

**Medical Assistant –Afternoon Class**

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

**Office Phone:** 757- 874-4444 (ext 509). We are currently using the school’s main office phone at this time.

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**Office Hours:** Monday – Friday, 10:30am– 12:00pm

**Course #:** **8345/8346**

**Location:** **13400 Woodside Lane, Newport News VA**

**Certification:** National Occupations Competency Testing Institute

**Text: Primary:** Bonewit-West, Hunt, Applegate (2009). Today’s Medical Assistant. Missouri: Saunders /Elsevier

Bonewit-West, Hunt, Applegate. (2009). Today’s Medical Assistant, Workbook. 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:**

Books (Book, Workbook and Procedural DVD)	\$140.00
Health Occupations Student Association	\$ 32.00
CPR and First Aid Certification	\$ 35.00
Stethoscope and Blood Pressure Cuff Set	\$ 30.00
Liability Insurance	\$ 20.00
State Mandated Background Check	\$ 20.00
Pin (Presented at a Ceremony upon completion of Course)	\$ 10.00
Uniform Cost (Estimate)	\$ 40.00
NOCTI Testing	\$ 18.50

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**Total Fees**

**\$345.50**

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## 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 hours in a clinical setting. More detailed information will be included in the clinical packet. The clinical facility will determine our exact dates; clinical hours will be 1pm-4pm one day per week, and at least one 8 hr day will be arranged to mirror an employment environment. Clinical experience will be performed during the 3<sup>rd</sup> Quarter. Transportation to the clinical site will be provided by New Horizons, transportation home after clinical is the student responsibility. **A “C “average is required for participation in clinical**
  
- B. Students are required to maintain a Health Current Events Journal for the 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> quarters. The journal will consist of writing a summary of 5 articles. They may substitute one community sponsored professional presentation on a **medical topic** quarter. **Due on Oct 23rd, Jan 14<sup>th</sup> , Mar 30<sup>th</sup> ,**
  
- C. Students are required to maintain an organized and neat portfolio. This will be graded once a semester
  
- D. Students are required to write a 2-3 page research paper on a specific health occupation.( 1<sup>st</sup> quarter) **Due Oct 29<sup>th</sup> 2009**
  
- E. Students are required to write a 2-3 page research paper on a disease of their choosing. They will plan, implement, execute and evaluate an interactive patient education presentation. A written and pictorial summary of the event will be the final product. (3<sup>rd</sup> quarter) –**Due by Mar 29<sup>th</sup>, 2010**
  
- F. Students will work in small groups to create a marketing campaign for healthcare workers or create and record a public service announcement for a health related organization.(4<sup>th</sup> quarter.) **Due 26<sup>th</sup> May 2010**
  
- G. 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 Ten hours of community service is required

#### 5. Project Outline

**Research Papers and Presentation- Due Oct 29<sup>th</sup> 2009, Due Mar 29<sup>th</sup> 2010**

The papers will use at least 2- 3 creditable sources and will be typed, double-spaced, using 12 point Arial font. Sources should be cited in accordance with APA. References should also be listed in the proper APA format. We will review APA documentation and formatting during class.

You will be required to orally present your paper to the class (about 10-15 minutes) If you do not have access to a computer, you will have the opportunity to work on these papers during class time in the computer lab. Computers are also available at the local libraries. The use of visuals, like PowerPoint, posters etc are required. Proper career attire is required during your presentation.

A rough draft is required and is **due Oct 12th 2009**, your outline will include your topic and your outline should include the areas you plan to explore. If you have any resources at this point, please include those in the outline. Your outline can be “rough” – you are not expected to have everything well organized at this point. The outline is a way of helping you consider what aspects of your topic you need to explore and include in your paper. Be sure to include a working title (you can always change it) at the top of your paper.

### **Patient Education Presentation- Due by March 23 2009**

The student will work with classmates using class and free time to complete this assignment – detailed information will be provided at later date

### **Public Service Announcement- Due 29 May 2009**

The student will work with classmates using class and free time to complete this assignment - detailed information will be provided at later date

### **Resume and Reference List for Employment – Due Date To be announced**

## **6. Instructional Delivery Plan**

*The following is a description of course requirements:*

A. **Quizzes:** During each quarter, there will be 5- 20 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

C. Quarterly **Exams:** There will also be a final exam at the end of each quarter. The dates of these exams are identified below. 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. **Current Events Journal:** Students are required to maintain a Health News Journal for quarters 1-3. . The journal should contain:

1. A short summary at least 1-2 pages of the article's main points –who, what, when, where, how,—and your reaction to the article/presentation, discuss how the article /presentation relates to something you have learned in class. Be sure to include your reaction! Did you agree /disagree and why. The summaries will be typed using the Courier or Arial 12 font and a copy of the article will be attached.

2. Write a short response in which you state if you agree or disagree and why.

3. The grading of the Health current events journal is as follows:

5 well-written, thoughtful summaries per quarter =	A
4 Summaries per quarter =	B
3 Summaries per quarter =	C
2 Summaries per quarter =	D
<2 summaries per quarter =	F

4. The web address of recent newsworthy articles related to health from any of the following web sites (look for the “news” or “press release” links on these sites’ home pages) others are also available

<http://www.dhs.gov/>

<http://www.dailypress.com/>

<http://hamptonroads.com/pilotonline/>

<http://www.cdc.gov>

[http://www. advancweb.com](http://www.advancweb.com)

5. **The journals are due on the following dates: October 23, 2009; January 7, 2010; March 26, 2010**

G. **Portfolio:** You are required to maintain an organized and neat portfolio. Your portfolios will be

reviewed once per semester for a grade. The portfolio is your **RED** binder and should be organized with dividers according to the following format:

1. Course Syllabus (This section will also include course objectives and state task list)
2. Notes : arranged by Units
3. Terminology
4. Class Exercises and Graded Workbook
5. Major Learning
6. Résumé

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

## 7. Assessment Plan

### **Performance Standards**

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

<b>Grade</b>	<b>Performance Standard</b>
<b>A</b>	<b>Independent Learner</b> 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>B</b>	<b>Semi-Independent Learner</b> 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.
<b>C</b>	<b>Dependent Learner</b> 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.
<b>D</b>	<b>Supervised Learner</b> 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.
<b>F</b>	<b>Failure</b> 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.

## 8. Student Evaluation

<b>Evaluation Criteria</b>	<b>Percent</b>
<b>Employability Skills</b>	<b>Q1-35%; Q2-30%; Q3-35%; Q4-25%</b>

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%; Q2-50%; Q3-30%; Q4-40%**

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%; Q2-20%; Q3-35%; Q4-35%**

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.

