

Medical Assisting Program Supplement



2017-2018

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

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Welcome Class of 2018

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

Jackie McGuire

Ilene Williams

Southeastern Technical Institute

Medical Assisting

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

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

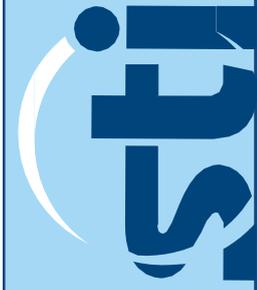
As an administrative assistant, the Medical Assistant will be able to maintain patient medical records, complete medical insurance forms, schedule appointments, greet and interview patients, transcribe and maintain medical records, process and record office accounts, order supplies, and keep inventory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

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

Further, the program introduces the student to laboratory procedures, including 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](http://www.caahep.org)) upon the recommendation of Medical Assisting Education Review Board (MAERB).

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



MEDICAL ASSISTING PROGRAM MISSION

SUCCESS



TRAINING



INSPIRATION



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, skills, and professional development for successful employment in ambulatory care facilities.
- To provide opportunities for a variety of learning modalities using current teaching methods.
- To demonstrate cognitive, psychomotor and affective skills by completing medical assisting competencies.
- Successful employment 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 medical assistant 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 career pathways in the medical assisting field

Proactive Student Engagement:

- To provide a classroom environment that embraces the diversity and contributions of all students where they can freely express their opinions and viewpoints.
- To appreciate the strengths of all students and encourage growth in their personal and professional endeavors.
- To create a learning environment that is secure and welcoming and to encourage success for employment after graduation.

Commitment to Stretch Learning Initiatives:

- To maintain employer, industry and community relationships to ensure availability of learning sites for students and to gain valuable input for improved program development
- To continue to explore and utilize emerging educational technologies to prepare student for those found in industry
- To prepare students to 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 obtaining the national Certified Medical Assistant credential

SOUTHEASTERN TECHNICAL INSTITUTE

250 Foundry Street, South Easton, MA 02375

Phone & Fax: 508.230.1297

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Medical Assisting Program Faculty & Staff

Mrs. Susan N. Beer, Program Director

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 and documentation must be complete in order to participate in 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.

The student that is unable to participate in lab is responsible for arraigning remediation, practice, and pass off any missed procedure with instructors, delays will incur deductions.

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

Attendance and Tardy Policy

In order to fulfill the program requirements, the student must attend class and externship per the school calendar fulfilling all the program hours. In the event of an absence students must call 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. 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.

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.

Students are required to have immunizations/documentation to participate in 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. A student who declines 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 a "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, 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 regardless if time is excused.

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. 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 willingness to improve and grow in their performance. Responsibility, motivation, and enthusiasm are important to achieving success in the MA program.

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 all members of the STI community, see Student Handbook



Medical Assisting Program

Medical Assisting Theory and Lab I

1MAT01

Instructor	Susan N. Beer	Phone	508-230-1337
Office	Room 2-109	E-mail	sbeer@sersd.org
Office Hours	Monday and Tuesday 2:30P and by appointment	Schedule	Monday-Friday
Prerequisites	None	Co-requisites	None
Position	1 st Semester	Credit/Hours	6 credits/180 hours

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 asepsis, exposure control, and 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:

Kinn's The Medical Assistant: An Applied Learning Approach, 13th Edition, Elsevier St. Louis, MO 63043

Kinn's The Medical Assistant-Study Guide and Procedure Checklist, 13^h Edition, Elsevier St. Louis, MO 63043

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

2015 Core Curriculum:

CAAHEP requires that Medical Assistant student pass all psychomotor and affective competencies.

- 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
- 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
- II.A. 1. Reassure a patient of the accuracy of the test results
- 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
- 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
- III.A. 1. Recognize the implications for failure to comply with Center for Disease Control (CDC) regulations in healthcare settings
- 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
- IV.A. 1. Show awareness of patient's concerns regarding a dietary change
- 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
- V.A. 4. Explain to a patient the rationale for performance of a procedure
- 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
- 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.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
- XI.P. 1. Develop a plan for separation of personal and professional ethics
- XI.P. 2. Demonstrate appropriate response(s) to ethical issues
- 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
- 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

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:

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

Medical Assistant students must complete the course with an average grade of 70% or better.

CAAHEP accreditation requires that Medical Assistant student pass all 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 Google Classroom.

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

<i>Units</i>	<i>Topic</i>	<i>Required Reading</i>
1	Competency Based Education and the Medical Assistant student <ul style="list-style-type: none"> • Proving academic success and skill competency for students • Examine learning preference and how it affects student success • Time management to improve learning opportunities • Effective study skills activities 	Chapter 1
1	The Medical Assistant and the Healthcare Team <ul style="list-style-type: none"> • Identify departments and agencies that focus on health • Discuss the job description and role of the Medical Assistant • Identify medical specialties and healthcare facilities • Identify the scope or practice and standards of care for Medical Assistants 	Chapter 2
2	Professional Behavior in the Workplace <ul style="list-style-type: none"> • Explain professionalism and work ethics in the medical field • Apply time management strategies to prioritize responsibilities 	Chapter 3
2	Infection Control <ul style="list-style-type: none"> • Apply the chain of infection process • Compare viral and bacterial invasion • Analyze acute, chronic latent, and opportunistic infection and the body's ability to defend itself. 	Chapter 20
3	Vital Signs <ul style="list-style-type: none"> • Determine the appropriate equipment to obtain temperature, pulse, respirations and blood pressure. Specify any physiological affect to alter results. • Determine the appropriate methods for obtaining height and weight on adults • Understand the legal and ethical responsibilities in obtaining vital signs 	Chapter 24
3	Assisting with Primary Physical Exam <ul style="list-style-type: none"> • Identify the organs, structure and function of each body system • Describe the methods and sequence of examinations • Discuss the concept of a primary care provider 	Chapter 25

4	<p>Nutrition and Health Promotion</p> <ul style="list-style-type: none"> Analyze poor nutrition and lifestyle factors and diet-related diseases Recognize food choices and cultural eating patterns 	Chapter 23
4	<p>Assisting in Dermatology</p> <ul style="list-style-type: none"> Identify skin lesions Describe skin infections and infestations Compare inflammatory and autoimmune integumentary disorders 	Chapter 31
5	<p>Medicine and Law & Medicine and Ethics</p> <ul style="list-style-type: none"> Define ethics and morals Identify personal morals in a professional environment Define the elements and types of ethical problems Compare criminal and civil law Discuss the parts of a medical professional liability lawsuit. 	Chapter 5&6
6	<p>Assisting in Pediatrics</p> <ul style="list-style-type: none"> Discuss developmental patterns on pediatric patients Identify different growth and development theories Summarize the Denver II Developmental Screening Test 	Chapter 35
6	<p>Assisting in Orthopedics</p> <ul style="list-style-type: none"> Describe the function and structure of the musculoskeletal system Differentiate tendons, bursa, and ligaments. Identify muscular disorders and fracture types 	Chapter 36
7	<p>Assisting in Pulmonary Medicine</p> <ul style="list-style-type: none"> Explain the process of ventilation Describe upper respiratory infections Discuss the respiratory system defenses 	Chapter 39
8	<p>Assisting in Cardiology</p> <ul style="list-style-type: none"> Explain the anatomy and physiology of the heart Identify risk factors for heart disease 	Chapter 40
8	<p>Principles of Electrocardiography</p> <ul style="list-style-type: none"> Identify the electrical cardiac cycle and the PQRST complex Explain cardiac polarization , depolarization and repolarization 	Chapter 42
9	<p>Assisting in Neurology and Mental Health</p> <ul style="list-style-type: none"> Differentiate between the central and peripheral nervous system Identify nervous system conditions and diseases Identify symptoms of neurologic disorders 	Chapter 37
10	<p>Assisting in Endocrinology</p> <ul style="list-style-type: none"> Identify diseases and disorders of the endocrine system Describe the criteria for diabetes mellitus 	Chapter 38
10	<p>Safety and Emergency Practices</p> <ul style="list-style-type: none"> Interpret safety signs, labels and symbols Discuss environmental and fire safety issues Demonstrate the use of a fire extinguisher 	Chapter 29



Medical Assisting Program

Anatomy & Associated Terminology I

1MAT02

Instructor	Susan N. Beer	Phone	508-230-1337
Office	Room 2-109	E-mail	sbeer@sersd.org
Office Hours	Monday and Tuesday 2:30P and by appointment	Schedule	Tuesday period 1-4
Prerequisites	None	Co-requisites	None
Position	1 st Semester	Credit/Hours	2 credits/60 hours

Course Description:

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 cardiovascular 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:

Mastering Healthcare Terminology, 5th Edition. Betsy J. Shiland. Elsevier

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 know the basic anatomical parts and function of the body systems
- The student will demonstrate proficiency in communicating orally using medical terminology
- 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

2015 Core Curriculum:

CAAHEP requires that Medical Assistant student pass all psychomotor and affective competencies.

- 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

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	20%

The grading scale for the Medical Assistant program is:

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

Medical Assistant students must complete the course with an average grade of 70% or better.

CAAHEP accreditation requires that Medical Assistant student pass all 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 Google Classroom.

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

<i>Units</i>	<i>Topic</i>	<i>Required Reading</i>
1	Introduction to Healthcare Terminology <ul style="list-style-type: none"> • Build, spell, and pronounce healthcare terms 	Chapter 1
2	Body Structure and Directional Terminology <ul style="list-style-type: none"> • Recognize terms associated with the organization of the body 	Chapter 2
3	Integumentary System <ul style="list-style-type: none"> • Recognize terms related to the anatomy and diagnostics of the integumentary system 	Chapter 4
4	Musculoskeletal System <ul style="list-style-type: none"> • Recognize terms related to the anatomy and diagnostics of the musculoskeletal system. 	Chapter 3
5	Respiratory System <ul style="list-style-type: none"> • Recognize terms related to the anatomy and diagnostics of the Respiratory system 	Chapter 11
6	Cardiovascular System <ul style="list-style-type: none"> • Recognize terms related to the anatomy and diagnostics of the cardiovascular system 	Chapter 10
7	Nervous System <ul style="list-style-type: none"> • Recognize terms related to the anatomy and diagnostics of the nervous system 	Chapter 12
8	Mental and Behavioral Health <ul style="list-style-type: none"> • Understand the definitions of mental and behavioral health 	Chapter 15



Medical Assisting Program

Pharmacology I

1MAT03

Instructor	Ilene Williams	Phone	508-230-1337
Office	Room 2-109	E-mail	iwilliams@sersd.org
Office Hours	Friday by appointment	Schedule	Monday, Period 5 & 6
Prerequisites	None	Co-requisites	None
Position	1 st Semester	Credit/Hours	1 credits/30 hours

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:

Pharmacology Principles and Applications, 3rd Edition, Fulcher, Elsevier

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

2015 Core Curriculum:

CAAHEP requires that Medical Assistant student pass all psychomotor and affective competencies.

- 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

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	20%

The grading scale for the Medical Assistant program is:

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

Medical Assistant students must complete the course with an average grade of 70% or better.

CAAHEP accreditation requires that Medical Assistant student pass all 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 Google Classroom.

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 receive seventy-five percent of the assignment. No work will be accepted after one week. It is the student’s responsibility to follow up and make the appropriate arrangements.

Attendance: See the STI Course Catalog

<i>Units</i>	<i>Topic</i>	<i>Required Reading</i>
1	Introduction to Pharmacology and Its Legal and Ethical Aspects <ul style="list-style-type: none"> Identify the major governmental agencies and the role of regulation of medication 	Chapter 1

	<ul style="list-style-type: none"> Describe the process for compliance with Drug Enforcement Administration with regard to administering, dispensing and prescribing controlled drugs 	
1	<p>Basics of Pharmacology</p> <ul style="list-style-type: none"> Identify the responsibility with regard to adverse reactions, side effects, and toxic reactions Explain drug interactions 	Chapter 2
2	<p>Drug Information and Drug Forms</p> <ul style="list-style-type: none"> Explain the different classifications of medications Identify drug forms 	Chapter 3
2	<p>Reading and Interpreting Medication Labels and Orders and Documenting Appropriately</p> <ul style="list-style-type: none"> Use correct abbreviations when assisting with prescriptions Describe parts of a prescription Document prescriptions in a patients record 	Chapter 5
3	<p>Safety and Quality Assurance</p> <ul style="list-style-type: none"> Explain the importance of safety when using over the counter medication Describe quality assurance in medication administration List the seven rights of administering medications 	Chapter 11
3	<p>Enteral Routes</p> <ul style="list-style-type: none"> Explain enteral route of medication administration Prepare liquid medication 	Chapter 12
4	<p>Percutaneous Routes</p> <ul style="list-style-type: none"> Describe percutaneous routes of medication administration Explain transdermal drugs 	Chapter 13
4	<p>Parenteral Routes</p> <ul style="list-style-type: none"> Explain parenteral routes of medication Describe how to select syringe and needle for administering medication Compare inflammatory and autoimmune integumentary disorders 	Chapter 14
5	<p>Drugs for Skin Conditions</p> <ul style="list-style-type: none"> Describe how topical medications are absorbed into the skin Explain why some topical medication may have systemic effects 	Chapter 22
5	<p>Antimicrobials, Antifungals, and Antivirals</p> <ul style="list-style-type: none"> Explain the difference between pathogenic and nonpathogenic bacteria Describe how bacterial can acquire resistance to specific antibiotics 	Chapter 17
6	<p>Analgesics and Antipyretics</p> <ul style="list-style-type: none"> Describe therapeutic effects of narcotic and nonnarcotic pain relievers, nonsteroidal anti-inflammatory drugs and antipyretics used in ambulatory care Educate patient about drug safety and compliance 	Chapter 15

6	<p>Musculoskeletal System Disorders</p> <ul style="list-style-type: none"> • Explain the classes of medications used to treat musculoskeletal conditions • Describe causes and symptoms of joint and muscle pain 	Chapter 23
7	<p>Respiratory System Disorders</p> <ul style="list-style-type: none"> • Discuss internal and external respirations. • Describe the effects of antihistamines and decongestants • Explain the need for corticosteroids 	Chapter 25
8	<p>Circulatory System and Blood Disorders</p> <ul style="list-style-type: none"> • Explain how medications are used to maintain a regular cardiac rhythm • Discuss the role of anticoagulants 	Chapter 26
9	<p>Drugs for Neurologic System Disorders</p> <ul style="list-style-type: none"> • Describe how analgesics and general anesthetics work • Identify central nervous system stimulants and their actions • Explain the action of medications on the autonomic and peripheral nervous system 	Chapter 29
9	<p>Immunizations and the Immune System</p> <ul style="list-style-type: none"> • Describe the public health guidelines for immunizations 	Chapter 16
10	<p>Endocrine System Disorders</p> <ul style="list-style-type: none"> • Describe hormones and their functions • Describe the role of glucose and glycogen in maintain homeostasis 	Chapter 20



Math for Pharmacology

1MAT04

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

Course Description and Goals:

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

Text:

Pharmacology Principles and Applications, Third Edition

Fulcher, Fulcher, Soto; Elsevier

Course Outcomes and Objectives:

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

Entry Level Competencies for Medical Assistant

Taken from 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.

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

Method of Evaluation:

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

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

The grading scale for the Medical Assistant program is:

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

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

Course Policies:

Missed Classes: The student is responsible for obtaining notes and material distributed on class days when he/she is absent. This can be done 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.

Units	Chapter	Topic	Assessment/Competencies
Unit 1	7	Measurement Instruments – Rulers, Scales Temperature Conversion Weight and Length Conversions Roman Numerals and Military Time	Unit Quiz II.C.1, IIC.2
Unit 2	6	Fraction Review	Unit Quiz II.C.1 II.C.2
Unit 3	6	Decimal and Common Fraction Equivalents	Unit Quiz II.C.1 II.C.2
Unit 5	6 & 7	Percentage, Fahrenheit, and Celsius	Unit Quiz II.C.1 II.C.2, II.C.6, II. P. 2
Midterm Exam			
Unit 6	7 & 8	Metric, and Household Systems	Unit Quiz II.C.1 II.c.3, IIC.4
Unit 7	9 & 10	Math for Medications	Unit Quiz II.C.1 II.C.2 II.c.5, II.P.1
Unit 8	Instructor Handouts	General Accounting	Unit Quiz II.C.1 II.C.2
Final Exam			



Medical Office Management

Semester 1

1MAT05

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

Course Description and Goals:

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

Text:

Kinn's The Medical Assistant, an Applied Learning Approach, Thirteenth Edition, Deborah P. Proctor, etal

Kinn's The Medical Assistant, an Applied Learning Approach – Study Guide, Thirteenth Edition, Deborah P. Proctor, etal

Kinn's The Medical, an Applied Learning Approach – Procedure Checklist Manual, Thirteenth Edition, Deborah P. Proctor, etal

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	VI.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:

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

Method of Evaluation:

The grading scale for the Medical Assistant program is:

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

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

<i>Unit</i>	<i>Chapter</i>	<i>Topic</i>	<i>Assessment/Competencies</i>
Unit 1	9	Telephone Techniques	Unit Quiz V.P.6, V.P.7
Unit 2	10	Scheduling Appointments	Unit Quiz V1.C.1, V1.C.2, V1.C.3, V1.P.1, V1.P.2
Unit 3	11	Patient Reception & Processing	Unit Quiz V1.C.11
Unit 4	12	Office Environment and Daily Operations	Unit Quiz V.P.4, V1.P.9,
			Midterm
Unit 5	13	Written Communication and Mail Processing	Unit Quiz
Unit 6	14 15	The Medical Record	Unit Quiz V1.C.4 ,V1.C.5, V1.C.6, V1.C.7, V1.C.8, V1.C.10, V1.P.3, V1.P.4, V1.P.5, V1.P.6, VI.P.7, V1.A.1
Unit 7	16 17	Health Information Management Privacy in the Physicians Office	Unit Quiz
Unit 8		Insurance	Unit Quiz VIII.C.1,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, VIII.A.3
			Final Exam



Computer Applications for a Medical Office

1MAT06

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

Course Description and Goals:

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

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

Text:

Microsoft Office 2013 for Medical Professionals

Authors: Beskeen, Duffy, Friedrichsen, and Reding

Publishers: Cengage Learning, Course Technologies

Various Course Handouts

- Introduction to Computers
- 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 be able to utilize the Excel program to analyze data and aid in the decision making process.

Entry Level Competencies for Medical Assistant

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

- | | |
|---------|---|
| VI.C.9 | Explain the purpose of routine maintenance of administrative and clinical equipment |
| VI.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 |
| VI.C.11 | Explain the importance of data back-up |

Teaching Methods:

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

Evaluation:

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

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

The grading scale for the Medical Assistant program is:

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

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

Course Policies:

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

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



Medical Assisting Program

Communications for Medical Assistants I

1MAT07

Instructor	Ilene Williams	Phone	617-750-2189
Office	Room 2-109	E-mail	iwilliams@sersd.org
Office Hours	Friday by appointment	Schedule	Friday, periods 3-6
Prerequisites	None	Co-requisites	None
Position	1 st Semester	Credit/Hours	2 credits/60 hours

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 student's 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 Healthcare Professionals, 4th edition. Tamparo & Lindh

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.

2015 Core Curriculum:

CAAHEP requires that Medical Assistant student pass all psychomotor and affective competencies.

- 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
 - e. adaptations relevant to individual patient needs
- V.C. 14. Relate the following behaviors to professional communication:
 - a. assertive
 - b. aggressive
 - c. passive
- V.C. 16. Differentiate between subjective and objective information.
- V.C. 17. Discuss the theories of:
 - a. Maslow
 - b. Erikson
 - c. Kubler-Ross
- V.C. 18. Discuss examples of diversity:
 - a. cultural
 - b. social
 - c. ethnic
- 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. 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. 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

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:

Test 20%

Final 30%

In class assignments and Homework 50%

The grading scale for the Medical Assistant program is:

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

Medical Assistant students must complete the course with an average grade of 70% or better.

CAAHEP accreditation requires that Medical Assistant student pass all psychomotor and affective competencies.

Course Policies:

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

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 receive seventy-five percent of the assignment. No work will be accepted after one week. It is the student’s responsibility to follow up and make the appropriate arrangements.

Attendance: See the STI Course Catalog

<i>Units</i>	<i>Topic</i>	<i>Required Reading</i>
1	Therapeutic Communication <ul style="list-style-type: none"> • Compare professional, therapeutic, and social communications. • Discuss the meaning of a helping profession 	Chapter 1
2	Multicultural Therapeutic Communication <ul style="list-style-type: none"> • Recall three important actions to promote multicultural communication • Summarize the caregiving structure of various cultures 	Chapter 2
3	Therapeutic Communication in Complementary Medicine <ul style="list-style-type: none"> • Recall current statistics for the use of complementary and alternative medicine (CAM) in the United States • List alternative medical therapies identified in the text with a brief description of their practices 	Chapter 3
4	The Helping Interview <ul style="list-style-type: none"> • Identify the purpose of the helping interview • Illustrate by example the three primary components of the helping interview 	Chapter 4
5	The Therapeutic Response across the Life Span <ul style="list-style-type: none"> • List four guidelines for therapeutic communication for each age group, give examples of how each might be instituted 	Chapter 5
6	The Therapeutic Response to Stressed, Anxious, and Fearful Clients	Chapter 6

	<ul style="list-style-type: none"> • Develop therapeutic approaches to a fearful client • Describe ways to decrease stress for each age group 	
7	<p>The Therapeutic Response to Angry, Aggressive, Abused, or Abusive Clients</p> <ul style="list-style-type: none"> • Identify five therapeutic approaches to the angry or aggressive client 	Chapter 7
8	<p>The Therapeutic Response to Depressed and/or Suicidal Clients</p> <ul style="list-style-type: none"> • Illustrate therapeutic responses to depressed clients in each age group • Identify high-risk groups for suicide 	Chapter 8
9	<p>The Therapeutic Response to Clients with Substance-Related and Addictive Disorders</p> <ul style="list-style-type: none"> • Describe physiological and psychological dependence on a drug • Discuss therapeutic approach to patients with substance abuse and addictive disorders 	Chapter 9
10	<p>The Therapeutic Response to Clients with Life-Altering Illness</p> <ul style="list-style-type: none"> • Identify acute, chronic and life-altering illness • Describe the psychological effects of illness 	Chapter 10
11	<p>The Therapeutic Response to Clients Experiencing Loss, Grief, Dying, and Death</p> <ul style="list-style-type: none"> • Identify five kinds of losses • List seven therapeutic responses to grief and death 	Chapter 11



Medical Assisting Program

Medical Assisting Theory and Lab II

2MAT01

Instructor	Susan N. Beer	Phone	508-230-1337
Office	Room 2-109	E-mail	sbeer@sersd.org
Office Hours	Monday and Tuesday 2:30P and by appointment	Schedule	Monday-Friday
Prerequisites	Medical Assisting Theory and Lab I	Co-requisites	None
Position	2nd Semester	Credit/Hours	7 credits/214 hours

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 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:

Kinn's The Medical Assistant: An Applied Learning Approach, 13th Edition, Elsevier St. Louis, MO 63043

Kinn's The Medical Assistant-Study Guide and Procedure Checklist, 13^h Edition, Elsevier St. Louis, MO 63043

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 the scope of practice
- The student will demonstrate competency in preparing parenteral (excluding IV) medications for patient administration

2015 Core Curriculum:

CAAHEP requires that Medical Assistant student pass all psychomotor and affective competencies.

- 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.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
- 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

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:

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

Medical Assistant students must complete the course with an average grade of 70% or better.

CAAHEP accreditation requires that Medical Assistant student pass all 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 Google Classroom.

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

<i>Units</i>	<i>Topic</i>	<i>Required Reading</i>
1	Principles of Pharmacology <ul style="list-style-type: none">Identify the regulations established by the Drug Enforcement Administration for management of controlled and regulated substancesUnderstand the regulation of medication in the United StatesRelate the principles of pharmacokinetics to drug useDescribe factors that affect drug action	Chapter 26
2	Administering Medications <ul style="list-style-type: none">Follow safety precautions in the management of medication administrationDocument the administration of medication accuratelyAssess legal and ethical issues in drug administration	Chapter 28
3	Assisting in Gastroenterology <ul style="list-style-type: none">Identify the anatomic structures that make up the GI system including the abdominal quadrants and regionsSummarize typical symptoms and characteristics of GI complaints	Chapter 32

4	<p>Assisting in Urology</p> <ul style="list-style-type: none"> • Discuss patient educations, legal and ethical issues and HIPAA in the Urology practice • Describe the medical assistant's role in urologic examinations <p>Assisting in the Analysis of Urine</p> <ul style="list-style-type: none"> • Describe the anatomy of the urinary tract • Discuss the formation and elimination of urine including the processes of filtration, reabsorption, secretion and elimination • Report the physical, chemical, and microbiological aspects of urine 	<p>Chapter 33</p> <p>Chapter 45</p>
5	<p>Assisting in Male Reproduction</p> <ul style="list-style-type: none"> • Discuss patient education, legal and ethical issues, and HIPAA • Describe the medical assistant's role in examinations • Describe the anatomy of the male reproductive system 	<p>Chapter 33</p>
3	<p>Assisting with Primary Physical Exam</p> <ul style="list-style-type: none"> • Identify the organs, structure and function of each body system • Describe the methods and sequence of examinations • Discuss the concept of a primary care provider 	<p>Chapter 25</p>
6	<p>Assisting in Obstetrics and Gynecology</p> <ul style="list-style-type: none"> • Explain menstrual disorders and conditions • Identify the different types of gynecologic infections • Assist with the female examination including a Pap test • Compare the disorders of the pelvic region 	<p>Chapter 34</p>
7	<p>Assisting in Ophthalmology and Otolaryngology</p> <ul style="list-style-type: none"> • Identify common disorders and refractive errors • Describe the process of vision • Compare inflammatory and autoimmune integumentary disorders 	<p>Chapter 30</p>
8	<p>Assisting in the Clinical Laboratory</p> <ul style="list-style-type: none"> • Describe the areas of the clinical lab and the test performed • Identify CLIA waived test • Discuss quality control 	<p>Chapter 44</p>
9	<p>Assisting in Blood Collection</p> <ul style="list-style-type: none"> • List and explain equipment and supplies required for venipuncture • Understand proper technique for safe venipuncture including correct tubes and syringes • Understand management of accidental needle stick <p>Surgical Supplies and Instruments</p> <ul style="list-style-type: none"> • Describe solutions and medications used in minor surgical procedures • Identify surgical instruments and understand the general classification 	<p>Chapter 46</p> <p>Chapter 49</p>
10	<p>Patient Assessment</p> <ul style="list-style-type: none"> • Describe how to collect and the components of a patient's history • How to be successful in understanding and communicating with a patient. • Identify barriers to communication 	<p>Chapter 21</p> <p>Chapter 41</p>

	<p>Assisting in Geriatrics</p> <ul style="list-style-type: none"> • Identify the impact and stereotypes of the aging process • Explain the changes in the anatomy caused by aging 	
11	<p>Surgical Asepsis and Assisting with Surgical Procedures</p> <ul style="list-style-type: none"> • Explain the difference between sanitization, disinfection, and sterilization. • Demonstrate how to prepare items for the autoclave • Outline the rules for setting up a sterile field 	
12	<p>Patient Education</p> <ul style="list-style-type: none"> • Instruct patient according to their needs to promote health and disease prevention. • Display respect for individual diversity • Decide the appropriate teaching material and methods <p>Career Development and Life Skills</p> <ul style="list-style-type: none"> • Identify the best job search methods • Discuss resume formats and cover letters 	Chapter 22



Medical Assisting Program

Anatomy & Associated Terminology II

2MAT02

Instructor	Susan N. Beer	Phone	508-230-1337
Office	Room 2-109	E-mail	sbeer@sersd.org
Office Hours	Monday and Tuesday 2:30P and by appointment	Schedule	Tuesday period 1-4
Prerequisites	Anatomy & Associated Terminology I	Co-requisites	None
Position	2nd Semester	Credit/Hours	1 credits/30 hours

Course Description:

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:

Mastering Healthcare Terminology, 5th Edition. Betsy J. Shiland. Elsevier

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 know the basic anatomical parts and function of the body systems
- The student will demonstrate proficiency in communicating orally using medical terminology

- 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
- The student will develop critical thinking skills to assist in caring for patients
- Student will use appropriate language and terminology to describe or identify body parts

2015 Core Curriculum:

CAAHEP requires that Medical Assistant student pass all psychomotor and affective competencies.

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

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	20%

The grading scale for the Medical Assistant program is:

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

Medical Assistant students must complete the course with an average grade of 70% or better.

CAAHEP accreditation requires that Medical Assistant student pass all 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 Google Classroom.

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

Units	Topic	Required Reading
1	Endocrine System <ul style="list-style-type: none"> Recognize terms related to the anatomy and diagnostics of the endocrine system 	Chapter 14

2	Urinary System <ul style="list-style-type: none"> Recognize terms related to the anatomy and diagnostics of the urinary system 	Chapter 6
3	Gastrointestinal System <ul style="list-style-type: none"> Recognize terms related to the anatomy and diagnostics of the gastrointestinal system 	Chapter 5
4	Female Reproductive System and Pregnancy <ul style="list-style-type: none"> Recognize terms related to the anatomy and diagnostics of the female reproductive system and pregnancy 	Chapter 8
5	Male Reproductive System <ul style="list-style-type: none"> Recognize terms related to the anatomy and diagnostics of the male reproductive system 	Chapter 7
6	Eye and Ear <ul style="list-style-type: none"> Recognize terms related to the anatomy and diagnostics of the eyes and ears 	Chapter 13
7	Blood, Lymphatic and Immune System <ul style="list-style-type: none"> Recognize terms related to the anatomy and diagnostics of the blood, lymphatic and Immune systems 	Chapter 9
8	Oncology <ul style="list-style-type: none"> Recognize terms related to the diagnostic procedures for detecting neoplasms 	Chapter 16



Medical Assisting Program

Pharmacology I I

2MAT03

Instructor	Ilene Williams	Phone	508-230-1337
Office	Room 2-109	E-mail	iwilliams@sersd.org
Office Hours	Friday by appointment	Schedule	Monday, Period 5 & 6
Prerequisites	Pharmacology I,	Co-requisites	None
Position	2 nd Semester	Credit/Hours	.5 credits/15 hours

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:

Pharmacology Principles and Applications, 3rd Edition, Fulcher, Elsevier

Course Outcomes and Objectives:

- The student will list categories of medications
- The student will know common medications prescribed for body systems
- 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

2015 Core Curriculum:

CAAHEP requires that Medical Assistant student pass all psychomotor and affective competencies.

- 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

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	20%

The grading scale for the Medical Assistant program is:

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

Medical Assistant students must complete the course with an average grade of 70% or better.

CAAHEP accreditation requires that Medical Assistant student pass all 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 Google Classroom.

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 receive seventy-five percent of the assignment. No work will be accepted after one week. It is the student’s responsibility to follow up and make the appropriate arrangements.

Attendance: See the STI Course Catalog

<i>Units</i>	<i>Topic</i>	<i>Required Reading</i>
1	Calculating Doses of Parenteral Medications <ul style="list-style-type: none"> • Determining the correct syringe for administration • Calculating doses of parenteral medications 	Chapter 10
2	Urinary System Disorders <ul style="list-style-type: none"> • Discuss electrolyte s needed to achieve homeostasis and to balance extracellular and intracellular fluids 	Chapter 27

	<ul style="list-style-type: none"> Describe what antiinfective and antiseptics are used for urinary tract infections 	
3	<p>Gastrointestinal System Disorders</p> <ul style="list-style-type: none"> Describe how medications move through the gastrointestinal tract to be absorbed for the body's use. Explain actions of medications used for gastrointestinal conditions 	Chapter 24
4	<p>Reproductive System Disorders</p> <ul style="list-style-type: none"> Describe medications used in treating diseases specific to the male and female reproductive systems Discuss pro and cons of different forms of contraceptive medications. 	Chapter 28
5	<p>Eye and Ear Disorders</p> <ul style="list-style-type: none"> Recognize ophthalmic and otic medications and their use Describe how to store medications 	Chapter 21
6	<p>Antineoplastic Agents</p> <ul style="list-style-type: none"> Define the use of antineoplastic medications Identify and classify various chemotherapeutic medications 	Chapter 18
7	<p>Nutritional Supplements and Alternative Medicines</p> <ul style="list-style-type: none"> Discuss medical indications for nutritional supplements Describe cultural differences and the use of herbals and alternative medicines 	Chapter 19
8	<p>Immunizations and the Immune System</p> <ul style="list-style-type: none"> Describe the public health guidelines for immunizations 	Chapter 16
9	<p>Endocrine System Disorders</p> <ul style="list-style-type: none"> Describe hormones and their functions Describe the role of glucose and glycogen in maintain homeostasis 	Chapter 20



Billing and Coding

2MAT05

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

Course Description and Goals:

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

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

Text:

Computers in the Medical Office (CIMO), Sixth Edition, Susan M. Sanderson, McGraw Hill Higher Education

Kinn's The Medical Assistant, Thirteenth Edition, Deborah P. Proctor, Alexandra P. Adams, Elsevier

Kinn's The Medical Assistant – Study Guide, Thirteenth Edition, Deborah P. Proctor, Alexandra P. 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 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.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
- VIII.P.1 Interpret information on an insurance card
- VIII.P.2 Verify eligibility for services including documentation
- VIII.P.3 Obtain precertification, 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
- 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

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

Method of Evaluation:

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

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

The grading scale for the Medical Assistant program is:

<u>Numeric Grade</u>	<u>Alphabetic Grade</u>
93 – 100	A
90 – 92	A-
87 – 89	B+
83 – 86	B
80 – 82	B-

77 – 79	C+
73 – 76	C
70 – 72	C-
Less than 70	F

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

Course Policies:

Missed Classes: The student is responsible for obtaining notes and material distributed on class days when he/she is absent. This can be done by logging on to 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

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



Medical Assisting Program

Communications for Medical Assistants II

2MAT07

Instructor	Ilene Williams, Patricia Illsley	Phone	617-750-2189
Office	Room 2-109 and 2-128	E-mail	iwilliams@sersd.org pillsley@sersd.org
Office Hours	Friday by appointment	Schedule	Friday, periods 1-4
Prerequisites	Communications for the Medical Assistant I Computer Applications for the Medical Office Anatomy and Associated Terminology I	Co-requisites	None
Position	2 nd Semester	Credit/Hours	1.5 credits/45 hours

Course Description:

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 the course students will develop the skills required to successfully interpret and transcribe dictation by physicians and other healthcare professionals into comprehensive healthcare records.

Text:

Kinn's The Medical Assistant: An Applied Learning Approach, 13th Edition, Elsevier Publishing St. Louis, MI 63043

Kinn's The Medical Assistant-Study Guide and Procedure Checklist Manual, 13th Edition, Elsevier Publishing St. Louis, MI 63043

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

2015 Core Curriculum:

CAAHEP requires that Medical Assistant student pass all psychomotor and affective competencies.

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

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:

Quizzes, Assignments and homework	40%
Midterm	15%
Final	15%
Initial transcription assignments	10%
Skilled transcription assignment	20%

The grading scale for the Medical Assistant program is:

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

Medical Assistant students must complete the course with an average grade of 70% or better.

CAAHEP accreditation requires that Medical Assistant student pass all psychomotor and affective competencies.

Course Policies:

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

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 receive seventy-five percent of the assignment. No work will be accepted after one week. It is the student’s responsibility to follow up and make the appropriate arrangements.

Attendance: See the STI Course Catalog

<i>Units</i>	<i>Topic</i>	<i>Required Reading</i>
1	Career Development and Life Skills <ul style="list-style-type: none"> • Describe the four personality traits that are most important to employers. • Discuss the two types of resume formats, describe how to prepare a chronologic resume and cover letter, and discuss the importance. • Format both the resume and cover letter 	Chapter 51

Transcription Outline

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



Medical Assisting Program

Clinical Externship

2MAC01

Instructor	Susan N. Beer	Phone	508-230-1337
Office	Room 2-109	E-mail	sbeer@sersd.org
Office Hours	Monday and Tuesday 2:30P and by appointment	Schedule	Tuesday-Friday
Prerequisites	None	Co-requisites	None
Position	2 nd Semester	Credit/Hours	6 credits/180 hours

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:

Kinn's The Medical Assistant: An Applied Learning Approach, 13th Edition, Elsevier St. Louis, MO 63043

Kinn's The Medical Assistant-Study Guide and Procedure Checklist, 13^h Edition, Elsevier St. Louis, MO 63043

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

Curriculum competencies must be completed prior to Externship

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.

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
- HIPAA, Medical Law and Ethics
- Presentation of Disease Paper
- Practice for certification exam

Method of Evaluation:

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

Grading Criteria:

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

The grading scale for the Medical Assistant program is:

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

Medical Assistant students must complete the course with an average grade of 70% or better.

CAAHEP accreditation requires that Medical Assistant student pass all 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 Google Classroom.

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

Master Competency Checklist

2015 MAERB Core Curriculum

Psychomotor & Affective Competencies	
I Anatomy & Physiology	
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	
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 blood borne 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:	

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	
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	
X 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:	
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	
X.A.1. Demonstrate sensitivity to patient rights	
X.A.2. Protect the integrity of the medical record	
XI 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	
XII Protective Practices	
XII.1. Comply with:	
a. safety signs	
b. symbols	
c. labels	
XII.2. Demonstrate proper use of:	
a. eyewash equipment	
b. fire extinguishers	
c. 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



SOUTHEASTERN TECHNICAL INSTITUTE

Luis G. Lopes, Ed.S.

Superintendent

Patricia M Illsley, M.Ed.

Director of Technical Institute

Susan N. Beer, CMA (AAMA)

Medical Assisting Program Director

September 2017

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 any questions answered. Specifically, I understand and agree to abide by:

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

Susan Beer, Director Program

Students Name

Students Signature