

Medical Assisting Program

Supplement

2019-2020



Southeastern Technical Institute
250 Foundry St
South Easton, MA 02375
(508) 230 – 1337

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Welcome Class of 2020

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, Program Director

Brooke Greer

Ilene Williams

Donna Becker

Medical Assisting Program Description

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, 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 various screening tests, such as rapid strep, electrocardiography, and respiratory testing. The program introduces the student to laboratory procedures, including macroscopic and microscopic urinalysis, phlebotomy, hemoglobin, glucose testing, preparing blood smears, pregnancy testing, and other routine tests performed in the physician's office.

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

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

Mission statement



The graphic features the STI logo at the top left, followed by the title "MEDICAL ASSISTING PROGRAM MISSION". Below the title is a statement: "The Medical Assisting Program Mission is to Transform Students into Lifelong Learners and Transition Graduates into Entry Level Positions within their Career Field." A subtitle below it reads: "The goals of the STI Medical Assisting Program are organized around four core philosophies: Success, Training, Inspiration, and Proactive Student Engagement." The background is light blue with a large white cross shape.

SUCCESS 	Mastery of Foundation Skills: <ul style="list-style-type: none">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: <ul style="list-style-type: none">To develop desirable work ethics and attitudes in the studentsTo prepare the medical assistant to work as a member of the health care delivery teamTo develop the skills needed to interpret patient needs and communicate these as necessary to provide safe and effective careTo promote the program and bring a stronger awareness of career pathways in the medical assisting field
TRAINING 	Proactive Student Engagement: <ul style="list-style-type: none">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: <ul style="list-style-type: none">To maintain employer, industry and community relationships to ensure availability of learning sites for students and to gain valuable input for improved program developmentTo continue to explore and utilize emerging educational technologies to prepare student for those found in industryTo prepare students to demonstrate concept assimilation by successful application of skills learned in a medical environmentTo provide and evaluate relevant instructional materials necessary for the medical assistant careerTo prepare the graduate for success in obtaining the national Certified Medical Assistant credential
INSPIRATION 	SOUTHEASTERN TECHNICAL INSTITUTE 250 Foundry Street, South Easton, MA 02375 Phone: 508.230.1297 Website: www.stitech.edu	

Rev. 8/17

Medical Assisting Program Faculty & Staff

Mrs. Susan N. Beer, M. Ed, CMA (AAMA) Program Director

Mrs. Brooke Greer, BA, MA, Instructional Assistant

Mrs. Ilene Williams, ASN, Instructor

Ms. Donna Becker, BA, MA, Instructor

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 on **Schoolbrains**
- 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. We encourage students to have their completed immunization documentation no later than October 1st. Upon admission the student will receive a student health record to be completed by their health care provider. Failure to comply with health record documentation may negatively impact the student's grades, as well as their assignment for externship. No student will be considered for externship until all required documentation is complete.

The student that is unable to participate in lab activities is responsible for arranging remediation. Demonstrations, student practice, and pass off of any missed procedure will be scheduled during after school office hours with instructors. The student will be responsible for scheduling remediation. 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 healthcare provider. Any documented restriction may impact the student's ability to complete program requirements.

Attendance and Tardy Policy

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

Attendance is taken promptly at 8 A.M. and the classroom door will be closed. Students

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

Please refer to individual course syllabi for policies regarding missed assignments.

Laboratory Practice

Uniform days are Monday, Tuesday, and Thursday. 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. Smart watches are not allowed. Hair is required to be pulled back off of the shoulders.

Sweaters, hoodies, sweatshirts 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. A student who declines to participate in the prescribed activities will incur a zero for the daily lab grade and any associated assignments.

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 any competency within the prescribed time frame.

Make up Policy: Test, Quizzes, Assignments and Homework

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

Any student who is absent at the time of a **scheduled** quiz or test, regardless if time is excused, is expected to complete the test/quiz on the first day they return from the absence and at a time that is convenient to the Instructor. Student should refer to individual syllabus for makeup requirements.

It is the student's responsibility to follow up and make the appropriate arrangements within 5 days.

Externship

The Externship Guidelines and Workplace Activity Plan will be provided to students before the commencement of externship. Any student that has questions or concerns about the externship 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
- The student may be placed in one or more ambulatory care settings such as a doctor's office, 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 any additional Externship requirements that may include meetings, documentation, and/or transportation and associated costs.**
- The student will be assigned specific hours and will receive credit only for hours that are identified on the Student Contact 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 Policy

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

Food and Drink Classroom Policy

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

Electronics

All electronics are to be kept on vibrate and out of site unless use is approved by instructor. Cell phones, smart watches and all other electronic devices will be collected prior to testing unless the student has secured the device in their locker.

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 Medical Assisting 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.

All Southeastern Technical students are expected to maintain high standards of academic integrity and scholarly practice. Southeastern Technical Institute does not tolerate academic dishonesty of any variety, whether as a result of a failure to understand required academic and scholarly procedures, or as an act of intentional academic dishonesty. See the student handbook for specific school policies.

Course Syllabi

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 & Tuesday at 2:30 pm and by appointment	Schedule	Monday – Thursday
Prerequisites	None	Co-requisites	None
Position	1 st Semester	Clock Hours	180

Program Description:

Medical Assistants are multi - skilled health professionals specifically educated to work in a variety of ambulatory settings, performing administrative and clinical duties. STI's nine-month Medical Assisting Program teaches the skills and theory of both the administrative and clinical components.

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.

Required 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

Online resources

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 care

2015 Core Curriculum:

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

- I.C.8. Identify common pathology relate 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
- II.C.6. Analyze healthcare results as reported in:
- a. Graphs
 - b. Tables
- 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. Portal 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.P.1. Instruct a patient according to a patient's special dietary needs

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

V.P.4. Coach patient 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 Bills 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)
- c. Americans with Disabilities Act Amendments Act (ADAAA)

X.C.11. Describe the process in compliance reporting:

- a. Unsafe activities
- b. Errors in patient care
- c. Conflicts of interest
- d. Incident reports

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 loquitur
- j. Locum tenens
- k. Defendant-plaintiff
- l. Deposition
- m. Arbitration-mediation
- n. Good Samaritan Laws

X.A.1. Demonstrate sensitivity to patient's rights

X.A.2. Protect the integrity of the medical record

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 of 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.A.1. Recognize the impact personal ethics and morals have in the delivery of healthcare

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

- 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 station
- 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

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

Teaching Methods:

1. Lectures: Most of the material in the course will come from the textbook however some additional materials from handouts and outside sources may be utilized. Discussion is encouraged. Various instructional modalities, such as PowerPoint, videos, software and online resources that accompany the textbook will be utilized as appropriate.
2. Each topic involves instruction, discussion, exercises and/or assignments homework to reinforce information provided during lectures. Students, at times, will work in pairs or groups to explore and study certain concepts. Independence study will also be required.
3. Laboratory demonstration and practice of various skills will correlate with the topics presented in the classroom. Students will be required to perform all skills and attain a passing grade.
4. Guest speakers and field trips will be planned to supplement classroom and lab studies and skills.
5. Tests are given following topics.

Teaching Aids:

Schoolbrains Student Information System

Schoology Learning Management System

EHR Go Educational Electronic Health Record

Method of Evaluation:

Final grade is based on the successful completion of all assignments, quizzes, tests, competencies and lab grades.

Grading Criteria:

Mid Term	30%
Final	30%
Tests	20%
Competencies, Quizzes, Assignments, Lab Grade	20%

Grading Scale for the Medical Assisting Program:

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 the Medical Assisting 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 or Schoology.

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.

No student will be allowed to participate in any laboratory exercise and/or skills until all required health documentation is complete. Student will receive a zero (0) for the lab grade and will need to make up time, after school, at a convenient to the Instructor; student must also arrange to have a "patient" as needed.

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 and the Medical Assisting Program Supplement

This syllabus is a guide and every attempt has been made to provide an accurate overview of the course. Circumstances such as the progress and needs of students or weather – related events, for example, may necessitate modifications.

Units	Topic	Required Reading	Assignments
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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 students' success ● Time management to improve learning opportunities ● Effective study skills activities 	Chapter 1	Time Management & Learning Styles Inventory Study Skills Boot Camp Study Guide Chapter Test
1	The Medical Assistant and 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	Systems and Specialty Quiz Lab & Classroom Scavenger Hunt CMA article Respect and Quiz Study Guide Chapter Test
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	Scope of Practice, Code of Ethics Pretest: Vocabulary Review Study Guide Chapter Test
2	Infection Control	Chapter 20	Pretest: Vocabulary

	<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. 		<p>Complete Study Guide Exercises in Chapter 20</p> <p>Infection Control Worksheet</p> <p>CMA quiz Blood , Sweat & Fears</p> <p>Chapter Test</p> <p>Study Guide</p> <p>Written assignment: Things one can do to reduce transmission of pathogens (germs)</p>
3	<p>Vital Signs</p> <ul style="list-style-type: none"> ● Determining the appropriate equipment to obtain temperature, pulse, respirations and blood pressure. Specify any physiological affect to alter results ● Determine the appropriate methods of obtaining height and weight on adults ● Understand the legal and ethical responsibilities in obtaining vital signs 	Chapter 24	<p>Pretest: Vocabulary</p> <p>Blood Borne Pathogens online Assessment</p> <p>Study Guide</p> <p>Vitals Signs Quiz</p> <p>Chapter Test</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 	Chapter 25	<p>Pretest: Vocabulary</p> <p>CMA article: <i>History's Mysteries</i> Quiz</p>

	<ul style="list-style-type: none"> Discuss the concept of a primary care provider 		<p>Systems review Quiz Study Guide Chapter Test Research Primary care Providers in region CMA article and quiz: (2006 Issue 5) <i>HIPAA Privacy Rule a jumble? Clear up confusion with open dialogue</i></p>
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	<p>Study Guide Nutritional Quiz Diets for Medical Conditions Documentary : <i>Supersize Me</i> with Quiz Chapter Test</p>
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	<p>Pre Test Vocabulary Study Guide Review Microscope Slides Chapter Test</p>
5	Medicine and Law & Medicine and Ethics	Chapter 5&6	Study Guide

	<ul style="list-style-type: none"> ● Define ethics and moral ● 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 		<p>Chapter Test</p> <p>Guest Speaker (if available)</p>
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	<p>Pretest: Vocabulary</p> <p>Vaccine & Immunization Quiz</p> <p>Study Guide</p> <p>Group Assignment: Review Developmental Theories</p>
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	<p>Northstar Quiz: Therapeutic Modalities</p> <p>Study Guide</p> <p>Chapter Test</p>
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	<p>Pretest: Vocabulary</p> <p>Study Guide</p> <p>Chapter Quiz</p> <p>Chapter Test</p>
8	<p>Assisting in Cardiology</p> <ul style="list-style-type: none"> ● Explain the anatomy and physiology of the heart 	Chapter 40	<p>Pretest: Vocabulary</p> <p>Study Guide</p>

	<ul style="list-style-type: none"> Identify risk factors for heart disease 		Chapter Quiz <i>CMA Quiz: A Fib</i> Chapter Test
8	Principles of Electrocardiography <ul style="list-style-type: none"> Identify the electrical cardiac cycle and the PQRST complex Explain cardiac polarization, depolarization and repolarization 	Chapter 42	Pretest: Vocabulary Study Guide Chapter Quiz Chapter Test
9	Assisting in Neurology and Mental Health <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	Pretest: Vocabulary Study Guide Chapter Quiz Chapter Test
10	Assisting in Endocrinology <ul style="list-style-type: none"> Identify diseases and disorders of the endocrine system Describe the criteria for diabetic mellitus 	Chapter 38	Pretest: Vocabulary Study Guide CMA article & Quiz <i>Hypothyroidism</i> Students in pairs research and report to class on ADA and APMA and content/resources Chapter Quiz Chapter Test
10	Safety and Emergency Practices	Chapter 29	Study Guide



	<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 Quiz Chapter Test
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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 & Tuesday at 2:30 pm and by appointment	Schedule	Tuesday Period 1 – 4
Prerequisites	None	Co-requisites	None
Position	1 st Semester	Clock Hours	60

Program Description:

Medical Assistants are multi - skilled health professionals specifically educated to work in a variety of ambulatory settings, performing administrative and clinical duties. STI's nine-month Medical Assisting Program teaches the skills and theory of both the administrative and clinical components.

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, 6th Edition. Betsy J. Shiland. Elsevier

Online Resources

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 lifespan
- 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 materials from handouts and outside sources may be utilized. Discussion is encouraged. Various instructional modalities, such as PowerPoint, videos, software and online resources that accompany the textbook will be utilized as appropriate.
2. Each topic involves instruction, discussion, exercises and/or assignments homework to reinforce information provided during lectures. Students, at times, will work in pairs or groups to explore and study certain concepts. Independence study will also be required.
3. Laboratory demonstration and practice of various skills will correlate with the topics presented in the classroom. Students will be required to perform all skills and attain a passing grade.
4. Guest speakers and field trips will be planned to supplement classroom and lab studies and skills.
5. Tests are given following topics.

Teaching Aids:

Schoolbrains Student Information System
 Schoology Learning Management System
 EHR Go Educational Electronic Health Record

Method of Evaluation:

Final grade is based on the successful completion of all assignments, quizzes, tests, competencies and lab grades.

Grading Criteria:

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

Grading Scale for the Medical Assisting Program:

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 the Medical Assisting 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 or Schoology.

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. No student will be allowed to participate in any laboratory exercise and/or skill until all required health documentation is complete. Student will receive a zero (0) for the lab grade and will need to make up time, after school, at a convenient to the Instructor; student must also arrange to have a "patient" as needed.

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 and the Medical Assisting Program Supplement. This syllabus is a guide and every attempt has been made to provide an accurate overview of the course. Circumstances such as the progress and needs of students or weather – related events, for example, may necessitate modifications.

Units	Topic	Required Reading	Assignments
1	Introduction to Healthcare Terminology	Chapter 1	Pre test

	<ul style="list-style-type: none"> Build, spell and pronounce healthcare terms 		Homework Worksheets Online Quiz Chapter test
2	Body Structure and Directional Terminology <ul style="list-style-type: none"> Recognize terms associated with the organization of the body 	Chapter 2	Pre test Homework Worksheets Online Quiz Chapter test
3	Integumentary System <ul style="list-style-type: none"> Recognize terms related to the anatomy and diagnostics of the Integumentary system 	Chapter 3	Pre test Homework Worksheets Online Quiz Chapter test
4	Musculoskeletal System <ul style="list-style-type: none"> Recognize terms related to the anatomy and diagnostics of the musculoskeletal system 	Chapter 3	Pre test Homework Worksheets Online Quiz Chapter test
5	Respiratory System <ul style="list-style-type: none"> Recognize terms related to the anatomy and diagnostics of the Respiratory system 	Chapter 11	Pre test Homework Worksheets

			Online Quiz Chapter test
6	<p>Cardiovascular System</p> <ul style="list-style-type: none"> • Recognize terms related to the anatomy and diagnostics of the cardiovascular system 	Chapter 10	Pre test Homework Worksheets Online Quiz Chapter test
7	<p>Nervous System</p> <ul style="list-style-type: none"> • Recognize terms related to the anatomy and diagnostics of the nervous system 	Chapter 12	Pre test Homework Worksheets Online Quiz Chapter test
8	<p>Mental and Behavioral Health</p> <ul style="list-style-type: none"> • Understand the definitions of mental and behavioral health 	Chapter 15	Pre test Homework Worksheets Online Quiz Chapter test



Pharmacology 1

1MAT03

Instructor	Ilene Williams	Phone	(508) 230 - 1337
Office	Room 2 – 109	E-mail	Iwilliams@sersd.org
Office Hours	Monday and Friday by appointment	Schedule	Monday, Period 5& 6
Prerequisites	None	Co-requisites	None
Position	1 st Semester	Clock Hours	30

Program Description:

Medical Assistants are multi - skilled health professionals specifically educated to work in a variety of ambulatory settings, performing administrative and clinical duties. STI's nine-month Medical Assisting Program teaches the skills and theory of both the administrative and clinical components.

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

Online Resources**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 unit 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:

6. Lectures: Most of the material in the course will come from the textbook however some additional materials from handouts and outside sources may be utilized. Discussion is encouraged. Various instructional modalities, such as PowerPoint, videos, software and online resources that accompany the textbook will be utilized as appropriate.
7. Each topic involves instruction, discussion, exercises and/or assignments homework to reinforce information provided during lectures. Students, at times, will work in pairs or groups to explore and study certain concepts. Independence study will also be required.
8. Laboratory demonstration and practice of various skills will correlate with the topics presented in the classroom. Students will be required to perform all skills and attain a passing grade.
9. Guest speakers and field trips will be planned to supplement classroom and lab studies and skills.
10. Tests are given following topics.

Teaching Aids:

Schoolbrains Student Information System

Schoology Learning Management System

EHR Go Educational Electronic Health Record

Method of Evaluation:

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

Grading Criteria:

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

Grading Scale for the Medical Assisting Program:

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 the Medical Assisting 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 or Schoology.

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.

No student will be allowed to participate in any laboratory exercise and/or skill until all required health documentation is complete. Student will receive a zero (0) for the lab grade and will need to make up time, after school, at a convenient to the Instructor; student must also arrange to have a "patient" as needed.

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 and the Medical Assisting Program Supplement

This syllabus is a guide and every attempt has been made to provide an accurate overview of the course. Circumstances such as the progress and needs of students or weather – related events, for example, may necessitate modifications.

Units	Topic	Required Reading	Assignments
1	Introduction to Pharmacology and Its Legal and Ethical Aspects <ul style="list-style-type: none"> Identify the major government agencies and the role of regulation of medication Describe the process of compliance with Drug Enforcement Administration with regard to administering, dispensing and prescribing controlled drugs 	Chapter 1	Pharmacology packet Abbreviations Homework questions
2	Basics of Pharmacology <ul style="list-style-type: none"> Identify the responsibility with regard to adverse reactions, side effects and toxic reactions Explain drug interactions 	Chapter 2	Abbreviations quiz Workbook questions
3	Drug Information and Drug Forms <ul style="list-style-type: none"> Explain the different classification of medications Identify drug forms 	Chapter 3	Review packet Terminology assignments
4	Reading and Interpreting Medication Labels and Orders and Documenting Appropriately <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	Terminology quiz Workbook chapter questions
5	Safety and Quality Assurance <ul style="list-style-type: none"> Explain the importance of safety when using over the counter medication Describe quality assurance in medication administration 	Chapter 11	Packet Review Medication List Homework chapter questions

	<ul style="list-style-type: none"> • List the seven rights of administering medications 		
6	Enteral Route <ul style="list-style-type: none"> • Explain enteral route of medication administration • Prepare liquid medication 	Chapter 12	Medication quiz Homework chapter questions
7	Percutaneous Routes <ul style="list-style-type: none"> • Describe percutaneous routes of medication administration • Explain transdermal drugs 	Chapter 13	Midterm
8	Parenteral Routes <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	Medication list review packet Homework chapter questions
9	Drugs for Skin Conditions <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	Medication quiz Homework chapter questions
10	Antimicrobials, Antifungals and Antivirals <ul style="list-style-type: none"> • Explain the difference between pathogenic and nonpathogenic bacteria • Describe how bacteria can acquire resistance to specific antibodies 	Chapter 17	Test Review packet medication list
11	Analgesics and Antipyretics <ul style="list-style-type: none"> • Describe therapeutic effects of narcotic and non-narcotic pain relievers, nonsteroidal anti-inflammatory drugs and antipyretics used in ambulatory care 	Chapter 15	Homework chapter questions Assignments

	<ul style="list-style-type: none"> • Education patient about drug safety and compliance 		
12	<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	Homework chapter questions Assignments
13	<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	Test
14	<p>Circulator 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	Homework chapter assignments In class assignments
15	<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	Homework chapter assignments
16	<p>Immunizations and the Immune System</p> <ul style="list-style-type: none"> • Describe the public health guidelines for immunizations 	Chapter 16	Medication Review
17	<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	In class assignments Homework chapter questions
18	Drugs for Mental Health and Behavioral Disorders	Chapter 30	Bingo

	<ul style="list-style-type: none"> • Recognizing agents used as antimonies and medications for bipolar disorders • Describing behavioral disorders found in adults and children and drugs indicated in treatment 		
19	<p>Misused, Abused and Addictive Drugs</p> <ul style="list-style-type: none"> • Describing actions leading to misuse or abuse of prescription and nonprescription medications and identifying possible misuse and abuse 	Chapter 31	Final



Math for Pharmacology

1MAT04

Instructor	Donna J. Becker	Phone	(508) 230 - 1374
Office	Room 2 – 128, Computer Lab	E-mail	dbecker@sersd.org
Office Hours	Daily 2:10-3:00 pm and by appointment	Schedule	Wednesdays, Periods 5/6
Prerequisites	None	Co-requisites	Pharmacology 1, 1MAT03
Position	1 st Semester	Clock Hours	30

Program Description:

Medical Assistants are multi - skilled health professionals specifically educated to work in a variety of ambulatory settings, performing administrative and clinical duties. STI's nine-month Medical Assisting Program teaches the skills and theory of both the administrative and clinical components.

Course Description:

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 the 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.

Required Text:

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

Online Resources:

Khan Academy
Playposit.com
Flipgrid.com
Kahoots.com

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
- Students will develop skills required for basic practice finance including developing an understanding of basic bookkeeping and patient accounts

2015 Core Curriculum:

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 Identify measurement systems
- II.C.4 Define basic units of measurement in metric, apothecary, and household systems
- II.C.5 Convert among measurement systems
- II.C.6 Identify both abbreviations and symbols used in calculating medication dosages
- II.P.1 Calculate proper dosages of medication for administration
- II.P.2 Differentiate between normal and abnormal test results

Teaching Methods:

1. Lectures: Most of the material in the course will come from the textbook however some additional materials from handouts and outside sources may be utilized. Discussion is encouraged. Various instructional modalities, such as PowerPoint, videos, software and online resources that accompany the textbook will be utilized as appropriate.
2. Each topic involves instruction, discussion, exercises and/or assignments homework to reinforce information provided during lectures. Students, at times, will work in pairs or groups to explore and study certain concepts. Independence study will also be required.
3. Laboratory demonstration and practice of various skills will correlate with the topics presented in the classroom. Students will be required to perform all skills and attain a passing grade.
4. Tests and quizzes are given following topics.

Teaching Aids:

Schoolbrains Student Information System

Schoology Learning Management System

Method of Evaluation:

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

Grading Criteria:

Quizzes, Assignments, Homework	20%
Tests	20%
Midterm	30%
Final	30%

Grading Scale for the Medical Assisting Program:

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 the Medical Assistant students 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 or Schoology. 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. No student will be allowed to participate in any laboratory exercise and/or skills until all required health documentation is complete. Student will receive a zero (0) for the lab grade and will

need to make up time, after school, at a convenient to the Instructor; student must also arrange to have a “patient” as needed.

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

Attendance: See the STI Course Catalog and the Medical Assisting Program Supplement

This syllabus is a guide and every attempt has been made to provide an accurate overview of the course. Circumstances such as the progress and needs to students as well as weather – related events may necessitate modifications.

Units	Topic	Required Reading	Assignments
1	Instruments of Measurement For Medical Assistants	Slideshow	Measurement Activity Measurement Quiz
2	Math Review	Chapter 6	Pre-test Fractions Decimals Percent Ratio and Proportion Unit Test
3	Measurement Systems and Their Equivalents	Chapter 7	Roman Numerals Metric System Temperature Conversions Weight/Length Conversions Unit Test
	MIDTERM EXAM		Review previous tests and quizzes
4	Converting Between Measurement Systems	Chapter 8	Time Conversion Temperature Conversion Volume Conversions Weight/Length Conversions Unit Test
5	Calculating Doses of Non-parenteral Medications	Chapter 9	Chapter 9 Workbook Unit Test
6	Calculating Doses of Parenteral Medications	Chapter 10	Chapter 10 Workbook Unit Test
	FINAL EXAM		Cumulative review



Medical Office Management

1MAT05

Instructor	Donna J. Becker	Phone	(508) 230 - 1374
Office	Room 2 – 128, Computer Lab	E-mail	dbecker@sersd.org
Office Hours	Daily 2:10-3:00 pm and by appointment	Schedule	Fridays, Period 1 & 2
Prerequisites	None	Co-requisites	All semester 1 courses
Position	1 st Semester	Clock Hours	30

Program Description:

Medical Assistants are multi - skilled health professionals specifically educated to work in a variety of ambulatory settings, performing administrative and clinical duties. STI's nine-month Medical Assisting Program teaches the skills and theory of both the administrative and clinical components.

Course Description:

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.

Required 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, 13th Edition, Elsevier St. Louis, MO 63043

Online Resources:

Playposit.com

Flipgrid.com

Kahoots.com

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
- Demonstrate professional telephone techniques and document phone messages

2015 Core Curriculum:

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

- V.P.4 Coach patients regarding office policies
- V.P.6 Demonstrate professional telephone techniques
- V.P.7 Document telephone messages accurately
- V1.C.1 Identify different types of appointment scheduling methods
- V1.C.2 Identify advantages and disadvantages of the following appointment systems
 - a. Manual,
 - b. electronic
- V1.C.3 Identify critical information required for scheduling patient admissions and/or procedures
- V1.C.4 Define types of information maintained in a patient's medical record
- V1.C.5 Identify methods of organizing the patient's medical record based on:
 - a. problem oriented medical records (POMR)
 - b. source-oriented medical record (SOMR)
- V1.C.6 Identify equipment and supplies needed for medical records in order to:
 - a. create
 - b. maintain
 - c. store
- V1.C.7 Describe indexing rules
- V1.C.8 Differentiate between electronic medical records (EMR) and a practice management system
- V1.C.10 List steps involved in completing an inventory
- V1.C.11 Explain meaningful use as it applies to EMR
- V1.P.1 Manage the appointment schedule using established priorities
- V1.P.2 Schedule a patient procedures
- V1.P.3 Create a patient's medical record
- V1.P.4 Organize a patient's medical record
- V1.P.5 File patient medical records
- V1.P.6 Utilize an EMR
- VI.P.7 Input patient data utilizing a practice management system
- V1.P.9 Perform an inventory with documentation
- V1.A.1 Display sensitivity when managing appointments
- 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 or pre-authorization 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

Teaching Methods:

5. Lectures: Most of the material in the course will come from the textbook however some additional materials from handouts and outside sources may be utilized. Discussion is encouraged. Various instructional modalities, such as PowerPoint, videos, software and online resources that accompany the textbook will be utilized as appropriate.
6. Each topic involves instruction, discussion, exercises and/or assignments homework to reinforce information provided during lectures. Students, at times, will work in pairs or groups to explore and study certain concepts. Independence study will also be required.
7. Laboratory demonstration and practice of various skills will correlate with the topics presented in the classroom. Students will be required to perform all skills and attain a passing grade.
8. Guest speakers and field trips will be planned to supplement classroom and lab studies and skills.
9. Tests and quizzes are given following topics.

Teaching Aids:

Schoolbrains Student Information System

Schoology Learning Management System

EHR Go Educational Electronic Health Record

Method of Evaluation:

Final grade is based on the successful completion of all assignments, quizzes, tests, competencies and lab grades.

Grading Criteria:

Mid Term	30%
Final	30%
Tests	20%
Competencies, Quizzes, Assignments, Lab Grade	20%

Grading Scale for the Medical Assisting Program:

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 the Medical Assistant students 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 or Schoology.

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. No student will be allowed to participate in any laboratory exercise and/or skills until all required health documentation is complete. Student will receive a zero (0) for the lab grade and will need to make up time, after school, at a convenient to the Instructor; student must also arrange to have a "patient" as needed.

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 and the Medical Assisting Program Supplement

This syllabus is a guide and every attempt has been made to provide an accurate overview of the course. Circumstances such as the progress and needs to students as well as weather – related events may necessitate modifications.

Units	Topic	Required Reading	Assignments
1	Technology and Written Communication	Chapter 7	Professional Letters Ch.7 Workbook Ch.7 Test
2	Telephone Techniques	Chapter 8	Ch.8 Workbook Taking Written Messages Phone Call Assignment Ch.8 Test
3	Scheduling Appointments and Patient Processing	Chapter 9	Ch. 9 Workbook EHR Go Scheduling Ch.9 Test
	MIDTERM EXAM		TBA
4	Daily Operations in the Ambulatory Care Setting	Chapter 10	Ch. 10 Workbook Performing inventory Performing routine maintenance Ch.10 Test
5	The Health Record	Chapter 11	Ch.11 Workbook Assigned handouts EHR Go health records Ch. 11 Test
6	The Basics of Health Insurance	Chapter 14	Ch.14 Workbook EHR Go Insurance Claim Forms
	FINAL EXAM		TBA



Computer Applications for a Medical Office I

1MAT06

Instructor	Donna J. Becker	Phone	(508) 230 - 1374
Office	Room 2 – 128, Computer Lab	E-mail	dbecker@sersd.org
Office Hours	Daily 2:10-3:00 pm and by appointment	Schedule	Thursdays, Periods 1,2,3,4
Prerequisites	None	Co-requisites	All semester 1 courses
Position	1 st Semester	Clock Hours	60

Program Description:

Medical Assistants are multi-skilled health professionals specifically educated to work in a variety of ambulatory settings, performing administrative and clinical duties. STI's nine-month Medical Assisting Program teaches the skills and theory of both the administrative and clinical components.

Course Description:

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.

Required Textbook:Microsoft Office 2013 for Medical Professionals

Authors: Beskeen, Duffy, Friedrichsen, and Reding

Publishers: Thompson, Course Technologies

Various Course Handouts

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

Online Resources:

Typing.com

Course 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 10 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
- Students will be able to utilize the Excel program to analyze data and aide in the decision-making process

2015 Core Competencies:

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

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

Method of Instruction:

10. Lectures: Most of the material in the course will come from the textbook however some additional materials from handouts and outside sources may be utilized. Discussion is encouraged. Various instructional modalities, such as PowerPoint, videos, software and online resources that accompany the textbook will be utilized as appropriate.
11. Each topic involves instruction, discussion, projects and/or assignments homework to reinforce information provided during lectures. Students, at times, will work in pairs or groups to explore and study certain concepts. Independence study will also be required.
12. Laboratory demonstration and practice of various skills will correlate with the topics presented in the classroom. Students will be required to perform all skills and attain a passing grade.
13. Quizzes are given following topics.

Teaching Aids:

Method of Evaluation:

Final grade is based on the successful completion of all projects, homework, lab assignments and quizzes.

Grading Criteria:

Projects, Homework, Lab Assignments	70%
Quizzes	30%

Grading Scale for the Medical Assisting Program:

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 the Medical Assistant students 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 or Schoology.

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.

No student will be allowed to participate in any laboratory exercise and/or skills until all required health documentation is complete. Student will receive a zero (0) for the lab grade and will need to make up time, after school, at a convenient time to the Instructor; student must also arrange to have a "patient" as needed.

Assignments, Projects 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 and the Medical Assisting Program Supplement. This syllabus is a guide and every attempt has been made to provide an accurate overview of the course. Circumstances such as the progress and needs of students as well as weather – related events may necessitate modifications.

Units	Topic	Required Reading	Assignments
1	System Log On, STI Email & Log In	Handout	
2	Internet Safety	CNN: Facebook Article Safety Videos	Review of social media policy Creating strong passwords Internet dangers
3	MS Windows 7 & File Management	Windows Unit B	Unit B Step By Steps Independent Challenge Unit B Quiz
4	Word 2013 Unit A, Creating Documents	Word Unit A	Unit A Step By Steps Independent Challenge Unit A Quiz
5	Word 2013 Unit B, Editing Documents	Word Unit B	Unit B Step By Steps Independent Challenge Unit B Quiz
6	Block Style Letters	7 Parts of Letter Article PlayPosit Video	Creating block style business letters
7	Formatting Text and Paragraphs	Word Unit C	Unit A Step By Steps Independent Challenge Unit A Quiz

8	Copyright Law	Copyright Video	Copyright slideshow creation
9	Formatting Documents	Word Unit E	Unit E Step By Steps Independent Challenge Unit E Quiz
10	Merging Documents	Word Unit F	Unit F Step By Steps Independent Challenge Unit F Quiz
11	Introduction To Excel	Excel Unit A	Excel Unit A Step By Steps Independent Challenge Excel Unit A Quiz
12	Working With Formulas and Functions	Excel Unit B	Excel Unit B Step By Steps Independent Challenge Excel Unit B Quiz
13	Formatting A Worksheet	Excel Unit C	Excel Unit C Step By Steps Independent Challenge Excel Unit C Quiz



Communications for Medical Assistants I

1MAT07

Instructor	Ilene Williams	Phone	(508) 230 - 1337
Office	Room 2 – 109	E-mail	Iwilliams@sersd.org
Office Hours	Monday and Friday by appointment	Schedule	Friday, Period 3-6
Prerequisites	None	Co-requisites	None
Position	1 st Semester	Clock Hours	60

Program Description:

Medical Assistants are multi - skilled health professionals specifically educated to work in a variety of ambulatory settings, performing administrative and clinical duties. STI's nine-month Medical Assisting Program teaches the skills and theory of both the administrative and clinical components.

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

Online Resources

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's 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 cultural diversity

- a. Developmental life stage
- b. 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:

11. Lectures: Most of the material in the course will come from the textbook however some additional materials from handouts and outside sources may be utilized. Discussion is encouraged. Various instructional modalities, such as PowerPoint, videos, software and online resources that accompany the textbook will be utilized as appropriate.
12. Each topic involves instruction, discussion, exercises and/or assignments homework to reinforce information provided during lectures. Students, at times, will work in pairs or groups to explore and study certain concepts. Independence study will also be required.
13. Laboratory demonstration and practice of various skills will correlate with the topics presented in the classroom. Students will be required to perform all skills and attain a passing grade.
14. Guest speakers and field trips will be planned to supplement classroom and lab studies and skills.
15. Tests are given following topics.

Teaching Aids:

Schoolbrains Student Information System

Schoology Learning Management System

EHR Go Educational Electronic Health Record

Method of Evaluation:

Final grade is based on the successful completion of all assignments, quizzes, tests, competencies and lab grades.

Grading Criteria:

Test	20%
Final	30%
In class assignments and Homework	50%

Grading Scale for the Medical Assisting Program:

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 the Medical Assisting 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 or Schoology.

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.

No student will be allowed to participate in any laboratory exercise and/or skill until all required health documentation is complete. Student will receive a zero (0) for the lab grade and will need to make up time, after school, at a convenient to the Instructor; student must also arrange to have a "patient" as needed.

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 and the Medical Assisting Program Supplement. This syllabus is a guide and every attempt has been made to provide an accurate overview of the course. Circumstances such as the progress and needs of students or weather – related events, for example, may necessitate modifications.

Units	Topic	Required Reading	Assignments
1	Therapeutic Communication	Chapter 1	Worksheet

	<ul style="list-style-type: none"> • Compare professional, therapeutic and social communications • Discuss the meaning of a helping profession 		
2	<p>Multicultural Therapeutic Communication</p> <ul style="list-style-type: none"> • Recall three important actions to promote multicultural communication • Summarize the caregiving structure of various cultures 	Chapter 2	<p>Worksheet</p> <p>In class assignment</p>
3	<p>Therapeutic Communication in Complementary Medicine</p> <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	<p>Worksheet</p> <p>Take home assignment</p>
4	<p>The Helping Interview</p> <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	<p>Bingo</p> <p>Worksheet</p> <p>Paper</p>
5	<p>The Therapeutic Response across the Life Span</p> <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	<p>Movie summary</p> <p>Paper</p>
6	<p>The Therapeutic Response to Stressed, Anxious and Fearful clients</p> <ul style="list-style-type: none"> • Develop therapeutic approaches to a fearful client • Describe ways to decrease stress from each age group 	Chapter 6	<p>Take home assignment</p>

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	Bingo In class assignments Presentations
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	Take home assignments
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	Bingo Research presentation Homework assignment
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	Presentations
11	<p>The Therapeutic Response the 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	In class assignment Movie Bingo



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 & Tuesday at 2:30 pm and by appointment	Schedule	Monday – Friday
Prerequisites	Medical Assisting Theory and Lab I	Co-requisites	None
Position	2nd Semester	Clock Hours	214

Program Description:

Medical Assistants are multi - skilled health professionals specifically educated to work in a variety of ambulatory settings, performing administrative and clinical duties. STI's nine-month Medical Assisting Program teaches the skills and theory of both the administrative and clinical components.

Course Description:

This course is a continuation of Medical Assisting Theory and Lab 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, 13th Edition, Elsevier St. Louis, MO 63043

Online Resources

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.7. Describe the normal function of each body system
- I.C.8. Identify common pathology relate 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
- I.P.8. Instruct and prepare a patient for a procedure or a treatment

- 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 patient regarding

- a. office policies
- b. health maintenance
- c. disease prevention
- d. treatment plan

Teaching Methods:

16. Lectures: Most of the material in the course will come from the textbook however some additional materials from handouts and outside sources may be utilized. Discussion is encouraged. Various instructional modalities, such as PowerPoint, videos, software and online resources that accompany the textbook will be utilized as appropriate.
17. Each topic involves instruction, discussion, exercises and/or assignments homework to reinforce information provided during lectures. Students, at times, will work in pairs or groups to explore and study certain concepts. Independence study will also be required.
18. Laboratory demonstration and practice of various skills will correlate with the topics presented in the classroom. Students will be required to perform all skills and attain a passing grade.
19. Guest speakers and field trips will be planned to supplement classroom and lab studies and skills.
20. Tests are given following topics.

Teaching Aids:

Schoolbrains Student Information System

Schoology Learning Management System

EHR Go Educational Electronic Health Record

Method of Evaluation:

Final grade is based on the successful completion of all assignments, quizzes, tests, competencies and lab grades.

Grading Criteria:

Mid Term	30%
Final	30%
Tests	20%
Quizzes, Assignments, Homework & Competencies	20%

Grading Scale for the Medical Assisting Program:

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 the Medical Assisting 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 or Schoology.

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. No student will be allowed to participate in any laboratory exercise and/or skill until all required health documentation is complete. Student will receive a zero (0) for the lab grade and will need to make up time, after school, at a convenient to the Instructor; student must also arrange to have a "patient" as needed.

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 and the Medical Assisting Program Supplement. This syllabus is a guide and every attempt has been made to provide an accurate overview of the course. Circumstances such as the progress and needs of students or weather – related events, for example, may necessitate modifications.

Units	Topic	Required Reading	Assignments
1	Principles of Pharmacology	Chapter 26	Complete Study Guide Exercises

	<ul style="list-style-type: none"> Identify the regulations established by the Drug Enforcement Administration for management of controlled and regulated substances Understand the regulation of medication in the United States Relate the principles of pharmacokinetics to drug sue Describe factors that affect drug action 		Group Research OTC Meds Vocabulary Bingo Chapter Quiz Chapter Test
2	Administering Medication <ul style="list-style-type: none"> Follow safety precautions in the management of medication administration Document the administration of medical accurately Assess legal and ethical issues in drug administration 	Chapter 28	Complete Study Guide Chapter Quiz CMA article & Quiz: <i>Safe Injection Practices</i> Chapter Test
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 regions Summarize typical symptoms and characteristics of GI complaints 	Chapter 32	Complete Study Guide CMA article & Quiz: <i>GI Woes</i> Chapter Quiz Chapter Test
4	Assisting in Urology <ul style="list-style-type: none"> Discuss patient educations, legal and ethical issues and the HIPAA in the Urology practice Describe the medical assistant's role in urologic examinations 	Chapter 33	Complete Study Guide Chapter Quiz Chapter Test

5	<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 	Chapter 45	<p>Complete Study Guide Chapter Quiz CMA article & Quiz: <i>Kidney Stones</i> Chapter Test</p>
6	<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 	Chapter 33	<p>Complete Study Guide Chapter Quiz Chapter Test</p>
7	<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 	Chapter 25	<p>Complete Study Guide Chapter Quiz Chapter Test</p>
8	<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 	Chapter 34	<p>Complete Study Guide Chapter Quiz Chapter Test</p>
9	<p>Assisting in Ophthalmology and Otolaryngology</p> <ul style="list-style-type: none"> • Identify common disorders and refractive errors • Describe the process of vision 	Chapter 30	<p>Complete Study Guide Chapter Quiz Chapter Test</p>

10	<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 	Chapter 44	<p>Complete Study Guide</p> <p>Chapter Quiz</p> <p>Review Microscope Slides</p> <p>Chapter Test</p>
11	<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 	Chapter 46	<p>Complete Study Guide</p> <p>Chapter Quiz</p> <p>Vocabulary Bingo</p> <p>Chapter Test</p>
12	<p>Surgical Supplies and Instruments</p> <ul style="list-style-type: none"> • Describe solutions and medication used in minor surgical procedures • Identify surgical instruments and understand the general classification 	Chapter 49	<p>Complete Study Guide</p> <p>Chapter Quiz</p> <p>Vocabulary Bingo</p> <p>Chapter Test</p>
13	<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 	Chapter 21	<p>Complete Study Guide</p> <p>Chapter Quiz</p> <p>Vocabulary Bingo</p> <p>Chapter Test</p>
14	Assisting in Geriatrics	Chapter 41	Complete Study Guide

	<ul style="list-style-type: none"> Identify the impact and stereotypes of the aging process Explain the changes in the anatomy caused by again 		Chapter Quiz Sensory Activities Chapter Test
15	<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 	Chapter 50	Complete Study Guide Chapter Quiz Chapter Test
16	<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 	Chapter 22	Complete Study Guide Exercises in Chapter 26 Vocabulary Bingo Chapter Quiz Chapter Test
17	<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	Resumes and reference Letters Facility Review



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 & Tuesday at 2:30 pm and by appointment	Schedule	Tuesday Period 1 – 4
Prerequisites	Anatomy & Associated Terminology I	Co-requisites	None
Position	2 nd Semester	Clock Hours	30

Program Description:

Medical Assistants are multi - skilled health professionals specifically educated to work in a variety of ambulatory settings, performing administrative and clinical duties. STI's nine-month Medical Assisting Program teaches the skills and theory of both the administrative and clinical components.

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, 6th Edition. Betsy J. Shiland. Elsevier

Online Resources

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.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 lifespan

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:

21. Lectures: Most of the material in the course will come from the textbook however some additional materials from handouts and outside sources may be utilized. Discussion is

encouraged. Various instructional modalities, such as PowerPoint, videos, software and online resources that accompany the textbook will be utilized as appropriate.

22. Each topic involves instruction, discussion, exercises and/or assignments homework to reinforce information provided during lectures. Students, at times, will work in pairs or groups to explore and study certain concepts. Independence study will also be required.
23. Laboratory demonstration and practice of various skills will correlate with the topics presented in the classroom. Students will be required to perform all skills and attain a passing grade.
24. Guest speakers and field trips will be planned to supplement classroom and lab studies and skills.
25. Tests are given following topics.

Teaching Aids:

Schoolbrains Student Information System

Schoology Learning Management System

EHR Go Educational Electronic Health Record

Method of Evaluation:

Final grade is based on the successful completion of all assignments, quizzes, tests, competencies and lab grades.

Grading Criteria:

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

Grading Scale for the Medical Assisting Program:

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 the Medical Assisting 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 or Schoology.

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.

No student will be allowed to participate in any laboratory exercise and/or skill until all required health documentation is complete. Student will receive a zero (0) for the lab grade and will need to make up time, after school, at a convenient to the Instructor; student must also arrange to have a "patient" as needed.

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 and the Medical Assisting Program Supplement

This syllabus is a guide and every attempt has been made to provide an accurate overview of the course. Circumstances such as the progress and needs of students or weather – related events, for example, may necessitate modifications.

Units	Topic	Required Reading	Assignments
1	<p>Endocrine System</p> <ul style="list-style-type: none"> • Recognize terms related to the anatomy and diagnostics of the endocrine system 	Chapter 14	<p>Pre test</p> <p>Homework Worksheets</p> <p>Online Quiz</p> <p>Chapter test</p>
2	<p>Urinary System</p> <ul style="list-style-type: none"> • Recognize terms related to the anatomy and diagnostics of the urinary system 	Chapter 6	<p>Pre test</p> <p>Homework Worksheets</p> <p>Online Quiz</p> <p>Chapter test</p>
3	<p>Gastrointestinal System</p> <ul style="list-style-type: none"> • Recognize terms related to the anatomy and diagnostics of the gastrointestinal system 	Chapter 5	<p>Pre test</p> <p>Homework Worksheets</p> <p>Online Quiz</p> <p>Chapter test</p>
4	Female Reproductive System and Pregnancy	Chapter 8	Pre test

	<ul style="list-style-type: none"> Recognize terms related to the anatomy and diagnostics of the female reproductive system and pregnancy 		Homework Worksheets Online Quiz Chapter test
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	Pre test Homework Worksheets Online Quiz Chapter test
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	Pre test Homework Worksheets Online Quiz Chapter test
7	Blood, Lymphatic and Immune System <ul style="list-style-type: none"> Recognize terms related to the anatomy and diagnostics for the blood, lymphatic and immune systems 	Chapter 9	Pre test Homework Worksheets

			Online Quiz Chapter test
8	Oncology <ul style="list-style-type: none"> • Recognize terms related to the diagnostic procedures for detecting neoplasms 	Chapter 16	Pre test Homework Worksheets Online Quiz Chapter test



Pharmacology II

2MAT03

Instructor	Ilene Williams	Phone	(508) 230 - 1337
Office	Room 2 – 109	E-mail	lwilliams@sersd.org
Office Hours	Monday and Friday by appointment	Schedule	Monday, Period 5 & 6
Prerequisites	Pharmacology I	Co-requisites	None
Position	2 nd Semester	Clock Hours	15

Program Description:

Medical Assistants are multi - skilled health professionals specifically educated to work in a variety of ambulatory settings, performing administrative and clinical duties. STI's nine-month Medical Assisting Program teaches the skills and theory of both the administrative and clinical components.

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

Online Resources

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.

I.C.11. Identify the classifications of medication including

- e. Indications for use
- f. Desired effects
- g. Side effects
- h. Adverse reactions

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

III.P. Demonstrate proper disposal of biohazardous material

- a. Sharps
- b. Regulated wastes

Teaching Methods:

26. Lectures: Most of the material in the course will come from the textbook however some additional materials from handouts and outside sources may be utilized. Discussion is encouraged. Various instructional modalities, such as PowerPoint, videos, software and online resources that accompany the textbook will be utilized as appropriate.
27. Each topic involves instruction, discussion, exercises and/or assignments homework to reinforce information provided during lectures. Students, at times, will work in pairs or groups to explore and study certain concepts. Independence study will also be required.
28. Laboratory demonstration and practice of various skills will correlate with the topics presented in the classroom. Students will be required to perform all skills and attain a passing grade.
29. Guest speakers and field trips will be planned to supplement classroom and lab studies and skills.
30. Tests are given following topics.

Teaching Aids:

Schoolbrains Student Information System

Schoology Learning Management System

EHR Go Educational Electronic Health Record

Method of Evaluation:

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

Grading Criteria:

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

Grading Scale for the Medical Assisting Program:

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 the Medical Assisting students 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 or Schoology.

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.

No student will be allowed to participate in any laboratory exercise and/or skill until all required health documentation is complete. Student will receive a zero (0) for the lab grade and will need to make up time, after school, at a convenient to the Instructor; student must also arrange to have a "patient" as needed.

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 and the Medical Assisting Program Supplement

This syllabus is a guide and every attempt has been made to provide an accurate overview of the course. Circumstances such as the progress and needs of students or weather – related events, for example, may necessitate modifications.

Units	Topic	Required Reading	Assignments
1	Calculating Doses of Parenteral Medication <ul style="list-style-type: none"> • Determining the correct syringe for administration • Calculating doses for parenteral medication 	Chapter 10	Medication list review Workbook assignments Homework
2	Urinary System Disorders <ul style="list-style-type: none"> • Discuss electrolytes needed to achieve homeostasis and to balance extracellular and intracellular fluids • Describe what anti-infective and antiseptics are used for urinary tract infections 	Chapter 27	Medication quiz Homework chapter questions Crossword
3	Gastrointestinal System Disorders <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	Test Medication review packets Homework chapter questions
4	Reproductive System Disorders <ul style="list-style-type: none"> • Describe medications used in treating disease specific to the male and female reproductive systems • Discuss pro and cons of different forms of contraceptive medications 	Chapter 28	Quiz Chapter assignments Homework chapter questions
5	Eye and Ear Disorders <ul style="list-style-type: none"> • Recognized ophthalmic and otic medications and their use 	Chapter 21	Test Review packet

	<ul style="list-style-type: none"> • Describe how to store medications 		Medication list review
6	Antineoplastic Agents <ul style="list-style-type: none"> • Define the use of antineoplastic medications • Identify and classify various chemotherapeutic medications 	Chapter 18	Quiz Homework chapter questions
7	Nutritional Supplements and Alternative Medicines <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	NorthStar assignment
8	Immunizations and the Immune System <ul style="list-style-type: none"> • Describe the public health guidelines for immunizations 	Chapter 16	Review packet assignments Take home practice test



Billing and Coding

2MAT05

Instructor	Donna J. Becker	Phone	(508) 230 - 1374
Office	Room 2 – 128, Computer Lab	E-mail	dbecker@sersd.org
Office Hours	Daily 2:10-3:00 pm and by appointment	Schedule	Mon., Periods 1,2,3,4 Thurs., Periods 1,2,3,4
Prerequisites	None	Co-requisites	All semester 1 courses
Position	2 nd Semester	Clock Hours	45

Program Description:

Medical Assistants are multi-skilled health professionals specifically educated to work in a variety of ambulatory settings, performing administrative and clinical duties. STI's nine-month Medical Assisting Program teaches the skills and theory of both the administrative and clinical components.

Course Description:

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

Required 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, 13th Edition, Elsevier St. Louis, MO 63043

Online Resources:

The HIPAA Group Certification Software
Playposit.com
Flipgrid.com
Kahoots.com

Course Outcomes and Objectives:

- Students will understand the basic process of diagnostic and procedural coding

- Students will understand the purpose and types of health insurance, and how they relate to the medical billing and reimbursement process
- Students will understand the flow of patient information and financial information through an ambulatory care facility
- Students will understand patient accounts, collections and practice management
- Using practice management software students will be able to enter new patients and edit existing patient information
- Using practice management software, students will be able to schedule appointments and register patients
- Students will be able to identify the common types of banking services and procedures in a medical office
- Students will be able to generate an insurance claim form, enter deposits, generate patient bills and balance accounts
- Students will understand the levels of supervision and human resource management in a medical office
- Students will understand medical practice marketing and customer service
- Students will receive HIPAA Certifications upon completion of The HIPAA Group Certification Program

2015 Core Curriculum:

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
- 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

VI.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
- VII.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. up-coding b. down-coding
- 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:

14. Lectures: Most of the material in the course will come from the textbook however some additional materials from handouts and outside sources may be utilized. Discussion is encouraged. Various instructional modalities, such as PowerPoint, videos, software and online resources that accompany the textbook will be utilized as appropriate.

15. Each topic involves instruction, discussion, exercises and/or assignments homework to reinforce information provided during lectures. Students, at times, will work in pairs or groups to explore and study certain concepts. Independence study will also be required.
16. Laboratory demonstration and practice of various skills will correlate with the topics presented in the classroom. Students will be required to perform all skills and attain a passing grade.
17. Guest speakers and field trips will be planned to supplement classroom and lab studies and skills.
18. Tests and quizzes are given following topics.

Teaching Aids:

Schoolbrains Student Information System
 Schoology Learning Management System
 EHR Go Educational Electronic Health Record

Method of Evaluation:

Final grade is based on the successful completion of all assignments, quizzes, tests, competencies and lab grades.

Grading Criteria:

Quizzes, Assignments, Homework	15%
Tests	20%
Disease Project	15%
Midterm	25%
Final	25%

Grading Scale for the Medical Assisting Program:

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 the Medical Assistant students 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 or Schoology.

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.

No student will be allowed to participate in any laboratory exercise and/or skills until all required health documentation is complete. Student will receive a zero (0) for the lab grade and will need to make up time, after school, at a convenient time to the Instructor; student must also arrange to have a "patient" as needed.

Assignments, Homework, & 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 and the Medical Assisting Program Supplement. This syllabus is a guide and every attempt has been made to provide an accurate overview of the course. Circumstances such as the progress and needs of students as well as weather – related events may necessitate modifications.

Units	Topic	Required Reading	Assignments
	The Basics of Health Insurance	Chapter 14	Review of Chapter 13 Pre-certifications
1	Basics of Diagnostic Coding	Chapter 12	Pre-test Ch.12 Workbook AHIMA Assignment Coding Assignment Encounter Forms Unit Test
2	Basics of Diagnostic Coding	Chapter 13	Pre-test Ch.13 Workbook HCPCS

			Unit Test
3	Medical Billing & Reimbursement	Chapter 15	Billing & Reimbursement Video Claim Forms Clearinghouse Article Ch. 15 Workbook Adjustment Assignment Unit Test
	MIDTERM EXAM		
	Disease Project		This is a cumulative assignment that will thread clinical, administrative, pharmacology, medical terminology, and theoretical knowledge and skill set.
	HIPAA Certifications		HIPAA Video Certification Test
4	Patient Accounts, Collections, & Practice Management	Chapter 16	Pre-test Ch. 16 Workbook STARK Law Displaying Sensitivity Assignment EHR Go Adjustments Unit Test
5	Banking Services & Procedures	Chapter 17	Pre-test Ch. 17 Workbook Parts Of A Check Bank Deposit Slips
6	Supervision and Human Resource Management	Chapter 19	Forbes Article Ch. 19 Workbook Community Resource Assignment Unit Test
	FINAL EXAM		



Communications for Medical Assistants II

2MAT07

Instructor	Ilene Williams, Donna Becker	Phone	(508) 230 - 1337
Office	Room 2 – 109 – Mrs. Williams 2-128 – Ms. Becker	E-mail	Iwilliams@sersd.org or Dbecker@sersd.org
Office Hours	Mrs. Williams – Friday by appointment Ms. Becker – Daily 2:30 – 3	Schedule	Medical Transcription – Friday, Periods 1 – 2 Communications – Friday, Periods 3 – 4
Prerequisites	All semester I courses	Co-requisites	None
Position	2nd Semester	Clock Hours	45

Program Description:

Medical Assistants are multi - skilled health professionals specifically educated to work in a variety of ambulatory settings, performing administrative and clinical duties. STI's nine-month Medical Assisting Program teaches the skills and theory of both the administrative and clinical components.

Course Description:

This course is a combination of career readiness skills, study skills, and medical transcription skills to better prepare students to enter their new career. Students 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 develop the skills required to successfully interpret and transcribe dictation by physicians and other healthcare professionals into comprehensive healthcare records. 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

Text:

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

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

Introduction to Medical Office Transcription, 3rd Edition, Karonne J. Becklin and Edith M. Sunnarborg, McGraw-Hill Irwin

Online Resources:

Express Scribe Transcription Software

Schoology.com

Typing.com

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 the 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

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

Teaching Methods:

31. Lectures: Most of the material in the course will come from the textbook however some additional materials from handouts and outside sources may be utilized. Discussion is encouraged. Various instructional modalities, such as PowerPoint, videos, software and online resources that accompany the textbook will be utilized as appropriate.
32. Each topic involves instruction, discussion, exercises and/or assignments homework to reinforce information provided during lectures. Students, at times, will work in pairs or groups to explore and study certain concepts. Independence study will also be required.
33. Laboratory demonstration and practice of various skills will correlate with the topics presented in the classroom. Students will be required to perform all skills and attain a passing grade.
34. Guest speakers and field trips will be planned to supplement classroom and lab studies and skills.
35. Tests are given following topics.

Teaching Aids:

Schoolbrains Student Information System
 Schoology Learning Management System
 EHR Go Educational Electronic Health Record

Method of Evaluation:

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

Grading Criteria:

Transcription Initial Assignments	8%
Transcription Skilled Assignments	20%
Transcription Quizzes, Assignments & Homework	5%
Communication Quizzes, Assignments & Homework	37%
Midterm	15%
Final Exam	15%

Grading Scale for the Medical Assisting Program:

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 the Medical Assisting 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 or Schoology.

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. No student will be allowed to participate in any laboratory exercise and/or skill until all required health documentation is complete. Student will receive a zero (0) for the lab grade and will need to make up time, after school, at a convenient to the Instructor; student must also arrange to have a "patient" as needed.

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 and the Medical Assisting Program Supplement. This syllabus is a guide and every attempt has been made to provide an accurate overview of the course. Circumstances such as the progress and needs of students or weather – related events, for example, may necessitate modifications.

Communications outline with Mrs. Williams:

Unit	Topic	Required Reading	Assignments
1	Career Development and Life Skills	Chapter 51	<ul style="list-style-type: none"> • Describe the four personality traits

			<p>that are most important to employers.</p> <ul style="list-style-type: none"> • Discuss the two types of resume formats, describe how to prepare chronological resume and cover letters and discuss the importance • Format both the resume and cover letter
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Medical Transcription Outline for Ms. Becker:

Units	Topic	Required Reading	Assignments
1	Introduction to Medical Transcription	Chapter 1 & 2	Workbook Assignment, Dictation, Quiz
2	The Integumentary System	Chapter 3	Workbook Assignment, Dictation, Quiz
3	The Respiratory System	Chapter 4	Workbook Assignment, Dictation, Quiz
4	The Cardiovascular System	Chapter 5	Workbook Assignment, Dictation, Quiz
5	The Digestive System	Chapter 6	Workbook Assignment, Dictation, Quiz
6	The Endocrine System	Chapter 7	Workbook Assignment, Dictation, Quiz
7	The Urinary System	Chapter 8	Workbook Assignment, Dictation, Quiz

8	The Reproductive System and Obstetrics	Chapter 9	Workbook Assignment, Dictation, Quiz
9	The Musculoskeletal System	Chapter 10	Workbook Assignment, Dictation, Quiz



Clinical Externship

2MAC01

Instructor	Susan N. Beer	Phone	(508) 230 - 1337
Office	Room 2 – 109	E-mail	Sbeer@sersd.org
Office Hours	Monday & Tuesday at 2:30 pm and by appointment	Schedule	4 days/week x 10 weeks
Prerequisites	All program courses	Co-requisites	Medical Assisting Theory and Lab II
Position	2nd Semester	Clock Hours	200

Program Description:

Medical Assistants are multi - skilled health professionals specifically educated to work in a variety of ambulatory settings, performing administrative and clinical duties. STI's nine-month Medical Assisting Program teaches the skills and theory of both the administrative and clinical components.

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 may be placed in one or two ambulatory care settings for a minimum of 200 hours to complete an unpaid Externship. While at the externship facility, the student will be exposed to the various phases of the office, clinical and administrative where available, and will be afforded hands on training and supervision in the many skills and tasks in the office. The length of time for each phase will vary depending on availability and the student's comprehension and ability. The externship is designed to provide the student with an opportunity to become more competent at skills they have learned in the classroom and to learn new skills available at the facility.

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. The student is responsible for planning for any additional documentation, transportation, daycare and work commitments, travel time and commuting costs.

Required 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, 13th Edition, Elsevier St. Louis, MO 63043

Online resources

Various Instructor Handouts on topical issues in healthcare and Medical Assisting

Course Outcomes and Objectives:

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

Entry Level Competencies: Competencies will be completed during class time prior to Externship. See 2015 Core Curriculum addendum

Extern Activities

1. Students will be assigned a Preceptor who will be responsible for assisting the student in learning the procedures and protocols at the assigned facility.
2. Student will have the opportunity to assimilate and perform varied entry level medical assisting skills available at facility
3. Students will return to class to review procedures, discuss alternate methods observed and/or utilized and reinforce skills.
4. Student will complete various written assignments related to the workplace
5. Students will study and prepare for certification exam

Classroom Activities

- 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
- Presentation of Disease Paper
- Practice for certification exam
- Independent study is required
- Dress for Success (optional)
- CMA exam

Method of Evaluation:

Final grade is based on the successful completion of all assignments, quizzes, tests, competencies and lab grades.

Grading Criteria:

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

Grading Scale for the Medical Assisting Program:

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 the Medical Assisting 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 or Schoology.

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.

No student will be allowed to participate in any laboratory exercise and/or skill until all required health documentation is complete. Student will receive a zero (0) for the lab grade and will need to make up time, after school, at a time that is convenient to the Instructor; student must also arrange to have a "patient" as needed.

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 and the Clinical Extern Workplace Activity Plan.

This syllabus is a guide and every attempt has been made to provide an accurate overview of the course. Circumstances such as the progress and needs of students or weather – related events, for example, may necessitate modifications.

Master Competency Checklist

2015 MAERB Core Curriculum

Psychomotor & Affective Competencies

I Anatomy & Physiology

I.P. 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 tests 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. Recognized 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 pre-authorization 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

STI 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:
 - i. To skin: wash immediately and thoroughly with soap and water.
 - ii. To mucous membranes: flush immediately and thoroughly with water.
 - iii. 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



Copy of Student Signature Sheet

SOUTHEASTERN TECHNICAL INSTITUTE

Luis G. Lopes, Ed. S.
Superintendent

Patricia Illsley, M. Ed
Director of Technical Institute

Susan N. Beer, M. Ed., CMA (AAMA)
Medical Assisting Program Director

September 2019

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 | [] |
| Uniform & Classroom Dress Policy | [] |
| STI Attendance & Tardy Policy | [] |
| MA Classroom Attendance, Tardy & Assignment Policies | [] |
| Extern Policy (hours, transportation & assignment) | [] |
| Exposure Control Policy | [] |

Susan N. Beer, Program Director

Students Name

Students Signature