

Medical Assistant

Instructor: Kathleen M. Whitehead, RN, BSN, MHSM.

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Office Hours: Monday – Friday, 7:15- 1:30, 11:00am– 12:00pm, 2:35- 3:15pm

Course #: 8345/8346

Location: 520 Butler Farm Road, Hampton VA 23666

Certification: National Occupations Competency Testing Institute (**NOCTI**). Seeking additional certification through National Healthcare Association and Dual Enrollment

Text:

Primary Proctor, Young-Adams (2011). *Kinn’s The Medical Assistant 11th Edition*. Missouri: Saunders /Elsevier

Proctor, Young-Adams (2011). *Kinn’s The Medical Assistant, Workbook*. Missouri: Saunders /Elsevier

Proctor, Young-Adams (2011). *Kinn’s The Medical Assistant Virtual Medical Office*, Missouri: Saunders /Elsevier

Resource: Chabner, (2005). *Medical Terminology a Short Course 4th Edition*, Missouri, Elsevier/Saunders

Masters, R and Gylys, B (2003). *Medical Terminology Specialties A Medical Specialties Approach with Patient Records*. Philadelphia: F.A. Davis Company

Course Fees:

Health Occupations and Skills USA Student Association (HOSA)	\$ 16.00
NOCTI	\$ 19.00
CPR and First Aid Certification	\$ 25.00
Stethoscope and Blood Pressure Cuff Set and equipment Pack w Tote	\$ 60.00
State Mandated Background Check	\$ 20.00
Pin (Presented at a Ceremony upon completion of Course)	\$ 10.00
Uniform Cost (Estimate)	\$ 37.00

Total Fees

\$187.00

1. Course Description:

This is an introductory course designed to give an overview of the various components of the medical assistants' professional responsibilities. This course is intended for students who are preparing for many of the exciting, challenging, and rewarding careers in the healthcare field. This program will prepare students to assist physicians by performing functions related to both business administration and clinical duties of a medical office. Instruction in business aspect includes: insurance reporting, office accounting, and medical records. Clinical instruction includes: preparation of the patient for examination and treatment, routine laboratory procedures and the use of the electrocardiograph machine. These opportunities require people who want to operate in a high tech fluid environment filled with constant challenges and service commitments. Students will study the history and types of healthcare opportunities, professional workplace behavior, ethics and the legal aspects of the healthcare setting. Students will also learn about and use some of the technology in the healthcare field as they undertake and engage in clinical experiences within the surrounding communities' healthcare facilities. This is a year-length course presented in a 2 hour and 20 minute block.

2. Instructional Philosophy:

The instruction will be a mix lecture, skills demonstration, computer simulation and clinical internship. The course will encompass both the administrative and clinical applications. The course requires extensive study of medical terminology, anatomy and physiology, computer usage and diagnostic testing. Students will work independently and as team members to complete various medical simulations. Healthcare related films and outside readings will be used to demonstrate concepts and theories in the course. **Classroom attendance and participation are required and important for the completion of this course**

Assignments will require students to draw upon academic skills in reading, writing, speaking and listening, mathematics, science, and computer technology. The students will develop and use the following critical thinking skills of reasoning, problem solving, and decision making. Students are expected to read all assignments and be aware of all required material handed out in class. In the event of absences, it is the **student's responsibility** to contact the instructor for any missed work. **Students absent more than 2 consecutive days must contact me by email for assignments while out of class.** Long absences will put you at risk of failure and difficulty in completing making up work. **Students will have 3 days to complete make up work.** Make up work not completed will result in a zero.

Student assessment will be based on group work, individual completion of healthcare current events journal, portfolio, project presentations, and written reports, test of students' knowledge of important healthcare concepts and demonstration of skills. Students will be expected to confer with appropriate businesses within the community to obtain information or complete clinical placement for some assignments. Library and internet research with appropriate citations will be required. Students will be expected to participate in remediation when necessary to complete assignments to meet course standards.

3. Course Goals:

- A. To identify and understand the structure and major components of the healthcare system.
- B. To identify and understand the basic structure, functions and interaction of each body system
- C. To develop a basic working knowledge of medical terminology

- D. To understand the basics of medical billing, coding and insurance procedures.
- E. To understand the legal and ethical and cultural issues and regulations within healthcare.
- F. To understand the strict safety standards needed to protect clients, employees, and employers
- G. To understand the pathway from first client contact through the diagnosis, treatment, follow up and the financial aspects of medical care
- H. To enhance research, writing and customer service skills.

4. **Major Course Projects**

A. Participation and completion of 30/40 hours in a clinical setting. More detailed information will be discussed at a later date. The clinical facility will determine our exact dates; clinical hours will be determined based on the needs of the facility. At least one 8 hr day will be arranged to mirror an employment environment. Clinical experience will be performed during the 3rd Quarter. **Transportation to and from the clinical site is the responsibility of the student.** **A "C" "average is required for participation in clinical**

B. Students are required to maintain a **Health Current Events Journal for the 1st**, quarter. The journal will consist of writing a summary of 5 articles. They may substitute one community sponsored professional presentation on a **medical topic** r. **Due on Oct 21, 2011,**

C. **A weekly Clinical journal/diary will be kept during the 3rd Quarter during your clinical rotation. The Due date is: March 30, 2012** More information about this assignment to follow

D. Students are required to maintain an organized and neat notebook. This will be review once a semester. **The notebook is a Blue Binder for the AM class and a Red Binder for PM** and should be at least 2 inches in size organized with dividers according to the following format: (set of 8 dividers)

- 1) Copy of Syllabus and Class Rules
- 2) Terminology
- 3) Class Notes
- 4) Handouts
- 5) Homework
- 6) Quizzes and tests
- 7) NOCTI Preparation and Resources.
- 8) State task List and Competencies

Grading Scale:

90-100=A
 80-90= B
 70-79= C
 60-69= D
 60 below= F

1st Semester – January 5, 2012 2nd Semester - May 18, 2012

D. Students are required to create a Professional Portfolio. The Portfolio will be used to assist in securing placement for clinical. The portfolio will include a biography, resume, reference list and a collection of their personal certifications and recognitions. The project requirement sheet will be given out in class.

1st Quarter – Sept 29th

E. Students will work in small groups to create a new medical office practice, to include Name, Logo, Policies/Procedures, computer needs. And advertising materials

2nd Quarter - Due: To be announced

F. Students are required to write a 2-3 page research paper and do an oral presentation on a disease topic with a related medical / surgical procedure. The project requirement sheet will be given out in class.

3rd Quarter – Due : To be announced

G. Students will work with a partner to create a patient education/ public health brochure or video for a topic of their choosing with the approval of the instructor

4th Quarter - Due May 25th, 2011

H. Students are required to participate in numerous health related scenarios and “hands-on” activities. Student will be role playing and are required to act as both the professional and the patient.

I Students will assist with community sponsored events such as the Red Cross Blood Drives, Peninsula Food Bank Holiday Drive

J | Each student is required to complete ten (10) hours of community service

5. Instructional Delivery Plan

The following is a description of course requirements:

A. **Quizzes:** During each quarter, there will be 5- 10 , 10 point quizzes. The quizzes will be **multiple** choice and matching **and they may or may not be announced**. The quizzes are designed to test your comprehension of the material being covered.

B. **Unit /Chapter:** There will be at 2-4 Unit/ Chapter Tests per quarter. The tests will be multiple choice, matching and diagram labeling along with short answer based on case studies or scenarios

C. **Quarterly Exams:** There will also be a final exam at the end of each quarter. These exams are multiple choice and short answer essay. There will be **NO MAKEUPS** for exams unless you provide a doctor’s excuse or have an extreme circumstance that the instructor feels is a legitimate reason for missing the exam.

D. **Class Participation:** Class participation is a very important element of the learning experience. I expect all students to be actively engaged with this class. I expect each student to contribute to class discussions and class exercises.

E. **Scenario Exercises:** Scenario Exercises and “Hands- On” Activities include CPR and first aid; Computer simulations: in customer service, financial office management and medical records, medical history interviewing and patient education, as well as various other clinical skills needed within a healthcare practice. Student will be role playing and are required to act as both the professional and the patient.

F. **Homework:** Is given to prepare you to discuss and understand and clarify subject matter being presented. It is an important part of the learning process. Homework not completed by the due date will earn a zero.

H. **Attendance:** - Attendance is required. All missed work must be made up. You can have 4 unexcused absences per quarter, more than that can result in failing. More than 12 per semester is an automatic failure for the semester. Excused absences are listed in the student handbook. . If you are absent more than 2 consecutive days you must contact me via phone or email for assignments. You will have 3 days after your return to complete any necessary make up

6. **Assessment Plan Performance Standards**

Grades for the course will be based on the following levels of performance

Grade	Performance Standard
A	Independent Learner Did research, designed and planned; applied academic skills; evaluated work and made adjustments; did quality work; needed little help from the teacher, sought and found resources independently; demonstrated knowledge with a grade of 90 or higher; produced a quality portfolio.
B	Semi-Independent Learner Did research, designed and planned; needed some help from the teacher; did quality work with a few flaws; needed feedback from the teacher to realize work did not meet standards; redid work to meet standards; demonstrated knowledge with a grade of 80 or higher; produced a better-than average portfolio.
C	Dependent Learner Needed help to research, design and plan or had to be given a plan; relied a great deal on the teacher; had to be given procedures for performing tasks; required significant help to produce a quality product; final product still did not meet standards; demonstrated knowledge with a grade of 70 or higher; produced an average portfolio.
D	Supervised Learner If projects were completed, they were of very poor quality; did not adequately document procedures; did not show criteria for determining quality; scored less than 70 on knowledge tests; produced a poor portfolio.
F	Failure

Did not complete projects; if projects were completed, they were of such low quality that they did not pass; failed to document procedures; did not show criteria for determining quality; scored less than 60 on knowledge tests; produced a poor portfolio or none at all.

7. Student Evaluation

Evaluation Criteria

Percent

Employability Skills

Q1-35%; Q2-30%; Q3-40%; Q4-30%

Employability skills equates to professionalism. These are the necessary skills you will need to be successful in the workforce. The overall employability grade is based on the following factors: your ability to communicate effectively, your use of time, your cooperation in class, your ability to follow instructions, your ability to work independently, your care of the worksite, your ability to follow safety rules, your appearance in class, your ability for problem solving, and bringing your materials to each class. Additionally, students must demonstrate the following: reading skills on a level required for employment in healthcare ; writing skills on a level required for employment in healthcare; speaking and listening skills on a level required for employment in healthcare; computer literacy skills on a level required for employment in healthcare ; reasoning, problem-solving, and decision-making skills; understanding the “big picture;” strong work ethic; positive attitude; independence and initiative; self-presentation skills; satisfactory attendance; and participation as a team member to accomplish goals.

Related Instruction

Q1-45%; Q2-45%; Q3-30%; Q4-45%

Quizzes, unit tests, quarterly exams, health current events journal, the research paper, portfolios, worksheets, and other projects will be used to determine the overall related instruction grade. This is primarily written and oral projects.

Clinical Competencies

Q1-20%; Q2-25%; Q3-30%; Q4-25%

Scenario exercises and “Hands-on-activity,” CPR, virtual computer demonstrations of proper medical record handling, financial management, patient triage and history taking, exam preparation, procedural testing and clinical ratings. This will incorporate technology.