessment/Competencies</i>
Unit 1		18	Basics of Diagnostic Coding	Unit Quiz and VIII.C.3, VIII.P.2 , VIII.A.1
Unit 2		19	Basics of Procedural Coding	Unit Quiz and VIII.C.1, VIII.C.2, VIII.C.4, VIII.P.1, VIII.P.2 , VIII.A.1
Unit 3		20	Basics of Health Insurance	Unit Quiz and IX.C.6 V.P.5. VII.C.1. VII.C.2. VII.C.3. VII.C.4. VII.C.5. VII.C.6. VII.C.7. VII.C.8. VII.C.9. VII.C.10. VII.C.11. VII.A.3. VII.A.1. VII.A.2. VII.P.1 VII.P.2. VII.P.3. VII.P.4. VII.P.5. VII.P.6.
Unit 4	1		The Billing Process and HIPAA	Unit Quiz
Unit 5		22	Professional Fees, Billing, and Collecting	Unit Quiz VI.C.1 VI.C.6. VI.C.8. VI.C.9. VI.C.10. VI.C.11. VI.C.12. VI.C.13.
				Midterm Exam
Unit 6		23 24	Banking Services & Procedures Financial and Practice Mgmt	Unit Quiz VI.C.2. VI.C.3 VI.C.4 VI.C.5 VI.C.7 VI.P.1
Unit 7	4 & 5		Entering patient information and Health Information (Cases)	Unit Quiz
Unit 8	6 & 7		Patient Charges, Payments, and Adjustments	VI.P.2. a-h VI.P.3. VI.A.1.
Unit 9	9	21	Generating Claims & statements Health Insurance Claim Form	Unit Quiz
Unit 10	10		Printing Reports	
				Final Exam



Communications for Medical Assistants II

2MAT07

Instructor	Ilene Williams, Patricia Illsley	Phone	508.230.1337
Office	Room 2-105 and 2-128	E-mail	iwilliams@sersd.org pillsley@sersd.org
Office Hours	Friday by appointment	Schedule	Wednesday, Period 5 and 6 Friday, Period 5 and 6
Prerequisites	Communications for the Medical Assistant I Computer Applications for the Medical Office	Co-requisites	None
Position	2nd ¹ Semester	Credit/Hours	1.5 credits/45 hrs

Course Description and Goals:

This course prepares students to enter their new career. They will develop resumes, cover letters, thank you letters, references, and create a professional portfolio. Topics will include the job search and interview preparation. Students will also study, practice and prepare for the national certification exam concentrating on many of the administrative and communication skills learned throughout the course. During this course students will develop the skills required to successfully interpret and transcribe dictation by physicians and other healthcare professionals into comprehensive healthcare records

Text:

Kinn's The Medical Assistant: An Applied Learning Approach, 12th Edition, Deborah B. Proctor, Alexandra P. Young-Adams; Elsevier-Saunders
 Kinn's The Medical Assistant-Study Guide, 12th Edition, Deborah B. Proctor, Alexandra P. Young-Adams; Elsevier-Saunders
 Kinn's The Medical Assistant- Procedure Checklist Manual, 12th Edition, Deborah B. Proctor, Alexandra P. Young-Adams; Elsevier-Saunders
 Introduction to Medical Office Transcription, 3rd Edition, Karonne J. Becklin and Edith M. Sunnarborg, McGraw-Hill Irwin
 Various Instructor Handouts

Course Outcomes and Objectives:

- Apply the techniques and tools used by people who write technical documents.
- Choose strategies for communicating more effectively with multicultural readers.
- Choose the best pattern of organizing information given a specific audience and purpose.
- Deliver a presentation designed for a specific audience and purpose.
- Design an effective résumé.
- Transcribe physician notes accurately and in the correct format.
- Develop knowledge and understanding of Medical Terminology through the practice of Medical Transcription

Entry Level Competencies for Medical Assistant

Taken from 2008 standards and guidelines for the Medical Assistant Educational Programs

- IV.C.16. Differentiate between adaptive and non-adaptive coping mechanisms.
- IV.A.6. Demonstrate awareness of how an individual's personal appearance affects anticipated responses.

Teaching Methods:

1. Lectures: Textbook material as well as material from course handouts and outside sources will be covered in class. Students should take careful notes as not all material can be found in the texts or reading. Discussion is encouraged. Some independent study is required.
2. Assignments: Each topic involves homework /or exercises and classroom assignments to reinforce information provided during lectures.
3. Quizzes/Tests: At the conclusion of most topics a quiz/test will be given to ensure students understanding of the entire topic.

Method of Evaluation:

Grade is based on successful completion of all material assigned throughout the course.

Quizzes, Assignments and Homework	20%
Test	20%
Midterm	15%
Final Exam	15%
Initial Transcription Assignments	10%
Skilled Transcription Assignments	20%

The grading scale for the Medical Assistant program is:

<u>Numeric Grade</u>	<u>Alphabetic Grade</u>
93 – 100	A
90 – 92	A-
87 – 89	B+
83 – 86	B
80 – 82	B-
77 – 79	C+
73 – 76	C
70 – 72	C-
Less than 70	F

Medical Assistant students must complete the course with an average grade of 70% or better and successfully complete all competency evaluations. CAAHEP accreditation requires that 100% of Medical Assistant graduates pass 100% of all competencies.

Course Policies:

Missed Classes: The student is responsible for obtaining material distributed on class days when he/she is absent. This can be done through another classmate or by contacting the instructor during office hours and in some instances by reviewing Edline.

The student is responsible for scheduling their own practice or “make up” time and may need to provide a “patient” depending on the skill to be performed.

Any student who is absent at the time of a **scheduled** quiz or test, regardless if time is excused, is expected to complete the test/quiz on the first day they return from the absence and at a time that is convenient to the Instructor. Student will have automatic **10 point deduction** for every day up to five days the assignment is not completed. No work will be accepted after 5 days. It is the student’s responsibility to follow up and make the appropriate arrangements.

Assignments and Quizzes: All assignments are due at the beginning of class on the date due; late or missed assignments are not accepted. Competencies must be completed by the scheduled due date without incurring a 20 point deduction from final score.

Edline: Course syllabus, materials, due dates, and grades will be posted regularly on the STI Edline page. Students may access www.edline.net from any computer with an internet connection. Students may also receive communication from the instructor via Edline.

Attendance: See the STI Course Catalog

Course Outline

<i>Unit</i>	<i>Topic</i>	<i>Required Reading</i>
2	The Healthcare Industry	pgs11-34
3	The Medical Assisting Profession	pgs 35-47
4	Professional Behavior in the Workplace Handouts as assigned	pgs 48-57
25	Medical Practice Management and Human Resources Handouts as assigned	pgs 457-484
58	Career Development and Life Skills As assigned Handouts	pgs 1290-1315

Transcription Outline

<i>Unit</i>	<i>Topic</i>	<i>Required Reading</i>	<i>Assignments</i>
Unit 1	Introduction to Medical Transcription	Chapter 1 & 2	Projects as assigned
Unit 2	The Integumentary System	Chapter 3	Projects as assigned
Unit 3	The Respiratory System	Chapter 4	Projects as assigned
Unit 4	The Cardiovascular System	Chapter 5	Projects as assigned
Unit 5	The Digestive System	Chapter 6	Projects as assigned
Unit 6	The Endocrine System	Chapter 7	Projects as assigned
Unit 7	The Urinary System	Chapter 8	Projects as assigned
Unit 8	The Reproductive System & Obstetrics	Chapter 9	Projects as assigned
Unit 9	The Musculoskeletal System	Chapter 10	Projects as assigned



Clinical Externship

2MAC01

Instructor	Susan Beer	Phone	508.230.1337
Office	Room 2-109	E-mail	sbeer@sersd.org
Office Hours	Monday afternoons and by appointment	Schedule	Four days /week
Prerequisites	All program coursed	Co-requisites	None
Position	2 nd Semester	Credit/Hours	6.5 credits/200 hrs

Course Description and Goals:

Upon completion of all academic requirements and having attained a 70 % or better in all coursework in the Medical Assisting program the student is placed in an ambulatory care setting to complete an unpaid Externship. While at the externship facility the student will be exposed to the various phases of the office, clinical and administrative where available, and will be afforded hands on training and supervision in the many skills and tasks in the office. The length of time for each phase will vary depending on availability and the student's comprehension and ability. The externship is designed to provide the student with an opportunity to become more competent at skills they have learned in the classroom and to learn new skills available at the facility.

The approximate hours are 8A-4:30P four days a week. The student will be assigned to one and possibly two sites for **a minimum of 7 working hours a day** not including breaks or lunch. Some facilities begin at 7A or 9A and may require the student to be at Extern site until 6P. The specific daily hours are determined in conjunction with the needs and availability of the medical office as well as the program and accreditation requirements of 28 hours/week. **See the Medical Assisting Program Supplement for specific requirements for Externship including attendance.**

Text:

Kinn's The Medical Assistant, Eleventh Edition, Proctor, Young-Adams, Elsevier Saunders Publishing, and St. Louis, MI 2011

Kinn's The Medical Assistant, Eleventh Edition Study Guide & Competencies, Proctor, Young-Adams, Elsevier Saunders Publishing, and St. Louis, MI 2011

Various Instructor Handouts on topical issues healthcare and Medical Assisting

Course Outcomes and Objectives:

- The student will practice and improve upon entry level Medical Assisting skills
- The student will learn specialty/higher level skills as available
- The student will assimilate learned information into a real world ambulatory care setting
- The student will communicate using appropriate terminology and phrasing in speech and in writing
- The student will demonstrate professional behaviors in terms of attendance, attentiveness, flexibility, time management, attire, working within a team and accepting constructive criticism
- The student will research, write and present a paper on an assigned disease/disorder topic

Entry Level Competencies for Medical Assistant

Taken from 2008 standards and guidelines for the Medical Assistant Educational Programs

XI.C.7	Describe fundamental principles for evacuation of a healthcare setting
XI.C.8	Discuss fire safety issues in a healthcare environment
XI.C.9	Discuss requirements for responding to hazardous material disposal
IV.P.2	Report relevant information to others succinctly and accurately
IV.P.12	Develop and maintain a current list of community resources related to patients' healthcare needs
X.A.1	Apply ethical behaviors, including honesty/integrity in performance of medical assisting practice
X.A.3	Demonstrate awareness of diversity in providing patient care

Teaching Methods:

1. Students will be assigned a Preceptor who will be responsible for assisting the student in learning the procedures and protocols at the assigned facility.
2. Students will return to class to review procedures, discuss alternate methods observed and/or utilized and reinforce skills.
3. Classroom activities and topics may include:
 - discussion of student experiences at their facilities
 - Review of skills and tasks as needed for reinforcement
 - Preparation for job search and business techniques
 - Interviewing Techniques
 - Professionalism in the workplace
 - HIPPA, Medical Law and Ethics
 - Presentation of Disease Paper
 - Practice for certification exam

Method of Evaluation:

All assignments must be completed in order for the externship grade to be calculated. Externship hours must be completed according to Student Contract. Students who fail to complete any assignment or assigned hours will receive a grade of Incomplete that will exclude the student from completing the program.

Student must attain a passing grade of 70%. Grades will be determined by evaluation completed by the student's preceptor and evaluations from the Program Director and Instructors. In addition the student will complete several written assignments, quizzes, tests on topics related to Medical Assisting and the student will complete practice exams in preparation for the national certification exam.

Test, Quizzes, and Assignments	30%
Disease Project	20%
Instructor Evaluations	20%
Final Evaluations	30%

The grading scale for the Medical Assistant program is:

<u>Numeric Grade</u>	<u>Alphabetic Grade</u>
93 – 100	A
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87 – 89	B+
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Attendance: See the STI Course Catalog

SOUTHEASTERN TECHNICAL INSTITUTE
Medical Assisting

Master Competency List

Competency (Psychomotor & Affective)

I. Anatomy & Physiology

1. <i>Obtain vital signs</i>
2. Perform venipuncture
3. Perform capillary puncture
4. <i>Perform pulmonary function testing</i>
5. <i>Perform electrocardiography</i>
6. <i>Perform patient screening using established protocols</i>
7. Select proper sites for administering parenteral medication
8. <i>Administer oral medications</i>
9. <i>Administer parenteral (excluding IV) medications</i>
10. Assist physician with patient care
11. <i>Perform quality control measures</i>
12. <i>Perform CLIA-Waived hematology testing</i>
13. <i>Perform CLIA-Waived chemistry testing</i>
14. <i>Perform CLIA-Waived urinalysis</i>
15. <i>Perform CLIA-Waived immunology testing</i>
16. <i>Screen test results</i>
17. Apply critical thinking skills in performing patient assessment and care
18. Use language/verbal skills that enable patients' understanding
19. Demonstrate respect for diversity in approaching patients and families

II. Applied Mathematics

1. <i>Prepare proper dosages of medication for administration</i>
2. <i>Maintain laboratory test results using flow sheets</i>
3. <i>Maintain growth charts</i>
4. Verify ordered doses/dosages prior to administration
5. <i>Distinguish between normal and abnormal test results</i>

Competency (Psychomotor & Affective)

III. Applied Microbiology/Infection Control

1. Participate in training on Standard Precautions
2. Practice Standard Precautions
3. Select appropriate barrier/personal protective equipment (PPE) for potentially infectious situations
4. Perform hand washing
5. Prepare items for autoclaving
6. Perform sterilization procedures
7. Obtain specimens for microbiological testing
8. <i>Perform CLIA waived microbiology testing</i>
9. Display sensitivity to patient rights and feelings in collecting specimens
10. Explain the rationale for performance of a procedure to the patient
11. Show awareness of patients' concerns regarding their perceptions related to the procedure being performed

IV. Concepts of Effective Communication

1. Use reflection, restatement and clarification techniques to obtain a patient history
2. <i>Report relevant information to others succinctly and accurately</i>
3. Use medical terminology, pronouncing medical terms correctly, to communicate information, patient history, data and observations
4. Explain general office policies
5. Instruct patients according to their needs to promote health maintenance and disease prevention
6. Prepare a patient for procedures and/or treatments

7. Demonstrate telephone techniques
8. <i>Document patient care</i>
9. <i>Document patient education</i>
10. <i>Compose professional/business letters</i>
11. Respond to nonverbal communication
12. <i>Develop and maintain a current list of community resources related to patients' healthcare needs</i>
13. Advocate on behalf of patients
14. Demonstrate empathy in communicating with patients, family and staff

Competency (Psychomotor & Affective)

15. Apply active listening skills
16. Use appropriate body language and other nonverbal skills in communicating with patients, family and staff
17. Demonstrate awareness of the territorial boundaries of the person with whom communicating
18. Demonstrate sensitivity appropriate to the message being delivered
19. Demonstrate awareness of how an individual's personal appearance affects anticipated responses
20. Demonstrate recognition of the patient's level of understanding in communications
21. Analyze communications in providing appropriate responses/ feedback
22. Recognize and protect personal boundaries in communicating with others
23. Demonstrate respect for individual diversity, incorporating awareness of one's own biases in areas including gender, race, religion, age and economic status

V. Administrative Functions

1. <i>Manage appointment schedule, using established priorities</i>
2. <i>Schedule patient admissions and/or procedures</i>
3. <i>Organize a patient's medical record</i>
4. File medical records
5. <i>Execute data management using electronic healthcare records such as the EMR</i>
6. <i>Use office hardware and software to maintain office systems</i>
7. <i>Use internet to access information related to the medical office</i>
8. Maintain organization by filing
9. <i>Perform routine maintenance of office equipment with documentation</i>
10. <i>Perform an office inventory</i>
11. Consider staff needs and limitations in establishment of a filing system
12. Implement time management principles to maintain effective office function

Competency (Psychomotor & Affective)

VI. Basic Practice Finances cont.
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1. <i>Prepare a bank deposit</i>
2. Perform accounts receivable procedures, including:
a. <i>Post entries on a day sheet</i>
b. <i>Perform billing procedures</i>
c. <i>Perform collection procedures</i>
d. <i>Post adjustments</i>
e. <i>Process a credit balance</i>
f. <i>Process refunds</i>
g. <i>Post non-sufficient fund (NSF) checks</i>
h. <i>Post collection agency payments</i>
3. <i>Utilize computerized office billing systems</i>
4. Demonstrate sensitivity and professionalism in handling accounts receivable activities with clients

VII. Managed Care/Insurance

1. <i>Apply both managed care policies and procedures</i>
2. <i>Apply third party guidelines</i>
3. <i>Complete insurance claim forms</i>
4. <i>Obtain precertification, including documentation</i>
5. <i>Obtain preauthorization, including documentation</i>
6. <i>Verify eligibility for managed care services</i>
7. Demonstrate assertive communication with managed care and/or insurance providers
8. Demonstrate sensitivity in communicating with both providers and patients
9. Communicate in language the patient can understand regarding managed care and insurance plans

VIII. Procedural and Diagnostic Coding

1. *Perform procedural coding*
2. *Perform diagnostic coding*
3. Work with physician to achieve the maximum reimbursement

IX. Legal Implications

1. Respond to issues of confidentiality
2. Perform within scope of practice

Competency (Psychomotor & Affective)

3. Apply HIPAA rules in regard to privacy/release of information
4. Practice within the standard of care for a medical assistant
5. Incorporate the Patient's Bill of Rights into personal practice and medical office policies and procedures
6. *Complete an incident report*
7. *Document accurately in the patient record*
8. Apply local, state and federal health care legislation and regulation appropriate to the medical assisting practice setting
9. Demonstrate sensitivity to patient rights
10. Demonstrate awareness of the consequences of not working within the legal scope of practice
11. Recognize the importance of local, state and federal legislation and regulations in the practice setting

X. Ethical Considerations

1. Report illegal and/or unsafe activities and behaviors that affect health, safety and welfare of others to proper authorities
2. Develop a plan for separation of personal and professional ethics
3. Apply ethical behaviors, including honesty/integrity in performance of medical assisting practice
4. Examine the impact personal ethics and morals may have on the individual's practice
5. Demonstrate awareness of diversity in providing patient care

XI. Protective Practices

1. Comply with safety signs, symbols and labels
2. Evaluate the work environment to identify safe vs. unsafe working conditions
3. *Develop a personal (patient and employee) safety plan*
4. *Develop an environmental safety plan*
5. Demonstrate proper use of the following equipment:
 - a. Eyewash

Competency (Psychomotor & Affective)

- b. Fire extinguishers
 - c. Sharps disposal containers
6. Participate in a mock environmental exposure event with documentation of steps taken
 7. Explain an evacuation plan for a physician's office
 8. Demonstrate methods of fire prevention in the healthcare setting
 9. *Maintain provider/professional level CPR certification*
 10. Perform first aid procedures
 11. Use proper body mechanics
 12. *Maintain a current list of community resources for emergency preparedness*
 13. Recognize the effects of stress on all persons involved in emergency situations
 14. Demonstrate self awareness in responding to emergency situations

Exposure Control Policy:
Accidental Medical Blood borne Pathogen Exposure to Technical Institute Students

- I. **Policy:** That all Southeastern Regional School District students who sustain a needle stick injury, a cut from a sharp instrument, or a mucous membrane exposure to blood or other body fluids must document the incident by filling out an incident report and by notifying the Internship Supervisor and the Program Director of the incident.
- II. **Immediate First Aid Recommendations:**
 - A. If exposure is blood borne:
 1. To skin: wash immediately and thoroughly with soap and water.
 2. To mucous membranes: flush immediately and thoroughly with water.
 3. To eyes: flush copiously with running water for at least 15 minutes.
- III. **Rationale:** To document accidental Medical parenteral or muco-cutaneous exposure to blood and body fluids. To provide appropriate post-exposure prophylaxis and counseling to all injured students.
- IV. **Procedure for Reporting:**
 - A. All needle sticks, cuts from instruments, or glass contaminated with blood or body fluids or human bites must be reported immediately by the injured student to his/her Internship Supervisor and the Program Director.
 - B. Blood contamination of open cuts, mucous membranes (e.g. eyes, mouth), or skin areas with severe dermatitis must also be reported by the exposed student.
 - C. A Southeast Regional School District Incident Report Form must be filled out by the student within 24 hours of the incident. The incident report is routed to the school nurse, the Technical Institute Director, and the Program Director.
 - D. The following information must be included on the incident report:
 1. Name of source client, if known, with source client permission.
 2. Risk status of source client for all forms of hepatitis and HIV, if known. The risk assessment must be performed by qualified personnel.
 - E. The injured student, after reporting the incident to the appropriate internship supervisor, will contact his/her private physician. If the injured student does not have a private physician or if the physician is unavailable, the student shall report to the nearest emergency room. Upon returning to school or internship the student should provide the Program Director with documentation of medical follow-up.
 - F. Injured student must seek immediate medical attention as prophylaxis is most effective (against hepatitis, tetanus, etc.) if given promptly after exposure.
 - G. Routine testing of the source client for hepatitis and HIV is highly recommended but not mandatory.

Student Waiver Clause

As a student, I have read the Exposure Control Policy: Accidental Medical Blood borne Pathogen Exposure to Technical Institute Students. I agree to indemnify and hold harmless the Southeastern Regional School District for any liability, legal or otherwise, incurred as the result of any violations of the policy committed by me. I understand the penalties and disciplinary action that may occur if the Exposure Control Policy is violated.

Student Signature

Date



SOUTHEASTERN TECHNICAL INSTITUTE

Susan N. Beer
Medical Assisting Program Director

Tammi Hassan
Dental Assisting Program Director

Marybeth Pepin
Practical Nurse Program Director

Luis G. Lopes, Ed.S.
Superintendent

David M. Degan
STI Director

September 2015

I have read the Medical Assisting Program Supplement and the STI Course Catalogue and understand the contents. I have been given the opportunity to ask questions and have those questions answered. Specifically I understand and agree to abide by:

- | | |
|---|--|
| Health Forms | Please check
<input type="checkbox"/> |
| Uniform & Classroom Dress Policy | <input type="checkbox"/> |
| STI Attendance & Tardy Policy | <input type="checkbox"/> |
| MA Classroom Attendance, Tardy, & Assignment Policies | <input type="checkbox"/> |
| Extern Policy (hours, transportation & assignment) | <input type="checkbox"/> |
| Exposure Control Policy | <input type="checkbox"/> |



Susan Beer
Program Director

Students Name

Students Signature