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Welcome Class of 2017

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 program’s 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
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

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 students 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

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
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 **Schoolbrains** 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 in order to participate in all hands on lab activities*. See the STI 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 or zero credit for assignment.

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. Headbands should be narrow and conservative. Hats are not to be worn during classroom or laboratory. It is up to the student to decide if they would like to purchase a lab jacket for additional warmth.
Laboratory Practice

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

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 or black 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 missed hours to meet the externship contractual obligation and program requirements.
- 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 or black 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.

Students are expected to be respectful towards students in the program and all members of the STI community
**Medical Assisting Program**

**Medical Assisting Theory and Lab I**

1MAT01

<table>
<thead>
<tr>
<th>Instructor</th>
<th>Susan N. Beer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office</td>
<td>Room 2-109</td>
</tr>
<tr>
<td>Phone</td>
<td>508-230-1337</td>
</tr>
<tr>
<td>E-mail</td>
<td><a href="mailto:sbeer@sersd.org">sbeer@sersd.org</a></td>
</tr>
<tr>
<td>Office Hours</td>
<td>Monday and Tuesday 2:30P and by appointment</td>
</tr>
<tr>
<td>Schedule</td>
<td>Monday-Friday</td>
</tr>
<tr>
<td>Prerequisites</td>
<td>None</td>
</tr>
<tr>
<td>Co-requisites</td>
<td>None</td>
</tr>
<tr>
<td>Position</td>
<td>1st Semester</td>
</tr>
<tr>
<td>Credit/Hours</td>
<td>6 credits/180 hours</td>
</tr>
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</table>

**Course Description:**
This course introduces the 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. Finally the rationale for these screening tests and the ramifications of the results as they relate to patient’s state of health will be explored.

**Text:**

**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

**Core Curriculum**
See addendum 2015 Core Curriculum

Students must successfully pass all the psychomotor and affective competencies in order to pass the course and/or progress in the program.

**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:
Final grade is based on the successful completion of all assignments, quizzes, tests.

Grading Criteria:
- Mid Term: 30%
- Final: 30%
- Tests: 20%
- Quizzes, Assignments, and Homework: 15%
- Study Guide: 5%

The grading scale for the Medical Assistant program is:

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

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.

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.

Attendance: See the STI Course Catalog

Course Outline

<table>
<thead>
<tr>
<th>Units</th>
<th>Topic</th>
<th>Required Reading</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Competency Based Education and the Medical Assistant; The Medical Assistant and the Healthcare Team</td>
<td>Chapter 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Chapter 2</td>
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<tr>
<td></td>
<td>Topic</td>
<td>Chapters</td>
</tr>
<tr>
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</tr>
<tr>
<td>2</td>
<td>Infection Control Professional Behavior in the Workplace</td>
<td>Chapter 20</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Chapter 3</td>
</tr>
<tr>
<td>3</td>
<td>Infection Control Surgical Asepsis and Surgical Procedures</td>
<td>Chapter 20</td>
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<tr>
<td></td>
<td></td>
<td>Chapter 50</td>
</tr>
<tr>
<td>4</td>
<td>Vital Signs Nutrition and Health Promotion</td>
<td>Chapter 24</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Chapter 23</td>
</tr>
<tr>
<td>5</td>
<td>Medicine and Law Medicine and Ethics</td>
<td>Chapter 5</td>
</tr>
<tr>
<td></td>
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<td>Chapter 6</td>
</tr>
<tr>
<td>6</td>
<td>Assisting with Primary Physical Exam Assisting In Dermatology</td>
<td>Chapter 25</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Chapter 31</td>
</tr>
<tr>
<td>7</td>
<td>Safety and Emergency Practices Assisting in Pediatrics</td>
<td>Chapter 29</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Chapter 35</td>
</tr>
<tr>
<td>8</td>
<td>Assisting In Orthopedics</td>
<td>Chapter 36</td>
</tr>
<tr>
<td>9</td>
<td>Assisting in Pulmonary Medicine</td>
<td>Chapter 39</td>
</tr>
<tr>
<td>10</td>
<td>Assisting in Cardiology Principles of Electrocardiography</td>
<td>Chapter 40</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Chapter 42</td>
</tr>
<tr>
<td>11</td>
<td>Assisting in Neurology and Mental Health</td>
<td>Chapter 37</td>
</tr>
<tr>
<td>12</td>
<td>Assisting in Endocrinology</td>
<td>Chapter 38</td>
</tr>
</tbody>
</table>
Medical Assisting Theory II  
2MAT01

Instructor: Susan N. Beer  
Phone: 508-230-1337  
E-mail: sbeer@sersd.org

Office: Room 2-109  
Office Hours: Monday and Tuesday 2:30P and by appointment

Prerequisites: Medical Assisting Theory I  
Co-requisites: None

Position: 2nd Semester  
Credit/Hours: 7.0 credit/214 hour

Course Description:
This course is a continuation of Medical Assisting Theory I. Clinical skills introduced will include assisting with minor office procedures and assisting groups with special needs. In addition topics in Medical Law and Ethics, Laboratory specimen collection and Phlebotomy, Patient Education and Patient Assessment 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:

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 healthcare  
- Students will demonstrate understanding of practicing within legal and ethical boundaries and within scope of practice  
- The student will demonstrate competency in preparing parenteral (excluding IV) medications for patient administration

CORE Curriculum
See addendum 2015 Core Curriculum
Students must successfully pass all the psychomotor and affective competencies in order to pass the course and/or progress in the program.
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:

Final grade is based on the successful completion of all assignments, quizzes, tests.

Grading Criteria:

<table>
<thead>
<tr>
<th>Component</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mid Term</td>
<td>30%</td>
</tr>
<tr>
<td>Final</td>
<td>30%</td>
</tr>
<tr>
<td>Tests</td>
<td>20%</td>
</tr>
<tr>
<td>Quizzes, Assignments and</td>
<td>15%</td>
</tr>
<tr>
<td>Homework</td>
<td></td>
</tr>
<tr>
<td>Study Guide</td>
<td>5%</td>
</tr>
</tbody>
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<tr>
<td>83 – 86</td>
<td>B</td>
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<tr>
<td>80 – 82</td>
<td>B-</td>
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<td>77 – 79</td>
<td>C+</td>
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<tr>
<td>73 – 76</td>
<td>C</td>
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<td>70 – 72</td>
<td>C-</td>
</tr>
<tr>
<td>Less than 70</td>
<td>F</td>
</tr>
</tbody>
</table>

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. 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.

Attendance: See the STI Course Catalog
## Course Outline

<table>
<thead>
<tr>
<th>Units</th>
<th>Topic</th>
<th>Required Reading</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Principles of Pharmacology</td>
<td>Chapter 26</td>
</tr>
<tr>
<td>2</td>
<td>Administering Medications</td>
<td>Chapter 28</td>
</tr>
<tr>
<td>3</td>
<td>Assisting In Gastroenterology</td>
<td>Chapter 32</td>
</tr>
<tr>
<td>4</td>
<td>Assisting In Urology</td>
<td>Chapter 33</td>
</tr>
<tr>
<td></td>
<td>Assisting in the Analysis of Urine</td>
<td>Chapter 45</td>
</tr>
<tr>
<td>5</td>
<td>Assisting in Male Reproduction</td>
<td>Chapter 33</td>
</tr>
<tr>
<td>6</td>
<td>Assisting in Female Reproduction (OB-Gyn)</td>
<td>Chapter 34</td>
</tr>
<tr>
<td>7</td>
<td>Assisting in Ophthalmology and Otolaryngology</td>
<td>Chapter 30</td>
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<tr>
<td>8</td>
<td>Assisting in the Clinical Lab</td>
<td>Chapter 44</td>
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<tr>
<td>9</td>
<td>Assisting in Blood Collection</td>
<td>Chapter 46</td>
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<tr>
<td></td>
<td>Surgical Supplies and Instruments</td>
<td>Chapter 49</td>
</tr>
<tr>
<td></td>
<td>Patient Assessment</td>
<td>Chapter 21</td>
</tr>
<tr>
<td></td>
<td>Assisting in Geriatrics</td>
<td>Chapter 41</td>
</tr>
<tr>
<td>11</td>
<td>Patient Education</td>
<td>Chapter 22</td>
</tr>
<tr>
<td></td>
<td>Career Development and Life Skills</td>
<td>Chapter 51</td>
</tr>
</tbody>
</table>
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. The anatomical divisions and body planes, cells, tissues, and membranes, the skeletal, integumentary, muscular and respiratory systems and endocrine systems are surveyed. 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:


Course Outcomes and Objectives:
- 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
- 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
ENTRY LEVEL COMPETENCIES FOR MEDICAL ASSISTANT
See addendum 2015 Core Curriculum

Students must successfully pass all the psychomotor and affective competencies in order to pass the course and/or progress in the program.

Teaching Methods:
3. 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, DVD's software etc. will be utilized as appropriate
4. 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:
Final grade is based on the successful completion of all assignments, quizzes, tests.

Grading Criteria:
Mid Term 30%
Final 30%
Tests 20%
Quizzes, Assignments and Homework 20%

The grading scale for the Medical Assistant program is:

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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.

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.
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.
Attendance: See the STI Course Catalog
Course Outline
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<th>Units</th>
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<tbody>
<tr>
<td>1</td>
<td>Introduction to Healthcare Terminology</td>
<td>Chapter 1</td>
</tr>
<tr>
<td>2</td>
<td>Body Structure and Directional Terminology</td>
<td>Chapter 2</td>
</tr>
<tr>
<td>3</td>
<td>The Integumentary System</td>
<td>Chapter 4</td>
</tr>
<tr>
<td>4</td>
<td>The Muscular System</td>
<td>Chapter 3</td>
</tr>
<tr>
<td>5</td>
<td>The Skeletal System</td>
<td>Chapter 3</td>
</tr>
<tr>
<td>6</td>
<td>The Respiratory System</td>
<td>Chapter 11</td>
</tr>
<tr>
<td>7</td>
<td>The Cardiovascular System</td>
<td>Chapter 10</td>
</tr>
<tr>
<td>8</td>
<td>The Nervous System</td>
<td>Chapter 12</td>
</tr>
<tr>
<td>9</td>
<td>The Mental and Behavioral Health System</td>
<td>Chapter 13</td>
</tr>
<tr>
<td>10</td>
<td>The Endocrine System</td>
<td>Chapter 14</td>
</tr>
</tbody>
</table>
Instructor | Susan N. Beer |
---|---|
Office | Room 2-109 |
Office Hours | Monday and Tuesday 2:30P and by appointment |
Phone | 508-230-1337 |
E-mail | sbeer@sersd.org |
Prerequisites | Anatomy and Associated Terminology I |
Schedule | Tuesday Periods 1-4 |
Co-requsites | None |
Position | 2nd Semester |
Credit/Hours | 1 credit/30 hour |

Course Description and Goals:
This course is a continuation of Anatomy and Associated Terminology I. The course will focus on the following body systems: Urinary, Gastrointestinal, Reproductive and Special Senses. Specialty terminology for Mental and Behavioral Health and Oncology terminology is also included. The general structure, meaning, origin and use of medical terms related to these body systems will be explored and practiced along with a continuation of the basic anatomical structure and function in each system.

Text:

Course Outcomes and Objectives:
- 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
- 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

ENTRY LEVEL COMPETENCIES FOR MEDICAL ASSISTANT
See addendum 2015 Core Curriculum

Students must successfully pass all the psychomotor and affective competencies in order to pass the course and/or progress in the program.
Teaching Methods:
5. 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, DVD's, software etc. will be utilized as appropriate.
6. 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:
Final grade is based on the successful completion of all assignments, quizzes, tests.

Grading Criteria:
- Mid Term: 30%
- Final: 30%
- Tests: 20%
- Quizzes, Assignments and Homework: 20%

The grading scale for the Medical Assistant program is:

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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.

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.

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.

Attendance: See the STI Course Catalog
Pharmacology I
1MAT03

Instructor: Ilene Williams  
Office: Room 2-109  
Phone: 508-230-1337  
E-mail: iwilliams@sersd.org

Office Hours: Friday by appointment  
Schedule: Monday Periods 5-6

Prerequisites: None  
Co-requisites: None

Position: 1st Semester  
Credit/Hours: 1 credit/30 hour

Course Description:
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:

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

Core Curriculum and Entry Level Competencies
See addendum 2015 Core Curriculum

Students must successfully pass all the psychomotor and affective competencies in order to pass the course and/or progress in the program.
Teaching Methods:
7. 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.
8. 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:
Final grade is based on the successful completion of all assignments, quizzes, tests.

Grading Criteria:
Mid Term 30%
Final 30%
Tests 20%
Quizzes, Assignments and Homework 20%

The grading scale for the Medical Assistant program is:

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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. 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.
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<tr>
<td>1</td>
<td>General Aspects of Pharmacology</td>
<td>Chapter 1-5 (Fulcher)</td>
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<tr>
<td></td>
<td></td>
<td>Chapter 33 (Kinn)</td>
</tr>
<tr>
<td>2</td>
<td>Medication Administration</td>
<td>Chapter 11-14 (Fulcher)</td>
</tr>
<tr>
<td>3</td>
<td>Analgesics and Antipyretics</td>
<td>Chapter 15 (Fulcher)</td>
</tr>
<tr>
<td>4</td>
<td>Antimicrobials, Antifungals and Antivirals</td>
<td>Chapter 15 (Fulcher)</td>
</tr>
<tr>
<td>5</td>
<td>Drugs for Skin Conditions</td>
<td>Chapter 22 (Fulcher)</td>
</tr>
<tr>
<td>6</td>
<td>Musculoskeletal Systems Disorders</td>
<td>Chapter 23 (Fulcher)</td>
</tr>
<tr>
<td>7</td>
<td>Vaccines</td>
<td>Chapter 16 (Fulcher)</td>
</tr>
<tr>
<td>8</td>
<td>Respiratory System Disorders</td>
<td>Chapter 25 (Fulcher)</td>
</tr>
<tr>
<td>9</td>
<td>Circulatory System and Blood Disorders</td>
<td>Chapter 26 (Fulcher)</td>
</tr>
</tbody>
</table>
Pharmacology II
2MAT03

Instructor: Ilene Williams
Office: Room 2-109
Phone: 508-230-1337
E-mail: iwilliams@sersd.org
Office Hours: Monday by appointment
Schedule: Monday Periods 5-6

Prerequisites: Pharmacology I, Math for Pharmacology
Co-requisites: None
Position: 2nd semester
Credit/Hours: 0.5 credit/15 hour

Course Description:
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

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

Core Curriculum
See addendum 2015 Core Curriculum
Students must successfully pass all the psychomotor and affective competencies in order to pass the course and/or progress in the program.

Teaching Methods:
9. 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
10. 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:
Final grade is based on the successful completion of all assignments, quizzes, tests.
Grading Criteria:
Mid Term                             30%
Final                                     30%
Tests 30%
Quizzes, Assignments and Homework 20%

The grading scale for the Medical Assistant program is:

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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. 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.

Course Outline

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<tr>
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<td>Endocrine System Disorders</td>
<td>Chapter 20 (Fulcher)</td>
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<td>Chapter 45 (Kinn)</td>
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<td>2</td>
<td>Urinary System Disorders</td>
<td>Chapter 27 (Fulcher)</td>
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<td>3</td>
<td>Gastrointestinal System Disorders</td>
<td>Chapter 24 (Fulcher)</td>
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<td>Reproductive System Disorders</td>
<td>Chapter 28 (Fulcher)</td>
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<td></td>
<td>Chapter 40-41 (Kinn)</td>
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<td>5</td>
<td>Eye and Ear Disorders</td>
<td>Chapter 37 (Kinn)</td>
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<td></td>
<td></td>
<td>Chapter 21 (Fulcher)</td>
</tr>
</tbody>
</table>
Instructor: Ilene Williams  
Office: Room 2-105  
Office Hours: Friday, by appointment  
Prerequisites: None  
Position: 1st Semester  
Phone: 508-230-1492  
E-mail: iwilliams@sersd.org  
Schedule: Friday, Periods 3-6  
Co-requisites: None

Course Description:
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.

Core Curriculum
See addendum 2015 Core Curriculum

Students must successfully pass all the psychomotor and affective competencies in order to pass the course and/or progress in the program.
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.

Grading Criteria

Tests 20%
Final 30%
Inclass assignments and homework 50%

The grading scale for the Medical Assistant program is:

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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. 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.

Attendance: See the STI Course Catalog
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<th>Chapter</th>
<th>Topic</th>
<th>Required Reading</th>
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<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>Therapeutic Communication</td>
<td>Chapter 1</td>
</tr>
<tr>
<td>2</td>
<td>2</td>
<td>Multicultural Therapeutic Communication</td>
<td>Chapter 2</td>
</tr>
<tr>
<td>3</td>
<td>3</td>
<td>The Helping Interview</td>
<td>Chapter 3</td>
</tr>
<tr>
<td>4</td>
<td>4</td>
<td>The Therapeutic Response Across the Lifespan</td>
<td>Chapter 4</td>
</tr>
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<td>5</td>
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<td>The Therapeutic response to Stressed and Anxious Clients</td>
<td>Chapter 5</td>
</tr>
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<td>The Therapeutic Response to Fearful, Angry and Aggressive, Abused or Abusive Clients</td>
<td>Chapter 6</td>
</tr>
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<td>7</td>
<td>7</td>
<td>The Therapeutic Response to Depressed and/or Suicidal Clients</td>
<td>Chapter 7</td>
</tr>
<tr>
<td>8</td>
<td>8</td>
<td>The Therapeutic Response to Clients with Substance Abuse Disorders</td>
<td>Chapter 8</td>
</tr>
<tr>
<td>9</td>
<td>9</td>
<td>The Therapeutic Response to Clients with Life Altering Illness</td>
<td>Chapter 9</td>
</tr>
<tr>
<td>10</td>
<td>10</td>
<td>The Therapeutic Response to Clients Experiencing Loss, Grief, Dying and Death</td>
<td>Chapter 10</td>
</tr>
</tbody>
</table>
Communication for the Medical Assistant II
2MAT07

Instructor: Ilene Williams, Patricia Illsley
Phone: 617-750-2189
Office: Room 2-105 and 2-128
E-mail: iwilliams@sersd.org
Office Hours: Friday and by appointment
Schedule: Wednesday Period 5-6, Friday Period 3-4

Prerequisites: Communications for the Medical Assistant 1
Computer Applications for the Medical Office
Anatomy and Associated Terminology 1

Co-requisites: None

Position: 2nd Semester
Credit/Hours: 1.5 credits/45 hours

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
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
See addendum 2015 Core Curriculum

Students must successfully pass all the psychomotor and affective competencies in order to pass the course and/or progress in the program.

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.

Grading Criteria:
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<tbody>
<tr>
<td>Quizzes, assignments and homework</td>
<td>40%</td>
</tr>
<tr>
<td>Midterm</td>
<td>15%</td>
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<tr>
<td>Final</td>
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</tr>
<tr>
<td>Initial transcription assignments</td>
<td>10%</td>
</tr>
<tr>
<td>Skilled transcription assignments</td>
<td>20%</td>
</tr>
</tbody>
</table>

The grading scale for the Medical Assistant program is:

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<tr>
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<td>C-</td>
</tr>
<tr>
<td>Less than 70</td>
<td>F</td>
</tr>
</tbody>
</table>

Medical Assistant 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.

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.

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.

Attendance: See the STI Course Catalog

Course Outline
<table>
<thead>
<tr>
<th>Chapter</th>
<th>Required Reading</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>The Healthcare Industry pgs 11-34</td>
</tr>
<tr>
<td>3</td>
<td>The Medical Assisting Profession pgs 35-47</td>
</tr>
<tr>
<td>4</td>
<td>Professional Behavior in the Workplace Handouts as assigned pgs 48-57</td>
</tr>
<tr>
<td>25</td>
<td>Medical Practice Management and Human Resources Handouts as assigned pgs 457-484</td>
</tr>
<tr>
<td>58</td>
<td>Career Development and Life Skills As assigned Handouts pgs 1290-1315</td>
</tr>
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</table>

Transcription Outline

<table>
<thead>
<tr>
<th>Unit</th>
<th>Topic</th>
<th>Required Reading</th>
<th>Assignments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit 1</td>
<td>Introduction to Medical Transcription</td>
<td>Chapter 1 &amp; 2</td>
<td>Projects as assigned</td>
</tr>
<tr>
<td>Unit 2</td>
<td>The Integumentary System</td>
<td>Chapter 3</td>
<td>Projects as assigned</td>
</tr>
<tr>
<td>Unit 3</td>
<td>The Respiratory System</td>
<td>Chapter 4</td>
<td>Projects as assigned</td>
</tr>
<tr>
<td>Unit 4</td>
<td>The Cardiovascular System</td>
<td>Chapter 5</td>
<td>Projects as assigned</td>
</tr>
<tr>
<td>Unit 5</td>
<td>The Digestive System</td>
<td>Chapter 6</td>
<td>Projects as assigned</td>
</tr>
<tr>
<td>Unit 6</td>
<td>The Endocrine System</td>
<td>Chapter 7</td>
<td>Projects as assigned</td>
</tr>
<tr>
<td>Unit 7</td>
<td>The Urinary System</td>
<td>Chapter 8</td>
<td>Projects as assigned</td>
</tr>
<tr>
<td>Unit 8</td>
<td>The Reproductive System &amp; Obstetrics</td>
<td>Chapter 9</td>
<td>Projects as assigned</td>
</tr>
<tr>
<td>Unit 9</td>
<td>The Musculoskeletal System</td>
<td>Chapter 10</td>
<td>Projects as assigned</td>
</tr>
</tbody>
</table>
Math for Pharmacology  
1MAT04  

Instructor  Patricia M. Illsley  
Office  Room 128  
Office Hours  Monday afternoons and by appointment  
Prerequisites  None  
Position  1st Semester  
Phone  508-230-1374  
E-mail  pillsley@sersd.org  
Schedule  Wednesday, Period 5 and 6  
Co-requisites  Pharmacology I, 1MAT03  
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 2015 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 Define basic units of measurement in a. Metric, b. Household system  
II.C.4 Convert among measurement systems  
II.C.5 Identify abbreviations and symbols used in calculating medication dosages  
II.C.6 Analyze healthcare results as reported in: a. graphs b. tables  
II.P.1 Calculate proper dosages of medication for administration  
II.P.2 Differentiate between normal and abnormal test results

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.

11. 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 Google Classroom. Additional video sources will be used as required.

12. 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.

13. 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.

<table>
<thead>
<tr>
<th></th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quizzes</td>
<td>50%</td>
</tr>
<tr>
<td>Classroom Work</td>
<td>30%</td>
</tr>
<tr>
<td>Midterm Exam</td>
<td>10%</td>
</tr>
<tr>
<td>Final Exam</td>
<td>10%</td>
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<tr>
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</tr>
</tbody>
</table>

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 referring to Google Classroom, 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.
**Google Classroom:** Course syllabus, materials, due dates, and grades will be posted regularly on the Google classroom. Students may access www.edline.net from any computer with an internet connection. Students may also receive communication from the instructor via their school email account.

<table>
<thead>
<tr>
<th>Units</th>
<th>Chapter</th>
<th>Topic</th>
<th>Assessment/Competencies</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Unit 1</strong></td>
<td>7</td>
<td>Measurement Instruments - Rulers, Scales</td>
<td>Unit Quiz</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Temperature Conversion</td>
<td>II.C.1, II.C.2</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Weight and Length Conversions</td>
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<td></td>
<td></td>
<td>Roman Numerals and Military Time</td>
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<tr>
<td><strong>Unit 2</strong></td>
<td>6</td>
<td>Fraction Review</td>
<td>Unit Quiz</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>II.C.1, II.C.2</td>
</tr>
<tr>
<td><strong>Unit 3</strong></td>
<td>6</td>
<td>Decimal and Common Fraction Equivalents</td>
<td>Unit Quiz</td>
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<td></td>
<td></td>
<td></td>
<td>II.C.1, II.C.2</td>
</tr>
<tr>
<td><strong>Unit 5</strong></td>
<td>6 &amp; 7</td>
<td>Percentage, Fahrenheit, and Celsius</td>
<td>Unit Quiz</td>
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<td></td>
<td></td>
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<td>II.C.1, II.C.2, II.C.6, II.P.2</td>
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<tr>
<td><strong>Midterm Exam</strong></td>
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<tr>
<td><strong>Unit 6</strong></td>
<td>7 &amp; 8</td>
<td>Metric, and Household Systems</td>
<td>Unit Quiz</td>
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<td>II.C.1, II.C.3, II.C.4</td>
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<tr>
<td><strong>Unit 7</strong></td>
<td>9 &amp; 10</td>
<td>Math for Medications</td>
<td>Unit Quiz</td>
</tr>
<tr>
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<td></td>
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<td>II.C.1, II.C.2, II.C.5, II.P.1</td>
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<tr>
<td><strong>Unit 8</strong></td>
<td>Instructor Handouts</td>
<td>General Accounting</td>
<td>Unit Quiz</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>II.C.1, II.C.2</td>
</tr>
<tr>
<td><strong>Final Exam</strong></td>
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</tbody>
</table>
Medical Office Management

Semester 1
1MAT05

Instructor  Patricia M. Illsley
Office  Room 2-128
Office Hours  Monday 2:10-3:00 and by appointment
Pre-requisites  None
Position  Semester 1
Phone  508-230-1374
E-mail  pillsley@sersd.org
Schedule  Friday periods 1 and 2
Co-requisites  All Semester 1 courses
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:
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
- Manage the insurance process for the patient and practice
Entry Level Competencies for Medical Assistant
Taken from 2015 standards and guidelines for the Medical Assistant Educational Programs

Unit 4  V.P.4  Coach patients regarding office policies
Unit 1  V.P.6  Demonstrate professional telephone techniques
Unit 1  V.P.7  Document telephone messages accurately
Unit 2  V1.C.1  Identify different types of appointment scheduling methods
Unit 2  V1.C.2  Identify advantages and disadvantages of the following appointment systems a. Manual, b. electronic
Unit 2  V1.C.3  Identify critical information required for scheduling patient admissions and/or procedures
Unit 6  V1.C.4  Define types of information maintained in a patient’s medical record
Unit 6  V1.C.5  Identify methods of organizing the patients medical record based on: a. problem oriented medical records (POMR)  b. source-oriented medical record (SOMR)
Unit 6  V1.C.6  Identify equipment and supplies needed for medical records in order to: a. create, b. maintain, c. store
Unit 6  V1.C.7  Describe indexing rules
Unit 6  V1.C.8  Differentiate between electronic medical records (EMR) and a practice management system
Unit 6  V1.C.10  List steps involved in completing an inventory
Unit 3  V1.C.11  Explain meaningful use as it applies to EMR
Unit 2  V1.P.1  Manage the appointment schedule using established priorities
Unit 2  V1.P.2  Schedule a patient procedures
Unit 6  V1.P.3  Create a patient’s medical record
Unit 6  V1.P.4  Organize a patient’s medical record
Unit 6  V1.P.5  File patient medical records
Unit 6  V1.P.6  Utilize an EMR
Unit 6  V1.P.7  Input patient data utilizing a practice management system
Unit 4  V1.P.9  Perform an inventory with documentation
Unit 6  V1.A.1  Display sensitivity when managing appointments
Unit 8  VIII.C.1  Identify: a. types of third party plans, b. information required to file a third party claim, c. the steps for filing a third party claim
Unit 8  VIII.C.2  Outline managed care requirements for patient referral
Unit 8  VIII.C.3  Describe processes for: a. verification of eligibility for services, b. precertification, c. preauthorization
Unit 8  VIII.C.4  Define a patient-centered medical home (PCMH)
Unit 8  VIII.C.5  Differentiate between fraud and abuse
Unit 8  VIII.P.1  Interpret information on an insurance card
Unit 8  VIII.P.2  Verify eligibility for services including documentation
Unit 8  VIII.P.3  Obtain precertification or preauthorization including documentation
Unit 8  VIII.P.4  Complete an insurance claim form
Unit 8  VIII.A.1  Interact professionally with third party representatives
Unit 8  VIII.A.2  Display tactful behavior when communicating with medical providers regarding third party requirements
Unit 8  VIII.A.3  Show sensitivity when communicating with patients regarding third party requirements

Teaching Methods:

14. Lectures: Students are assigned reading prior to the lecture and are expected to participate in discussions related to the topic.
15. Assignments: Reading, competencies, and workbook exercises
16. 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:**

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</table>

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

- Assignments 45%
- Study Guide 5%
- Quizzes 30%
- Mid Term 10%
- Final Exam 10%

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.

**Google Classroom:** Course syllabus, materials, due dates, and grades will be posted regularly on the Google Classroom. Students may also receive communication from the instructor via the school supplied Gmail account.
### Course Outline

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</thead>
<tbody>
<tr>
<td>Unit 1</td>
<td>9</td>
<td>Telephone Techniques</td>
<td>Unit Quiz V.P.6, V.P.7</td>
</tr>
<tr>
<td>Unit 2</td>
<td>10</td>
<td>Scheduling Appointments</td>
<td>Unit Quiz V1.C.1, V1.C.2, V1.C.3, V1.P.1, V1.P.2</td>
</tr>
<tr>
<td>Unit 3</td>
<td>11</td>
<td>Patient Reception &amp; Processing</td>
<td>Unit Quiz V1.C.11</td>
</tr>
<tr>
<td>Unit 4</td>
<td>12</td>
<td>Office Environment and Daily Operations</td>
<td>Unit Quiz V.P.4, V1.P.9,</td>
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<td></td>
<td></td>
<td></td>
<td>Midterm</td>
</tr>
<tr>
<td>Unit 5</td>
<td>13</td>
<td>Written Communication and Mail Processing</td>
<td>Unit Quiz</td>
</tr>
<tr>
<td>Unit 7</td>
<td>16, 17</td>
<td>Health Information Management Privacy in the Physicians Office</td>
<td>Unit Quiz</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Final Exam</td>
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</tbody>
</table>
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
Pre-requisites Computer Applications for a Medical Office
Periods 1-2 or 3-4
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 Medical Billing software
students will manage the flow of patient financial information through the practice.

Text:
Education
Kinn’s The Medical Assistant, Thirteenth Edition, Deborah P. Proctor, Alexandra P. Adams, Elsevier
Adams, Elsevier
Kinn’s The Medical Assistant - Procedure Checklist Manual, Thirteenth 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 practice management software students will be able to enter new patients and edit existing patient information.
• Using practice management 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 2015 standards and guidelines for the Medical Assistant Educational Programs

VII.C.1 Define the following bookkeeping terms: a. charges, b. Payments, c. accounts receivable, d. accounts payable, e. adjustments
VII.C.2 Describe banking procedures as related to the ambulatory care setting
VII.C.3 Identify precautions for accepting the following types of payments: a. cash b. check c. credit card d. debit card
VII.C.4 Describe types of adjustments made to patient accounts including: a. non-sufficient funds (NSF) check, b. collection agency transaction, c. credit balance, d. third party
VII.C.5 Identify types of information contained in the patient's billing record
VII.C.6 Explain patient financial obligations for services rendered
VII.P.2 Perform accounts receivable procedures to patients' accounts including posting: a. charges, b. payments, c. adjustments
VII.P.2 Prepare a Bank Deposit
VII.P.3 Obtain accurate patient billing information
VII.P.4 Perform accounts receivable procedures to patients' accounts including posting: a. charges, b. payments, c. adjustments
VII.A.1 Demonstrate professionalism when discussing patient's billing record
VII.A.2 Display sensitivity when requesting payment for services rendered
VII.C.1 Identify: a. types of third party plans, b. information required to file a third party claim, c. the steps for filing a third party claim
VII.C.2 Outline managed care requirements for patient referral
VII.C.3 Describe processes for: a. verification of eligibility for services, b. precertification, c. preauthorization
VII.C.4 Define a patient-centered medical home (PCMH)
VII.C.5 Differentiate between fraud and abuse
VII.P.1 Interpret information on an insurance card
VII.P.2 Verify eligibility for services including documentation
VII.P.3 Obtain precertification, including documentation
VII.P.4 Complete an insurance claim form
VII.A.1 Interact professionally with third party representatives
VII.A.2 Display tactful behavior when communicating with medical providers regarding third party requirements
IX.C.1 Describe how to use the most current procedural coding system
IX.C.2 Describe how to use the most current diagnostic coding classification system
IX.C.3 Describe how to use the most current HCPCS Level II coding system
IX.C.4 Discuss the effects of: a. upcoding b. downcoding
IX.C.5 Define medical necessity as it applies to procedural and diagnostic coding
IX.P.1 Perform procedural coding
IX.P.2 Perform diagnostic coding
IX.P.3 Utilize medical necessity guidelines
IX.A.1 Utilize tactful communication skills with medical providers to ensure accurate code selection

**Teaching Methods**

17. Lectures: Material from textbook, 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.
18. **Assignments**: Each topic involves a combination of pre-assessments, exercises, and classroom assignments to reinforce information provided during lectures.

19. **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.

| Exercise and classroom assignments | 50% of the final grade |
| Quiz | 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:

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<td>C-</td>
</tr>
<tr>
<td>Less than 70</td>
<td>F</td>
</tr>
</tbody>
</table>

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 Google Classroom, 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.

**Google Classroom**: Course syllabus, materials, due dates, and grades will be posted regularly on Google Classroom. Students may access Google Classroom from any computer with an internet connection. Students may also receive communication from the instructor via their school email accounts.
## Class outline

<table>
<thead>
<tr>
<th>Unit</th>
<th>CIMO Chpt</th>
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<th>Topic</th>
<th>Assessment/Competencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit 1</td>
<td>18</td>
<td></td>
<td>Basics of Diagnostic Coding</td>
<td>Unit Quiz and IX.C.2, IX.P.2</td>
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<tr>
<td>Unit 2</td>
<td>19</td>
<td></td>
<td>Basics of Procedural Coding</td>
<td>Unit Quiz and IX.C.1, IX.C.3, IX.C.4, IX.P.1, IX.P.3, IX.A.1</td>
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<tr>
<td>Unit 3</td>
<td>20</td>
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<td>Basics of Health Insurance</td>
<td>Unit Quiz and</td>
</tr>
<tr>
<td>Unit 4</td>
<td>1</td>
<td></td>
<td>The Billing Process and HIPAA</td>
<td>Unit Quiz VII.C.1, VII.P.2, VII.P.3, VII.P.4, VII.A.1, VII.A.2</td>
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<tr>
<td>Unit 5</td>
<td>22</td>
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<td>Professional Fees, Billing, and Collecting</td>
<td>Unit Quiz VII.P.2,</td>
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<tr>
<td></td>
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<td>Midterm Exam</td>
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<tr>
<td>Unit 6</td>
<td>23</td>
<td>24</td>
<td>Banking Services &amp; Procedures</td>
<td>Unit Quiz VII.C.2, VII.C.3, VII.C.4, VII.C.5, VII.C.6</td>
</tr>
<tr>
<td>Unit 7</td>
<td>4 &amp; 5</td>
<td></td>
<td>Entering patient information and Health Information (Cases)</td>
<td>Unit Quiz</td>
</tr>
<tr>
<td>Unit 8</td>
<td>6 &amp; 7</td>
<td></td>
<td>Patient Charges, Payments, and Adjustments</td>
<td></td>
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<tr>
<td>Unit 9</td>
<td>9</td>
<td>21</td>
<td>Generating Claims &amp; statements</td>
<td>Unit Quiz and VIII.C.2, VIII.C.3, VIII.C.4, VIII.C.5, VIII.P.1, VIII.P.2, VIII.P.3, VIII.P.4, VIII.A.1, VIII.A.2</td>
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<tr>
<td>Unit 10</td>
<td>10</td>
<td></td>
<td>Printing Reports</td>
<td></td>
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</table>

Final Exam
Computer Applications for a Medical Office
1MAT06

Instructor       Patricia M. Illsley
Office           Room 128
Office Hours     Monday 2:10-3:00 and by appointment
Prerequisites    None
Position         1st Semester
Phone            508-230-1374
E-mail           illsley@sersd.org
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
- 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 2013 students will be able to efficiently generate business documents, memos, letters, reports, and brochures that are accurate and professional.
• Students will use Microsoft Excel 2013 to create accurate spreadsheets and charts. In addition they will able to utilize the Excel program to analyze data and aide in the decision making process.

Entry Level Competencies for Medical Assistant
Taken from 2015 standards and guidelines for the Medical Assistant Educational Programs

V1.C.9 Explain the purpose of routine maintenance of administrative and clinical equipment
V1.P.8 Perform routine maintenance of administrative and clinical equipment
V.C.8 Discuss applications of electronic technology in effective communication
XII.C.7 Identify principles of a. body mechanics  b. ergonomics
XII.P.3 Use proper body mechanics
V1.C.11 Explain the importance of data back-up

Teaching Methods:
20. 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.
21. Assignments: Each lesson concludes with an assigned project that reinforces the newly developed skill.
22. 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:

<table>
<thead>
<tr>
<th>Numeric Grade</th>
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</tr>
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<tbody>
<tr>
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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:

Google Classroom: Course syllabus, materials, due dates, and grades will be posted regularly on the Google Classroom. Students may also receive communication from the instructor via the school email account.

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 referring to the Google classroom, 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

<table>
<thead>
<tr>
<th>Sessions</th>
<th>Topic</th>
<th>Assessment/Competencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unit 1</td>
<td>Still System logon, Gmail, and Google</td>
<td>Unit Quiz V.C.8, XII.C.7, XII.P.3,</td>
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<tr>
<td>Unit 2</td>
<td>Introduction to Computers and Google Apps</td>
<td>Unit Quiz VI.C.9, VI.P.8, VI.C.11</td>
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<tr>
<td>Unit 3</td>
<td>File Management</td>
<td>Projects as assigned</td>
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<tr>
<td>Unit 4</td>
<td>Creating Documents Unit A</td>
<td>Projects as assigned</td>
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<tr>
<td>Unit 5</td>
<td>Block Style Letters</td>
<td>Unit Quiz Projects as assigned</td>
</tr>
<tr>
<td>Unit 6</td>
<td>Editing Documents Unit B</td>
<td>Projects as assigned</td>
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<tr>
<td>Unit 7</td>
<td>Formatting Text and Paragraphs Unit C</td>
<td>Projects as assigned</td>
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<tr>
<td>Unit 8</td>
<td>Copyright</td>
<td>Projects as assigned</td>
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<tr>
<td>Unit 9</td>
<td>Formatting Documents Unit E</td>
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<td>Unit 10</td>
<td>Patient Information Project</td>
<td>Project as assigned</td>
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<td>Unit 11</td>
<td>Merging Word Documents Unit F</td>
<td>Projects as assigned</td>
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<tr>
<td>Unit</td>
<td>Topic</td>
<td>Additional Information</td>
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<tr>
<td>Unit 12</td>
<td>Introduction to Excel Unit A</td>
<td>Unit Quiz</td>
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<td>Projects as assigned</td>
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<tr>
<td>Unit 13</td>
<td>Working with Formulas and Functions Unit B</td>
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<td>Projects as assigned</td>
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<td>Unit 14</td>
<td>Formatting a Worksheet Unit C</td>
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<td>Projects as assigned</td>
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<tr>
<td>Unit 15</td>
<td>Working with Charts Unit D</td>
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<tr>
<td></td>
<td></td>
<td>Projects as assigned</td>
</tr>
</tbody>
</table>
Clinical Externship 2MAC

Instructor  Susan N. Beer  Phone 508-230-1337
Office     Room 2-109  E-mail sbeer@sersd.org
Office Hours  Monday and Tuesday afternoons and by appointment  Schedule 4 days/week x 10 weeks
Prerequisites All program courses  Co-requisites Medical Assisting Theory and Lab II
Position 2nd Semester  Credit/Hours 6.5 credit/200 hour

Course Description:
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 for 10 weeks 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 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 hours/day. 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 30 hours/week. See the Medical Assisting Program Supplement for specific requirements for Externship including attendance.

Text:
Various Instructor Handouts on topical issues healthcare and Medical Assisting

Course 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: Competencies will be completed during class time prior to Externship. Students must successfully pass all the psychomotor and affective competencies in order to pass the course and/or progress in the program.

See 2015 Core Curriculum addendum

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.

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 and Grading Criteria:
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.

Disease Project 20%
Assignments, Quizzes, Tests 30%
Instructor Evaluations 20%
Final Evaluation 30%

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**Assignments and Quizzes:** All assignments are due at the beginning of class on the date due; late or missed assignments are not accepted.

**Attendance:** See the STI Course Catalog
Addendum 2015 Core Curriculum

MA Lab & Theory I 1MAT01

I.C.8. Identify common pathology related to each body system including:
   a. signs
   b. symptoms
   c. etiology

I.C.9. Analyze pathology for each body system including:
   a. diagnostic measures
   b. treatment modalities

I.C.10. Identify CLIA waived tests associated with common diseases

I.C.12. Identify quality assurance practices in healthcare

I.C.13. List principles and steps of professional/provider CPR

I.C.14. Describe basic principles of first aid as they pertain to the ambulatory healthcare setting

III.C. 1. List major types of infectious agents

III.C. 2. Describe the infection cycle including:
   a. the infectious agent
   b. reservoir
   c. susceptible host
   d. means of transmission
   e. portals of entry
   f. portals of exit

III.C. 3. Define the following as practiced within the ambulatory care setting:
   a. medical asepsis  b. surgical asepsis

III.C. 4. Identify methods of controlling the growth of microorganisms

III.C. 5. Define the principles of standard precautions

III.C. 6. Define personal protective equipment (PPE) for:
   a. all body fluids, secretions and excretions
   b. blood
   c. non-intact skin
   d. mucous membranes

III.C. 7. Identify Center for Disease Control (CDC) regulations that impact healthcare practices

IV.C. 1. Describe dietary nutrients including
   a. carbohydrates
   b. fat
   c. protein
   d. minerals
   e. electrolytes
   f. vitamins
   g. fiber
   h. water
IV.C. 2. Define the functions of dietary supplements

IV.C. 3. Identify the special dietary needs for:
   a. weight control
   b. diabetes
   c. cardiovascular disease
   d. hypertension
   e. cancer
   f. lactose sensitivity
   g. gluten-free
   h. food allergies

X.C. 1. Differentiate between scope of practice and standards of care for medical assistants

X.C. 2. Compare and contrast provider and medical assistant roles in terms of standard of care

X.C. 3. Describe components of the Health Insurance Portability & Accountability Act (HIPAA)

X.C. 4. Summarize the Patient Bill of Rights

X.C. 5. Discuss licensure and certification as they apply to healthcare providers

X.C. 6. Compare criminal and civil law as they apply to the practicing medical assistant

X.C. 7. Define:
   a. negligence
   b. malpractice
   c. statute of limitations
   d. Good Samaritan Act(s)
   e. Uniform Anatomical Gift Act
   f. living will/advanced directives
   g. medical durable power of attorney
   h. Patient Self Determination Act (PSDA)
   i. risk management

X.C. 8. Describe the following types of insurance:
   a. liability
   b. professional (malpractice)
   c. personal injury

X.C. 9. List and discuss legal and illegal applicant interview questions

X.C. 10. Identify:
   a. Health Information Technology for Economic and Clinical Health (HITECH) Act
   b. Genetic Information Nondiscrimination Act of 2008 (GINA)

X.C. 11. Describe the process in compliance reporting:
   a. unsafe activities
   b. errors in patient care
   c. conflicts of interest
   d. incident reports Americans with Disabilities Act Amendments Act (ADAAA)

X.C. 12. Describe compliance with public health statutes:
   a. communicable diseases
   b. abuse, neglect, and exploitation
   c. wounds of violence
X.C. 13. Define the following medical legal terms:
   a. informed consent
   b. implied consent
   c. expressed consent
   d. patient incompetence
   e. emancipated minor
   f. mature minor
   g. subpoena duces tecum
   h. respondent superior
   i. res ipsa loquitor
   j. locum tenens
   k. defendant-plaintiff
   l. deposition
   m. arbitration-mediation
   n. Good Samaritan Laws

XI.C. 1. Define:
   a. ethics
   b. morals

XI.C. 2. Differentiate between personal and professional ethics

XI.C. 3. Identify the effect of personal morals on professional performance

XII.C. 1. Identify:
   a. safety signs
   b. symbols
   c. labels

XII.C. 2. Identify safety techniques that can be used in responding to accidental exposure to:
   a. blood
   b. other body fluids
   c. needle sticks
   d. chemicals

XII.C. 3. Discuss fire safety issues in an ambulatory healthcare environment

XII.C. 4. Describe fundamental principles of evacuation of a healthcare setting

XII.C. 5. Describe the purpose of Safety Data Sheets (SDS) in a healthcare setting

XII.C. 6. Discuss protocols for disposal of biological chemical materials

XII.C. 7. Identify principles of:
   a. body mechanics
   b. ergonomics

XII.C. 8. Identify critical elements of an emergency plan for response to a natural disaster or other emergency

I.P. 1. Measure and record:
   a. blood pressure
   b. temperature
   c. pulse
   d. respirations
e. height
f. weight
g. length (infant)
h. head circumference (infant)
i. pulse oximetry
I.P. 2. Perform:
   a. electrocardiography
   b. venipuncture
   c. capillary puncture
   d. pulmonary function testing
I.P. 3. Perform patient screening using established protocols
I.P. 4. Verify the rules of medication administration:
   a. right patient
   b. right medication
   c. right dose
   d. right route
   e. right time
   f. right documentation
I.P. 5. Select proper sites for administering parenteral medication
I.P. 6. Administer oral medications
I.P. 7. Administer parenteral (excluding IV) medications
I.P. 8. Instruct and prepare a patient for a procedure or a treatment
I.P. 9. Assist provider with a patient exam
I.P. 10. Perform a quality control measure
I.P. 11. Obtain specimens and perform:
   a. CLIA waived hematology test
   b. CLIA waived chemistry test
   c. CLIA waived urinalysis
   d. CLIA waived immunology test
   e. CLIA waived microbiology test
I.P. 12. Produce up-to-date documentation of provider/professional level CPR
I.P. 13. Perform first aid procedures for:
   a. bleeding
   b. diabetic coma or insulin shock
   c. fractures
   d. seizures
   e. shock
   f. syncope
II.P. 2. Differentiate between normal and abnormal test results
II.P. 3. Maintain lab test results using flow sheets
II.P. 4. Document on a growth chart
III.P. 1. Participate in blood borne pathogen training
III.P. 2. Select appropriate barrier/personal protective equipment (PPE)
III.P. 3. Perform handwashing

III.P. 10. Demonstrate proper disposal of biohazardous material
   a. sharps
   b. regulated wastes

V.P. 4. Coach patients regarding:
   a. office policies
   b. health maintenance
   c. disease prevention
   d. treatment plan

V.P. 11. Report relevant information concisely and accurately

X.P. 1. Locate a state’s legal scope of practice for medical assistants

X.P. 2. Apply HIPAA rules in regard to:
   a. privacy
   b. release of information

X.P. 3. Document patient care accurately in the medical record

X.P. 4. Apply the Patient’s Bill of Rights as it relates to:
   a. choice of treatment
   b. consent for treatment
   c. refusal of treatment

X.P. 5. Perform compliance reporting based on public health statutes

X.P. 6. Report an illegal activity in the healthcare setting following proper protocol

X.P. 7. Complete an incident report related to an error in patient care

XI.P. 1. Develop a plan for separation of personal and professional ethics

XI.P. 2. Demonstrate appropriate response(s) to ethical issues

XII.P. 1. Comply with:
   a. safety signs
   b. symbols
   c. labels

XII.P. 2. Demonstrate proper use of:
   a. eyewash equipment
   b. fire extinguishers
   c. sharps disposal containers

XII.P. 3. Use proper body mechanics

XII.P. 4. Participate in a mock exposure event with documentation of specific steps

XII.P. 5. Evaluate the work environment to identify unsafe working conditions

II.A. 1. Reassure a patient of the accuracy of the test results

III.A. 1. Recognize the implications for failure to comply with Center for Disease Control (CDC) regulations in healthcare settings

IV.A. 1. Show awareness of patient’s concerns regarding a dietary change

V.A. 4. Explain to a patient the rationale for performance of a procedure

MA Lab & Theory II 2MAT01
I.C.8. Identify common pathology related to each body system including:
   a. signs
   b. symptoms
   c. etiology
I.C.9. Analyze pathology for each body system including:
   a. diagnostic measures
   b. treatment modalities
I.C.10. Identify CLIA waived tests associated with common diseases
I.C. 12. Identify quality assurance practices in healthcare
III.P. 4. Prepare items for autoclaving
III.P. 5. Perform sterilization procedures
III.P. 6. Prepare a sterile field
III.P. 7. Perform within a sterile field
III.P. 8. Perform wound care
III.P. 9. Perform dressing change
IV.P 1. Instruct a patient according to patient’s special dietary needs
V. P. 3. Use medical terminology correctly and pronounced accurately to communicate information to providers and patients
V.P. 4. Coach patients regarding:
   a. office policies
   b. health maintenance
   c. disease prevention
   d. treatment plan
I.A. 1. Incorporate critical thinking skills when performing patient assessment
I.A. 2. Incorporate critical thinking skills when performing patient care
I.A. 3. Show awareness of a patient’s concerns related to the procedure being performed

Anatomy & Associated Terminology I 1MAT02

I.C.1 . Describe structural organization of the human body
I.C.2 Identify body systems
I.C 3. Describe:
   a. body planes
   b. directional terms
   c. quadrants
   d. body cavities
I.C.4. List major organs in each body system
I.C.5. Identify the anatomical location of major organs in each body system
I.C.6. Compare structure and function of the human body across the life span
I.C.7. Describe the normal function of each of body system
V.C. 9. Identify medical terms labeling the word parts
V.C. 10. Define medical terms and abbreviations related to all body systems
V.P. 11. Report relevant information concisely and accurately
**Anatomy & Associated Terminology II 2MAT02**

I.C.2 Identify body systems
I.C.4. List major organs in each body system
I.C.5. Identify the anatomical location of major organs in each body system
I.C.6. Compare structure and function of the human body across the life span
I.C.7. Describe the normal function of each of body system
V.C. 9. Identify medical terms labeling the word parts
V.C. 10. Define medical terms and abbreviations related to all body systems

**Pharmacology I 1MAT03**

II.C. 3. Define basic units of measurement in:
   a. the metric system
   b. the household system
II.C. 4. Convert among measurement systems
II.C. 5. Identify abbreviations and symbols used in calculating medication dosages
I.C. 11. Identify the classifications of medication including:
   a. indications for use
   b. desired effects
   c. side effects
   d. adverse reactions

**Pharmacology II 2MAT03**

I.C. 11. Identify the classifications of medication including:
   a. indications for use
   b. desired effects
   c. side effects
   d. adverse reactions
II.P. 1. Calculate proper dosages of medication for administration
III.P. 10. Demonstrate proper disposal of biohazardous material
   a. sharps
   b. regulated wastes

**Math for Pharmacology 1MAT04**

II.C. 1. Demonstrate knowledge of basic math computations
II.C. 2. Apply mathematical commutations to solve equations
II.C. 3. Define basic units of measurement in:
a. the metric system  
b. the household system  

II.C. 4. Convert among measurement systems  
II.C. 5. Identify abbreviations and symbols used in calculating medication dosages  
II.C. 6. Analyze healthcare results as reported in:  
   a. graphs  
   b. tables  

II.P. 1. Calculate proper dosages of medication for administration  

Medical Office Management 1MAT05  

VI.C. 1. Identify different types of appointment scheduling methods  
VI.C. 2. Identify advantages and disadvantages of following appointment systems  
   a. manual  
   b. electronic  
VI.C. 3. Identify critical information required for scheduling patient procedures  
VI.C. 4. Define types of information contained in the patient’s medical record  
VI.C. 5. Identify methods of organizing the patient’s medical record based on:  
   a. problem-oriented medical record (POMR)  
   b. source-oriented medical record (SOMR)  
VI.C. 6. Identify equipment and supplies needed for medical records in order to:  
   a. Create  
   b. Maintain  
   c. Store  
VI.C. 7. Describe filing indexing rules  
VI.C. 8. Differentiate between electronic medical records (EMR) and a practice management system  
VI.C. 9. Explain the purpose of routine maintenance of administrative and clinical equipment  
VI.C. 10. List steps involved in completing an inventory  
VI.C. 11. Explain the importance of data back-up  
VI.C. 12. Explain meaningful use as it applies to EMR  

V.P. 4. Coach patients regarding:  
   a. office policies  
   b. health maintenance  
   c. disease prevention  
   d. treatment plan  
V.P. 6. Demonstrate professional telephone techniques  
V.P. 7. Document telephone messages accurately  
VI.P. 1. Manage appointment schedule using established priorities  
VI.P. 2. Schedule a patient procedure  
VI.P. 3. Create a patient’s medical record  
VI.P. 4. Organize a patient’s medical record  
VI.P. 5. File patient medical records  
VI.P. 6. Utilize an EMR  

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VI.P. 7. Input patient data utilizing a practice management system
VI.P. 8. Perform routine maintenance of administrative or clinical equipment
VI.P. 9. Perform an inventory with documentation
VIII.P. 1. Interpret information on an insurance card
VIII.P. 2. Verify eligibility for services including documentation
VIII.P. 3. Obtain precertification or preauthorization including documentation
VIII.P. 4. Complete an insurance claim form
VI.A. 1. Display sensitivity when managing appointments
VII.A. 1. Demonstrate professionalism when discussing patient's billing record
VII.A. 2. Display sensitivity when requesting payment for services rendered
VIII.A. 1. Interact professionally with third party representatives
VIII.A. 2. Display tactful behavior when communicating with medical providers regarding third party requirements
VIII.A. 3. Show sensitivity when communicating with patients regarding third party requirements
X.A. 1. Demonstrate sensitivity to patient rights
X.A. 2. Protect the integrity of the medical record
XI.A. 1. Recognize the impact personal ethics and morals have on the delivery of healthcare
XII.A 1. Recognize the physical and emotional effects on persons involved in an emergency situation
XII.A 2. Demonstrate self-awareness in responding to an emergency situation

Billing & Coding 2MA05

VII.C. 1. Define the following bookkeeping terms:
   a. charges
   b. payments
   c. accounts receivable
   d. accounts payable
   e. adjustments
VII.C. 2. Describe banking procedures as related to the ambulatory care setting
VII.C. 3. Identify precautions for accepting the following types of payments:
   a. cash
   b. check
   c. credit card
   d. debit card
VII.C. 4. Describe types of adjustments made to patient accounts including:
   a. non-sufficient funds (NSF) checks
   b. collection agency transaction
   c. credit balance
   d. third party
VII.C. 5. Identify types of information contained in the patient’s billing record
VII.C. 6. Explain patient financial obligations for services rendered
VIII.C. 1. Identify:
   a. types of third party plans
   b. information required to file a third party claim
c. the steps for filing a third party claim

VIII.C. 2. Outline managed care requirements for patient referral
VIII.C. 3. Describe processes for:
   a. verification of eligibility for services
   b. precertification
   c. preauthorization
VIII.C. 4. Define a patient-centered medical home (PCMH)
VIII.C. 5. Differentiate between fraud and abuse

XI.C. 1. Describe how to use the most current procedural coding system
XI.C. 2. Describe how to use the most current diagnostic coding classification system
XI.C. 3. Describe how to use the most current HCPCS level II coding system
XI.C. 4. Discuss the effects of:
   a. up coding
   b. down coding
XI.C. 5. Define medical necessity as it applies to procedural and diagnostic coding

VII.P. 1. Perform accounts receivable procedures to patient accounts including posting:
   a. charges
   b. payments
   c. adjustments
VII.P. 2. Prepare a Bank deposit
VII.P. 3. Obtain accurate patient billing information
VII.P. 4. Inform a patient of financial obligations for services rendered

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

IX.A. 1. Utilize tactful communication skills with medical providers to ensure accurate code selection

Computer Applications 1MAT06

V.C. 8. Discuss applications of electronic technology in professional communication

Communications for MA I 1MAT07

V.C. 1. Identify styles and types of verbal communication
V.C. 2. Identify types of nonverbal communication
V.C. 3. Recognize barriers to communication
V.C. 4. Identify techniques for overcoming communication barriers
V.C. 5. Recognize the elements of oral communication using a sender-receiver process
V.C. 6. Define coaching a patient as it relates to:
   a. health maintenance
   b. disease prevention
   c. compliance with treatment plan
   d. community resources
Communications for MA II 2MAT07

V.C. 7. Recognize elements of fundamental writing skills
V.C. 8. Discuss applications of electronic technology in professional communication
V.C. 11. Define the principles of self-boundaries
V.C. 12. Define patient navigator
V.C. 13. Describe the role of the medical assistant as a patient navigator
V.C. 14. Relate the following behaviors to professional communication:
   a. assertive
   b. aggressive
   c. passive
V.P.8. Compose professional correspondence utilizing electronic technology

V.A. 1. Demonstrate:
   a. empathy
   b. active listening
   c. nonverbal communication

V.A. 2. Demonstrate the principles of self-boundaries

V.A. 3. Demonstrate respect for individual diversity including:
   a. gender
   b. race
   c. religion
   d. age
   e. economic status
   f. appearance
<table>
<thead>
<tr>
<th>Psychomotor &amp; Affective Competencies</th>
<th>Grade</th>
<th>Pass</th>
<th>Date</th>
<th>Int.</th>
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I. Anatomy & Physiology

<table>
<thead>
<tr>
<th>I.P.1. Measure and record:</th>
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<tbody>
<tr>
<td>a. blood pressure</td>
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<tr>
<td>b. temperature</td>
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<td>c. pulse</td>
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<td>d. respirations</td>
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<tr>
<td>e. height</td>
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<tr>
<td>f. weight</td>
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<td></td>
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<tr>
<td>g. length (infant)</td>
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<tr>
<td>h. head circumference (infant)</td>
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<tr>
<td>i. pulse oximetry</td>
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<thead>
<tr>
<th>I.P.2. Perform:</th>
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<tbody>
<tr>
<td>a. electrocardiography</td>
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<td>b. venipuncture</td>
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<tr>
<td>c. capillary puncture</td>
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<td>d. pulmonary function testing</td>
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<tr>
<th>I.P.3. Perform patient screening using established protocols</th>
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<tr>
<th>I.P.4. Verify the rules of medication administration:</th>
<th></th>
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<tr>
<td>a. right patient</td>
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<td>b. right medication</td>
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<td>c. right dose</td>
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<td>d. right route</td>
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<tr>
<td>e. right time</td>
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<tr>
<td>f. right documentation</td>
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<thead>
<tr>
<th>I.P.5. Select proper sites for administering parenteral medication</th>
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<tr>
<th>I.P.6. Administer oral medications</th>
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<tr>
<th>I.P.7. Administer parenteral (excluding IV) medications</th>
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<tr>
<th>I.P.8. Instruct and prepare a patient for a procedure or a treatment</th>
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<tr>
<th>I.P.9. Assist provider with a patient exam</th>
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<tr>
<th>I.P.10. Perform a quality control measure</th>
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<tr>
<th>I.P.11. Obtain specimens and perform:</th>
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<tbody>
<tr>
<td>a. CLIA waived hematology test</td>
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<td>b. CLIA waived chemistry test</td>
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<td>c. CLIA waived urinalysis</td>
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<td>d. CLIA waived immunology test</td>
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<td>e. CLIA waived microbiology test</td>
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<tr>
<th>I.P.12. Produce up-to-date documentation of provider/professional level CPR</th>
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<tr>
<th>I.P.13. Perform first aid procedures for:</th>
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<tbody>
<tr>
<td>a. bleeding</td>
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<td>b. diabetic coma or insulin shock</td>
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<tr>
<td>c.</td>
<td>fractures</td>
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<tr>
<td>d.</td>
<td>seizures</td>
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<tr>
<td>e.</td>
<td>shock</td>
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<tr>
<td>f.</td>
<td>syncope</td>
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I.A.1. Incorporate critical thinking skills when performing patient assessment

I.A.2. Incorporate critical thinking skills when performing patient care

I.A.3. Show awareness of a patient’s concerns related to the procedure being performed

### II Applied Mathematics

II.P.1. Calculate proper dosages of medication for administration

II.P.2. Differentiate between normal and abnormal test results

II.P.3. Maintain lab test results using flow sheets

II.P.4. Document on a growth chart

II.A.1. Reassure a patient of the accuracy of the test results

### III Infection Control

III.P.1. Participate in bloodborne pathogen training

III.P.2. Select appropriate barrier/personal protective equipment (PPE)

III.P.3. Perform handwashing

III.P.4. Prepare items for autoclaving

III.P.5. Perform sterilization procedures

III.P.6. Prepare a sterile field

III.P.7. Perform within a sterile field

III.P.8. Perform wound care

III.P.9. Perform dressing change

III.P.10. Demonstrate proper disposal of biohazardous material

a. sharps

b. regulated wastes

III.A.1. Recognize the implications for failure to comply with Center for Disease Control (CDC) regulations in healthcare settings

### IV Nutrition

IV.P.1. Instruct a patient according to patient’s special dietary needs

IV.A.1. Show awareness of patient’s concerns regarding a dietary change

### V Concepts of Effective Communication
V.P.1. Use feedback techniques to obtain patient information including:
   a. reflection
   b. restatement
   c. clarification

V.P.2. Respond to nonverbal communication

V.P.3. Use medical terminology correctly and pronounced accurately to communicate information to providers and patients

V.P.4. Coach patients regarding:
   a. office policies
   b. health maintenance
   c. disease prevention
   d. treatment plan

V.P.5. Coach patients appropriately considering:
   a. cultural diversity
   b. developmental life stage
   c. communication barriers

V.P.6. Demonstrate professional telephone techniques

V.P.7. Document telephone messages accurately

V.P.8. Compose professional correspondence utilizing electronic technology

V.P.9. Develop a current list of community resources related to patients’ healthcare needs

V.P.10. Facilitate referrals to community resources in the role of a patient navigator

V.P.11. Report relevant information concisely and accurately

V.A.1. Demonstrate:
   a. empathy
   b. active listening
   c. nonverbal communication

V.A.2. Demonstrate the principles of self-boundaries

V.A.3. Demonstrate respect for individual diversity including:
   a. gender
   b. race
   c. religion
   d. age
   e. economic status
   f. appearance

V.A.4. Explain to a patient the rationale for performance of a procedure

VI. Administrative Functions

VI.P.1. Manage appointment schedule using established priorities

VI.P.2. Schedule a patient procedure
| VI.P.3. Create a patient’s medical record |
| VI.P.4. Organize a patient’s medical record |
| VI.P.5. File patient medical records |
| VI.P.6. Utilize an EMR |
| VI.P.7. Input patient data utilizing a practice management system |
| VI.P.8. Perform routine maintenance of administrative or clinical equipment |
| VI.P.9. Perform an inventory with documentation |
| VI.A.1. Display sensitivity when managing appointments |

### VII Basic Practice Finances

| VII.P.1. Perform accounts receivable procedures to patient accounts including posting: |
| VII.P.2. Prepare a bank deposit |
| VII.P.3. Obtain accurate patient billing information |
| VII.P.4. Inform a patient of financial obligations for services rendered |
| VII.A.1. Demonstrate professionalism when discussing patient's billing record |
| VII.A.2. Display sensitivity when requesting payment for services rendered |

### VIII Third Party Reimbursement

| VIII.P.1. Interpret information on an insurance card |
| VIII.P.2. Verify eligibility for services including documentation |
| VIII.P.3. Obtain precertification or preauthorization including documentation |
| VIII.P.4. Complete an insurance claim form |
| VIII.A.1. Interact professionally with third party representatives |
| VIII.A.2. Display tactful behavior when communicating with medical providers regarding third party requirements |
| VIII.A.3. Show sensitivity when communicating with patients regarding third party requirements |

### IX Procedural and Diagnostic Coding

| IX.P.1. Perform procedural coding |
| IX.P.2. Perform diagnostic coding |
| IX.P.3. Utilize medical necessity guidelines |
| IX.A.1. Utilize tactful communication skills with medical providers to ensure accurate code selection |
### Legal Implications

**X.P.1.** Locate a state’s legal scope of practice for medical assistants

**X.P.2.** Apply HIPAA rules in regard to:
- privacy
- release of information

**X.P.3.** Document patient care accurately in the medical record

**X.P.4.** Apply the Patient’s Bill of Rights as it relates to:
- choice of treatment
- consent for treatment
- refusal of treatment

**X.P.5.** Perform compliance reporting based on public health statutes

**X.P.6.** Report an illegal activity in the healthcare setting following proper protocol

**X.P.7.** Complete an incident report related to an error in patient care

### Ethical Considerations

**XI.P.1.** Develop a plan for separation of personal and professional ethics

**XI.P.2.** Demonstrate appropriate response(s) to ethical issues

**XI.A.1.** Recognize the impact personal ethics and morals have on the delivery of healthcare

### Protective Practices

**XII.1.** Comply with:
- safety signs
- symbols
- labels

**XII.2.** Demonstrate proper use of:
- eyewash equipment
- fire extinguishers
- sharps disposal containers

**XII.3.** Use proper body mechanics

**XII.4.** Participate in a mock exposure event with documentation of specific steps

**XII.5.** Evaluate the work environment to identify unsafe working conditions

**XII.A.1.** Recognize the physical and emotional effects on persons involved in an emergency situation

**XII.A.2.** Demonstrate self-awareness in responding to an emergency situation
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
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
- Uniform & Classroom Dress Policy
- STI Attendance & Tardy Policy
- MA Classroom Attendance, Tardy, & Assignment Policies
- Extern Policy (hours, transportation & assignment)
- Exposure Control Policy

Please check

__________________________________________  ________________________________
Susan Beer                                      Students Name
Program Director                                

__________________________________________  ________________________________
Students Signature                             Students Signature