

# **Syllabus: Medical Assisting**

**Subject Code: 70904  
Course Number: HC13500  
CIP Code: 51.0801  
SOC Code: 31-9092**

**C-TEC of Licking County  
Newark, Ohio  
CTPD 055**

### **Instructors:**

- Laura Droke, Paramedic

### **Instructor Contact:**

- C-TEC 150 Price Road Newark, Ohio 43055
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- C-TEC Telephone (740) 364-2280
- Email Address: [ldroke@c-tec.edu](mailto:ldroke@c-tec.edu)

### **Class Meeting Times:**

- M-TH 9 a.m. – 4 p.m.
- 4 Fridays 9 a.m. – 4 p.m.

### **Class Location:**

- C-TEC 1006 and 1008

### **Minimum Hours:**

- 700 Hours Classroom/200 Hours Externship

### **Course Prerequisites:**

- WorkKeys pretesting, copy of High School Diploma or GED

### **Program Requirements:**

- Black scrubs, black long sleeve scrub jacket, closed toe and heel tennis or clinical shoe.
- Prior to Externship -TB two-step testing, Rubella (German Measles), Rubeola (10-day Measles), Mumps, Varicella (Chicken Pox) Hepatitis B vaccine dates or declination, Tdap (tetnus with pertussis), Influenza, copy of immunization record, BCI/FBI background check, code # 4720.09 Basic Health Screening.

### **Required for all Classes and Externship:**

- *ECGs Made Easy* 6<sup>th</sup> Edition by Barbara Aehlert, MEd, BSPA, RN (2018, Paperback) Elsevier, **ISBN: 9780323401302**
- *The Electronic Health Record for the Physician's Office for SimChart* by Julie Pepper, BS, CMA (2018, Paperback) Elsevier, **ISBN: 9780323511469**
- *Essentials of Anatomy & Physiology* by Patton, Thibodeau, Douglas (2012, Hardcover) Elsevier, **ISBN: 9780323085113**
- *Exploring Medical Language* 10<sup>th</sup> Edition by Myrna LaFleur Brooks, Danielle LaFleur Brooks (2018, Paperback with flash cards) Elsevier, **ISBN: 9780323396462 and 9780323396455**

- *The Medical Assistant, Kinn's 13<sup>th</sup> Edition* by Proctor, Niedzwiecki, Pepper, Madero, Garrels, Mills (2017, Hardcover) Elsevier, **ISBN: 9780323353205**
- *The Medical Assistant, Kinn's 13<sup>th</sup> Edition* by Proctor, Niedzwiecki, Pepper, Madero, Garrels, Mills (2017, Paperback Workbook) Elsevier, **ISBN: 9780323429474**
- *Heartsaver First Aid CPR AED* by [Michael A. Buldra](#) (Contributor), [Michael W. Lynch](#) (Editor) (2010, Student Workbook), American Heart Association Inc., **ISBN: 9781616690175**
- *BLS for Healthcare Providers*, [American Heart Association](#), (2011, Mixed Media Product), American Heart Association Inc., **ISBN: 9781616690397**

### **Websites for Gathering Information and Research:**

<http://www.nlm.nih.gov/medlineplus>  
<http://www.sharecare.com>  
<http://www.mayoclinic.com/health-information>  
<http://www.innerbody.com>  
[www.webmd.com](http://www.webmd.com)  
[www.healthline.com](http://www.healthline.com)  
[www.mayoclinic.com](http://www.mayoclinic.com)

### **Required and Recommended Materials:**

- Black scrubs
- Closed toe and heel tennis or clinical shoe
- Long sleeved, black scrub jacket
- Watch with a second hand
- Notebook and pen for note taking
- Personal laptop (optional)

### **Course Description:**

- This program prepares an individual with the necessary skills required by the American Medical Technologists prior to gaining eligibility to become a Registered Medical Assistant. Content includes in-depth anatomy, physiology, phlebotomy, pharmacology, medication administration, medical administration, law and ethics, human relations and patient education, medical billing and coding, medical terminology venipuncture, vital signs, minor office surgery, and laboratory procedures. The program includes a 200-hour supervised externship in an ambulatory care setting. The externship is designed to allow an individual to demonstrate mastery of their knowledge and skills.

## **Course Objectives/Outcomes:**

- The course objectives include:
  - Preparing students for post-program success, both in the work force and in their educational pursuits.
  - Preparing students to process information using higher order thinking skills and to engage in sound decision-making.
  - Providing a rich learning environment utilizing research-based methods of instruction, state-of-the-art technology, and current resources and materials.
  - Maintaining high expectations for all students regardless of educational needs and providing support necessary for achievement.
  - Providing a challenging, worthwhile curriculum based on current industry/academic expectations. Specifically and upon successful completion of the program/course for Medical Assistant the students will be able to:
    - Differentiate healthcare settings
    - Explain highlights of medical history
    - Describe the scope of practice for a medical assistant
    - Demonstrate professional communication and medical office etiquette
    - Use medical terminology, abbreviations, and symbols correctly
    - Identify and describe all body systems, organs, and relevant pathophysiology
    - Differentiate normal and abnormal structures and functions
    - Identify and correlate cells, tissues, organs, and systems of the human body
    - Identify and describe the generalized functions of the human skeletal system
    - Identify and describe the major muscles of the human body
    - Describe the characteristics and function of blood/blood plasma
    - Discuss the major changes in the growth, development, and aging of the human body
    - Identify and respond to patient emotional reactions
    - Employ a variety of methods when providing patient education
    - Analyze legal and ethical issues associated with a medical office
    - Identify ethical and unethical practices within a medical office
    - Demonstrate an understanding of the various types of consent and disclosure laws
    - Correctly use legal terminology associated with the medical profession
    - Explain infection, infection control and standard precautions
    - Demonstrate knowledge of sterilization and disinfection techniques

- Measure and accurately record vital signs
- Correctly demonstrate CPR
- Safely and proficiently collect specimens via venipuncture and capillary puncture
- Perform urinalysis, ECG, PFT, hemocult testing, throat swabs
- Accurately use pharmacology terms
- Accurately calculate drug dosage
- Properly administer medicine
- Competently complete general reception duties
- Manage medical records including documenting and charting
- Maintain medical equipment
- Apply knowledge of ICD-9, ICD -10, and CPT coding procedures and patient billing procedures
- Perform procedural and diagnostic coding
- Understand federal and state healthcare legislation and regulations
- Identify and describe various types of insurance plans and managed care plans

- **Clinical Competencies**

- Hand washing
- Applying an alcohol based hand rub
- Application and removal of clean disposable gloves
- Sanitization of instruments
- Wrapping instruments using paper or muslin
- Wrapping instruments using a pouch
- Sterilizing articles in the autoclave
- Measuring temperatures; oral, axillary, rectal, tympanic, temporal
- Measuring pulse and respiration
- Measuring apical pulse
- Performing pulse oximetry
- Measuring blood pressure
- Determining systolic pressure by palpation
- Measuring height and weight
- Positioning- sitting, supine, prone, lithotomy, Sim's, knee-chest, Fowler's
- Assisting with physical examinations
- Assessing distance visual acuity- Snellen Chart
- Assessing color vision- Ishihara test
- Irrigation- eye, ear,
- Instillation- eye, ear
- Applying- heating pad, hot soak, hot compress, cold compress, ice bag, chemical pack
- Measure for axillary crutches

- Instruct patient's on use with: crutch gaits, cane, walker
- Instruction on self-exam of breast
- Assist with gynecologic exam
- Assist with a return prenatal exam
- Measure weight and length of infant
- Measure head and chest circumference of infant
- Calculate growth percentiles
- Apply pediatric urine collector
- Apply/remove sterile gloves
- Open sterile packaging
- Pour sterile solution
- Change sterile dressing
- Remove sutures and staples
- Apply/remove adhesive skin closures
- Assist with minor office surgery
- Administer oral medications
- Prepare injection
- Reconstituting powdered drug
- Administering a subcutaneous injection
- Administering an intramuscular injection
- Z-Track intramuscular injection technique
- Administering intradermal injection
- Perform/run 12-lead, three channel electrocardiogram
- Perform spirometry test
- Knowledge of specialty exams/procedures- colon procedures, male reproductive health
- Knowledge of radiology and diagnostic imaging
- Fecal occult blood testing: Guaiac slide test
- Developing the hemoccult slide test
- Collecting specimens for transport to outside laboratory
- Clean-catch midstream urine collection
- Chemical testing of urine with the multistix 10SG reagent strip
- Prepare a urine specimen for microscopic exam- Kova method
- Perform urine pregnancy test
- Venipunctures; vacuum tube method, butterfly method
- Skin puncture; disposable semiautomatic lancet device, reusable semiautomatic lancet
- Blood glucose measurement using Accucheck Advantage Glucose Meter
- Collect specimen for throat culture
  
- **Administrative Competencies:**
- Completion of Consent to Treatment form
- Release of medical information
- Preparing medical record

- Obtaining/recording patient symptoms
- Opening medical office
- Closing medical office
- Obtaining new patient information
- Explaining office policies and procedures
- Perform telephone screening
- Taking telephone message
- Taking requests for medications or prescription refills
- Telephone a patient for follow-up
- Setting up appointment matrix
- Making an appointment/ Managing appointment schedule
- Completing a referral form for managed care
- Scheduling inpatient or outpatient diagnostic tests or procedures
- Scheduling inpatient or outpatient admissions
- Filing patient records alphabetic and numeric/Filing reports
- Composing business letter
- Responding to written communication
- Transcribing dictated letter or report
- Sending a fax
- Preparing copies of multiple-page documents
- Processing incoming mail/ locate zip code
- Preparing envelopes for mailing
- Completing a patient charge slip
- Posting charges to the patient ledger
- Posting payments and/or adjustments
- Recording patient's visit on day sheet/Balancing day sheet
- Writing a check
- Preparing bank deposit
- Reconciling bank statement
- Looking up CPT code, HCPCS code, ICD-10-CM code
- Completing/reviewing CMS-1500 insurance claim form
- Processing patient bills
- Posting NSF check and overpayment
- Processing refund
- Creating accounts receivable aging record
- Writing collection letter
- Posting collection agency payment
- The medical assistant as office manager: routine maintenance to equipment,
- performing supply or equipment inventory, locating community resources

**Grading:**

Evaluation of student performance is based upon pupil performance objectives relating to course competencies study. The number of competencies mastered and the degree of mastery is translated into appropriate grades consistent with the C-TEC Board of Education policy on grading guidelines, practices, and procedures.

In the process of evaluation, instructors obtain several grades for each student within the time frame of the program/course. These grades may include, but are not limited to, performance on tests, quizzes, homework, assignments, special research projects, classroom participation, lab competency mastery and/or improvement and the demonstration of positive employability traits.

**Grading Scale**

<u>Letter Grade</u>	<u>Percent</u>	<u>GPA</u>
A	93-100	4.00
A-	90-92	3.67
B+	87-89	3.33
B	83-86	3.00
B-	80-82	2.67
C+	77-79	2.33
C	73-76	2.00
C-	70-72	1.67
D+	67-69	1.33
D	63-66	1.00
D-	60-62	0.67
F	0-59	0.00

**Credentialing:**

- Upon successful completion of the 900 hour program the student will be able to apply for the examination of the national registration of the American Medical Technologists (AMT).



## **Course Policies:**

Policies are designed to help a student learn course content and skills as well as clearly impose medically related work-like expectations.

- **Attendance** – You must be present 90% of the TOTAL classroom hours in order to successfully complete the Medical Assisting Program. You are required to be present 100% of the time for the 200 hour externship in order to successfully complete the Medical Assisting Program. Exceptions may be considered and/or reviewed by the program coordinator. Tardiness to class will be applied against the 10% noted for absenteeism. One minute tardy will count as ½ hour absent.
- **Uniforms** – Your designated scrubs are to be worn to each class. You may wear a cardigan sweater or scrub jacket over the uniform if desired. Hoodie sweatshirts or pullover sweaters may not be worn. Uniform pants should not touch or drag on the floor and must be and remain high enough on the hips or waist that undergarments or skin is not visible with sitting, bending, or standing. Name tags will be provided by the school and must be worn between the neck and the abdomen each day without exception. Lost or damaged name tags will be replaced at the student's expense. The replacement fee is \$5.00. Your designated uniform shoes are to be kept neat and clean and are to be worn each day. No facial piercings, visible body tattoos, or excessive jewelry will be acceptable at externship. Fingernails will be no longer than one quarter of an inch and clean. Nail polish, if worn, will be clear with no color.
- **Cell Phones** – Keep cell phones in a non-disruptive mode (set on vibrate). Minimize incoming calls and texts to the very important or emergency category. Leave the room in an unobtrusive manner if you have to answer an emergency call or text. Outgoing calls and texts should be made at break times. Be aware that the school assumes no liability for the theft or damage to your personal cell phone.
- **Disruptive Behavior** – Disruptive behavior of any type is not permitted and may result in dismissal from the program. Sleeping during class, tardiness to class, excessive talking during class and disrespectful behavior are examples of disruptive behavior.
- **Plagiarism** – Submitting plagiarized work for an academic requirement is considered academic misconduct. Plagiarism is the representation of another's work or ideas as one's own; it includes the unacknowledged word-for-word use and/or paraphrasing of another person's work, and/or inappropriate unacknowledged use of another person's ideas.
- **Diversity** - It is the responsibility of the instructor and the students to foster and maintain a harmonious, non-threatening and non-discriminating environment in the classroom. Therefore, all individuals are to be respected as equal and contributing partners of our society.

## Course/Program Sequence

Introduction to Medical Assisting
Anatomy and Physiology, Medical Terminology
Human Relations and Patient Education, Law and Ethics
LAB 1 – Infection Control, Disinfection, Sterilization, Vital Signs, Recording of Chief Complaints, Patient Care, Phlebotomy, Patient Teaching, Charting
LAB 2 – Aseptic Techniques, Urinalysis, ECG, PFT, Diagnostic Procedures, Hemocult Testing, Throat Swabs
Pharmacology
Administrative Procedures
Billing and Coding, Career Development
Career Development
Externship

### **MODULE ONE**

**C-TEC**  
150 Price Road  
Newark, Ohio 43055  
740-364-2265

Instructor: Laura Droke  
Email: [ldroke@c-tec.edu](mailto:ldroke@c-tec.edu)

**INTRODUCTION TO MEDICAL ASSISTING**  
**HC13500**  
**20 Hours**

#### **Texts and Resources**

***The Medical Assistant, Kinn's 13<sup>th</sup> Edition ; Proctor, Niedzwiecki, Pepper, Madero, Garrels, Mills***  
**Accompanying workbook**

#### **COURSE DESCRIPTION**

This course will define the different healthcare settings where a medical assistant may be employed and the differences in healthcare professionals. This course will furnish a history of medicine highlighting on important professionals, eras, and events. This course will instruct on the medical assistant's scope of practice.

#### **COURSE GOALS**

Upon completion of this course, the student will be able to define healthcare professionals and healthcare settings. The student will also know important highlights in history in regards to medicine. The student will know the medical assistant's scope of practice.

#### **COURSE OBJECTIVES**

Upon completion of this course, the student will be able to:  
Define different healthcare settings to include, but not limited to, physician offices, ambulatory care centers, hospitals and surgical centers.  
Know important highlights of medical history, start project of historical figures  
Know the medical assistant's scope of practice, oral presentations of historical figures.  
Oral presentation of historical figures project

## **PROJECT**

A 200 to 300 word paper with cover and reference pages will be required. The subject will be a current medical topic of your choice.

Project will be graded for the following:

- Content and accuracy
- Spelling and grammar
- Typed and double spaced
- Cover page with your name, date, title, instructors name and class name
- Oral presentation of the paper

## **Method of Instruction**

Lecture

Power Point

Media/Technology

Assigned workbook pages from text

## **Evaluation Methods**

Quizzes/Tests/Homework/Project

The final grade for this course is based on achievement of all possible points accumulated and averaged.

## **MODULE TWO**

### **C-TEC**

150 Price Road  
Newark, Ohio 43055  
740-364-2265

Instructor: Michelle Wellman-Miller

Email: [mwellman-miller@c-tec.edu](mailto:mwellman-miller@c-tec.edu)

### **Medical Assistant**

#### **Course Description: Medical Terminology**

HC13500

90 Hours

#### **Texts and Resources**

**Exploring Medical Language: A student-Directed Approach, 10<sup>th</sup> Edition; Myrna LaFleur Brooks, Bed, RN & Danielle LaFleur Brooks, MATLA**

#### **Course Description**

This course teaches foundational medical terminology to enhance a student's understanding and application of administrative and clinical terms in inpatient/outpatient settings. Topics include medical terms, abbreviations and definitions with roots, prefixes and suffixes. Terms are related to body systems and disorders. Associated anatomy is also taught.

#### **Course Goals**

Upon completion of this course, the student will be able to correctly spell, pronounce and utilize medical terminology in the healthcare setting. The student will also learn the abbreviations and medical symbols used in the medical field.

#### **Course Objectives**

- Preparing students for post-program success, both in the work force and in their educational pursuits.
- Preparing students to process information using higher order thinking skills and to engage in sound decision making.

- Providing a rich learning environment utilizing research-based methods of instruction, state-of-the-art technology and current resources and materials
- Maintaining high expectations for all students regardless of educational needs and providing support necessary for achievement.
- Providing a challenging, worthwhile curriculum based on current industry/academic expectation. Specifically, and upon successful completion of the program/course for RMA – Medical Terminology the students will be able to:
  - Describe how medical terms are created.
  - Use basic medical suffixes and prefixes accurately.
  - Defines directional terms and anatomic planes of the body.
  - Identify selected body systems structures and their related word parts.
  - Use system word parts, prefixes, and suffixes to build and define words.
  - Define medical terms related to selected diseases.
  - Define selected diagnostic and surgical procedural terms for each body system.
  - Define other selected medical terms and related to color and medical specialties.
  - Recognize selected abbreviations related to each body system.
  - Spell, pronounce, and use specific medical terms.

**Chapters:**

- Chapter 1: Introduction to Medical Language
- Chapter 2: Body Structure, Color and Oncology
- Chapter 3: Directional Terms, Anatomic Planes, Regions and Quadrants
- Chapter 4: Integumentary System
- Chapter 5: Respiratory
- Chapter 6: Urinary system
- Chapter 7: Male Reproductive System
- Chapter 8: Female Reproductive System
- Chapter 9: Obstetrics and Neonatology
- Chapter 10: Cardiovascular, Immune, Lymphatic and Blood
- Chapter 11: Digestive System
- Chapter 12: Eye
- Chapter 13: Ear
- Chapter 14: Musculoskeletal System
- Chapter 15: Nervous System and Behavioral Health
- Chapter 16: Endocrine System

**Method of Instruction**

- Lecture
- Power Point
- Media/Technology
- Quizzes/Tests/Homework

The final grade for this course is based on achievement of all possible points accumulated and averaged.

**MODULE THREE**

**C-TEC  
150 Price Road  
Newark, Ohio 43055  
740-364-2265**

Instructor: Michelle Wellman-Miller  
Email: [mwellman-miller@c-tec.edu](mailto:mwellman-miller@c-tec.edu)

**MEDICAL ASSISTING**

**Course Description: Anatomy and Physiology for Medical Assistants  
HC13500**

## 90 Hours

### Texts and Resources

*Essentials of Anatomy and Physiology*; Patton, Thibodeau, Douglas

### Course Description

Anatomy and Physiology teaches the form and function of the human body at the cellular, tissue, organ and system levels. This course presents a detailed study of the structures and systems of the human body and the relationships between them. Physiology deals with the metabolic functions of the various structures and their interdependency upon one another. This course is designed to provide a basic knowledge of anatomy and physiology of the human body for those entering the field of Registered Medical Assistant.

### Course Objectives

- Preparing students for post-program success, both in the work force and in their educational pursuits.
- Preparing students to process information using higher order thinking skills and to engage in sound decision-making.
- Providing a rich learning environment utilizing research-based methods of instruction, state-of-the-art technology and current resources and materials.
- Maintaining high expectations for all students regardless of educational needs and providing support necessary achievement.
- Providing a challenging, worthwhile curriculum based on current industry/academic expectation. Specifically, and upon successful completion of the program/course for Registered Medical Assistants – Anatomy and Physiology the students will be able to:
  - Describe the body plan and organization and homeostasis.
  - Explain basic principles of body chemistry.
  - Identify and relate basic concepts of structures and functions of cells and histology.
  - Identify the structures and describe the functions of the integumentary system.
  - Identify the structures and describe the functions of the skeletal system.
  - Identify the structures and describe the functions of the muscular system.
  - Identify the structures and describe the functions of the nervous system.
  - Identify the structures and describe the functions associated with the endocrine system.
  - Identify the components and relate the functions associated with blood.
  - Identify the structures and describe the functions associated with the cardiovascular system.
  - Identify the structures and describe the functions of the lymphatic system.
  - Identify the structures and describe the functions associated with the respiratory system.
  - Identify the structures and describe the functions associated with the digestive system.
  - Identify the structures and describe the functions associated with the urinary system.
  - Identify the structures and describe the functions associated with the reproductive system.

### Chapters:

Chapter 2: The Chemical Basis of Life  
Chapter 3: Anatomy & Physiology of cells  
Chapter 6: Tissues  
Chapter 7: Skin and Appendages  
Chapter 8: The Skeletal System  
Chapter 9: Bones and Joints  
Chapter 10: The Muscular System  
Chapter 12: The Nervous System  
Chapter 13: The Peripheral Nervous System  
Chapter 14: The Sense Organs  
Chapter 15: The Endocrine System  
Chapter 16: Blood  
Chapter 17: The Cardiovascular System  
Chapter 19: The Lymphatic and Immune System  
Chapter 20: The Respiratory System  
Chapter 21: The Digestive System  
Chapter 23: The Urinary System & Fluid and Electrolyte Balance

Chapter 24: Male Reproductive System  
Chapter 25: Female Reproductive System  
Chapter 26: Growth and Development

#### **Method of Instruction**

Lecture  
Power Point  
Media/Technology  
Quizzes/Tests/Homework

The final grade for this course is based on achievement of all possible points accumulated and averaged.

## **MODULE FOUR**

#### **C-TEC**

150 Price Road  
Newark, Ohio 43055  
740-364-2265

Instructor: Laura Droke  
Email: [ldroke@c-tec.edu](mailto:ldroke@c-tec.edu)

#### **MEDICAL ASSISTANT**

#### **Course Description: Law and Ethics**

HC13500

20 Hours

#### **Texts and Resources**

*The Medical Assistant, Kinn's 13<sup>th</sup> Edition ; Proctor, Niedzwiecki, Pepper, Madero, Garrels, Mills*  
**Accompanying workbook**

#### **Course Description**

Instructs students in legal relationship of the physicians, patient, and medical assistant; professional liabilities, Medical Practice Acts, professional attitudes and behavior and the types of medical practices. This course will cover in depth the medical assistant's scope of practice

#### **Course Goals**

Students will analyze legal issues impacting a medical office. Students will analyze ethical issues impacting a medical office. The student will be able to identify factors and issues within the medical assistant's scope of practice.

#### **Course Objectives**

Upon successful completion of this course, the student will be able to:

- Compare criminal and civil law as they apply to the practicing medical assistant; also discuss contract law.
- Summarize the anatomy of a medical professional liability lawsuit and explain the four essential elements of a valid contract.
- Discuss the various parts of a medical professional liability lawsuit.
- Discuss the advantages of mediation and arbitration.
- Do the following related to medical liability and negligence:
  - Differentiate malfeasance, misfeasance, and nonfeasance.
  - Explain the four Ds of negligence.
  - Define the types of damages.
- Discuss risk management and describe liability, malpractice, and personal injury insurances, including the importance of informed consent.
- Define statutes of limitation and confidentiality.
- Discuss compliance reporting, the Patient Self-Determination Act, the Uniform Anatomical Gift Act, and the Patients' Bill of Rights.
- Describe the important features of the ADAA and GINA Acts

- Explain the components of the Health Insurance Portability and Accountability Act (HIPPA)
- Identify HITECH and its impact on electronic transmission of patient records.
- Summarize the primary features of the Affordable Care Act.
- Do the following related to medicine and ethics:
  - Define ethics and morals.
  - Identify the effect of personal morals and values on professional performance.
  - Differentiate between personal and professional ethics.
  - Recognize the effect personal ethics and morals have on the delivery of healthcare.
  - Develop a plan for separation of personal and professional ethics.
  - Demonstrate appropriate responses to ethical issues.
- Discuss the history of ethics in medicine.
- Do the following related to making ethical decisions:
  - List and define three general elements of ethics
  - List and define the four types of ethical problems.
  - Discuss the five-step process used to make an ethical decision.
  - Summarize the ethical opinions reached by the Council on Ethical and Judicial Affairs (CEJA)
  - Describe the process of compliance reporting of conflicts of interest.

#### **Method of Instruction**

Lecture  
 Power Point  
 Media/Technology  
 Assigned workbook pages from text

#### **Evaluation Methods**

Quizzes/Tests/Homework/Project

This final grade for this course is based on achievement of all possible points accumulated and averaged.

## **MODULE FIVE**

**C-TEC**

**150 Price Road  
 Newark, Ohio 43055  
 740-364-2265**

**MEDICAL ASSISTANT**

**HC13500  
 15 Hours**

**Course Description: Human Relations and Patient Education**

#### **Texts and Resources**

***The Medical Assistant, Kinn's 13<sup>th</sup> Edition ; Proctor, Niedzwiecki, Pepper, Madero, Garrels, Mills*  
 Accompanying workbook**

#### **Course Description**

This course introduces students to the interactions between patients, professional staff, and public by exploring diversity in communities and practices where a medical assistant may be employed. It also demonstrates ways the medical assistant can effectively teach patients and use appropriate resources when educating patients.

#### **Course Goals**

This course is intended to provide the medical assistant with the knowledge they need to effectively interact with patients, coworkers, physicians, and the public by learning techniques to employ appropriate interpersonal skills in the workplace. It is also a goal of this course to provide instruction on ways the

medical assistant can employ various methods to instruct and educate patients as well as how to properly document such teaching.

### **Course Objectives**

Upon completion of this course, the student will be able to:

- Discuss first impressions and patient-centered care.
- Do the following related to communication paths:
  - Identify styles and types of verbal communication.
  - Identify types of nonverbal communication.
  - Recognize and respond to verbal and nonverbal communication.
- Recognize communication barriers.
- Summarize factors that should be considered when communicating with diverse patient populations.
- Identify techniques for overcoming communication barriers.
- Do the following related to communication during difficult times:
  - Recognize the elements of oral communication using the sender-receiver process.
  - Apply feedback techniques, including reflection, restatement and clarification, to obtain information.
  - Discuss open and closed questions or statements
- Discuss important factors about therapeutic communication across the life span.
- Discuss the holistic model of patient education related to health and illness; also, instruct patients according to their needs to promote health maintenance and disease prevention.

### **Method of Instruction**

Lecture  
Power Point  
Media/Technology  
Assigned workbook pages from text

### **Evaluation Methods**

Quizzes/Tests/Homework

The final grade for this course is based on achievement of all possible points accumulated and averaged.

## **MODULE SIX**

**C-TEC**  
**150 Price Road**  
**Newark, Ohio 43055**  
**740-364-2265**

Instructor: Laura Droke  
Email: [ldroke@c-tec.edu](mailto:ldroke@c-tec.edu)

### **MEDICAL ASSISTANT**

**Course Description: Medical Billing and Coding**  
**HC13500**  
**70 Hours**

### **Texts and Resources**

***The Medical Assistant, Kinn's 13<sup>th</sup> Edition ; Proctor, Niedzwiecki, Pepper, Madero, Garrels, Mills***  
**Accompanying workbook**

### **Course Description**

This course introduces students to ICD-9, ICD-10 and CPT coding of office procedures for payment/reimbursement by patient or third party and prevention of insurance fraud. This course instructs on proper billing and collection procedures.



### **Course Goals**

Upon completion of this course, the student will be able to properly apply knowledge of ICD-9, ICD-10 and CPT coding procedures and patient billing procedures.

### **Course Objectives**

Upon completion of this course, the student will be able to:

- Perform procedural coding.
- Perform diagnostic coding.
- Demonstrate knowledge of federal and state health care legislation and regulations.
- Describe differences of insurance carriers and plans.
- Identify and define various types of managed care plans.
- Describe government programs available to dependents of the armed services and veterans.
- Explain general provisions of Medicaid plan and the state children's insurance program.
- Remain up-to-date on government changes in healthcare as they occur.
- Identify steps for filing third-party claims.
- Perform medical billing and reimbursement

### **Method of Instruction**

Lecture  
Power Point  
Media/Technology  
Assigned workbook pages from text  
Assigned Healthcenter21.com online programming

### **Evaluation Methods**

Quizzes/Tests/Homework/Project

The final grade for this course is based on achievement of all possible points accumulated and averaged.

## **MODULE SEVEN**

**C-TEC**  
**150 Price Road**  
**Newark, Ohio 43055**  
**740-364-2265**

Instructor: Laura Droke  
Email: [ldroke@c-tec.edu](mailto:ldroke@c-tec.edu)

**MEDICAL ASSISTANT**  
**110 Hours**  
**HC13500**

**Course Description: Administrative Medical Office Procedures**

#### **Texts and Resources**

***The Medical Assistant, Kinn's 13<sup>th</sup> Edition ; Proctor, Niedzwiecki, Pepper, Madero, Garrels, Mills***  
**Accompanying workbook**  
***Electronic Health Record for the Physician's Office, Second Edition; Julie Pepper***  
***SimChart for the Medical Office***

#### **Course Description**

This course instructs students in the practice of the management of a medical office in areas such as receptionist duties, telephone techniques, appointment scheduling, verbal and written communication, medical and non-medical record management, and managed care procedures. Explains library and editorial duties, inventory, care of equipment and supplies, security, office maintenance, management responsibilities, placement of professional ethics and professionalism.

**Course Goals**

Upon completion of this course, the student will be able to properly use finance terminology. The student will learn general reception duties, how to properly schedule appointments, how to communicate effectively using oral and written methods, manage medical records, how to properly document and chart appropriately, order supplies, maintain equipment, and compliance procedures pertaining to OSHA and HIPPA.

**Course Objectives**

The course prepares the student to become an administrative medical assistant in outpatient settings such as physician offices or any ambulatory setting. Job skill exercises provide hands-on experience, allowing the student to practice realistic tasks they will encounter in a workstation.

Upon completion of this course, the student will be able to:

- Understand how to write and speak professional language in a medical office.
- Apply fundamental communication skills.
- Create and prepare patient education materials.
- Maintain patient accounts.
- Prepare and maintain medical office banking deposits and records.
- Understand supervision and human resource management.
- Perform medical practice marketing and customer service.
- Schedule and manage patient appointments.
- Manage patient telephone calls.
- Understand quality improvement and risk management.
- Understand management of the medical office team.
- Perform credit and collection tasks.
- Understand the basics of health insurance.
- Role play in a mock office situation.

**Method of Instruction**

Lecture  
Power Point  
Media/Technology  
Assigned workbook pages from text

**Evaluation Methods**

Quizzes/Tests/Homework/Project  
The final grade for this course is based on achievement of all possible points accumulated and averaged.

**MODULE EIGHT**

**C-TEC**  
**150 Price Road**  
**Newark, Ohio 43055**  
**740-364-2265**

Instructor: Laura Droke  
Email: [ldroke@c-tec.edu](mailto:ldroke@c-tec.edu)

**MEDICAL ASSISTANT**

**Course Description: Pharmacology**  
**HC13500**  
**45 Hours**

**Texts and Resources**

***The Medical Assistant, Kinn's 13<sup>th</sup> Edition ; Proctor, Niedzwiecki, Pepper, Madero, Garrels, Mills***  
**Accompanying workbook**

### **Course Description**

This course instructs students on the administration of medications by the medical assistant. It introduces general principles of drug action, pharmacology of the major drug classifications, dosage and calculations, and drug side effects.

### **Course Goals**

Upon completion of this course, students will be able to properly calculate drug dosages and administer medications via oral and parenteral methods.

### **Course Objectives**

Upon completion of this course, the student will be able to:

- Know terminology associated with pharmacology.
- Know commonly used abbreviations.
- Calculate proper drug dosages.
- Calculate proper pediatric drug dosages.
- Know and properly utilize conversions.
- Identify role of medical assistant in medications and IV therapy.
- Explain difference between administering, prescribing and dispensing medications.
- List guidelines for preparing and administering medications.
- Know use of PDR.
- Know 7 rights of medication administration.
- Know and perform properly medication administration.

### **Method of Instruction**

Lecture  
Power Point  
Media/Technology  
Assigned workbook pages from text

### **Evaluation Methods**

Quizzes/Tests/Homework/Projects

The final grade for this course is based on achievement of all possible points accumulated and averaged.

## **MODULE NINE**

**C-TEC**  
**150 Price Road**  
**Newark, Ohio 43055**  
**740-364-2265**

Instructor: Laura Droke  
Email: [ldroke@c-tec.edu](mailto:ldroke@c-tec.edu)

### **MEDICAL ASSISTANT**

**Course Description: Medical Assistant Laboratory I Procedures**  
**HC13500**  
**110 Hours**

### **Texts and Resources**

***The Medical Assistant, Kinn's 13<sup>th</sup> Edition ; Proctor, Niedzwiecki, Pepper, Madero, Garrels, Mills***  
**Accompanying workbook**  
**American Heart Association BLS Provider Manual**  
**American Heart Association Heartsaver First Aid Student Workbook**

### **Course Description**

This course introduces students to the medical record and medical record documentation, medical and surgical asepsis techniques, infection control, standard precautions in the healthcare setting, principles of sterilization and disinfection. The course prepares students to perform patient care procedures including,

but not limited to, vital signs, eye and ear procedures, assisting with physical exams, phlebotomy and patient teaching.

### **Course Goals**

Upon completion of this course, students will be able to properly control the spread of infection by using aseptic techniques. They will understand the importance of standard precautions, the differences between sterilization and disinfection, use of autoclave for sterilization of instruments, measure and record chief complaints, vital signs, and eye and ear procedures as well as patient teaching. They will be able to perform phlebotomy and capillary sticks. They will demonstrate competency for each procedure performed.

### **Course Objectives**

Upon completion of this course, the student will be able to:

- Explain the importance of medical asepsis, infection control and standard precautions.
- Demonstrate knowledge of sterilization and disinfection techniques.
- Correctly use the autoclave for sterilization of instruments
- Measure and accurately record vital signs.
- Perform and accurately document patient assessment.
- Assist with the primary physical examination.
- Assist with physical examination with medical specialties.
- Have a working knowledge and be able to teach patients on alternative or complimentary therapies and devices.
- Safely and proficiently collect specimens via venipuncture and capillary puncture.
- Perform eye and ear procedures
- Participate in mock physician office setting performing various duties of a medical assistant.
- Pass course and testing for American Heart Association CPR and First Aid.

### **Method of Instruction**

Lecture  
Power Point  
Media/Technology  
Assigned workbook pages from text

### **Evaluation Methods**

Quizzes/Tests/Homework/Projects

The final grade for this course is based on achievement of all possible points accumulated and averaged.

## **MODULE TEN**

**C-TEC**  
**150 Price Road**  
**Newark, Ohio 43055**  
**740-364-2265**

Instructor: Laura Droke  
Email: [ldroke@c-tec.edu](mailto:ldroke@c-tec.edu)

### **MEDICAL ASSISTANT**

**Course Description: Medical Assistant Laboratory II Procedures**  
**HC13500**  
**110 Hours**

### **Texts and Resources**

***The Medical Assistant, Kinn's 13<sup>th</sup> Edition ; Proctor, Niedzwiecki, Pepper, Madero, Garrels, Mills***  
***Accompanying workbook***  
***ECGs Made Easy, 6<sup>th</sup> Edition; Barbar Aehlert***

### **Course Description**

This course builds on the previous clinical course of Laboratory I Procedures and instructs students on performing diagnostic testing and assisting with procedures. The course will instruct students on (including

but not limited to) ECG and PFT procedures, urinalysis, HCG, Strep A, Fecal Occult blood testing. Students will learn proper specimen and collection techniques as well as Quality Control procedures.

### **Course Goals**

Upon completion of this course, students will be able to properly control the spread of infection by using aseptic techniques. They will be able to perform urinalysis, ECG, PFT, assist with other diagnostic procedures, perform hemocult testing and throat swabs as well as other more advanced procedures. They will demonstrate competency for each procedure performed.

### **Course Objectives**

Upon completion of this course, the student will be able to:

- Demonstrate proficiency in obtaining an ECG and PFT
- Develop a fecal occult blood test.
- Develop a throat swab for Strep A.
- Properly perform urinalysis and HCG testing.
- Safely and proficiently obtain specimens for transport.
- Assist with physical exams with medical specialties.
- Identify basic cardiac rhythms.
- Identify life threatening cardiac rhythms.
- Participate in mock physician office setting performing various duties of a medical assistant.

### **Method of Instruction**

Lecture  
Power Point  
Media/Technology  
Assigned workbook pages from text

### **Evaluation Methods**

Quizzes/Tests/Homework/Projects

The final grade for this course is based on achievement of all possible points accumulated and averaged.

## **MODULE ELEVEN**

**C-TEC**  
**150 Price Road**  
**Newark, Ohio 43055**  
**740-364-2265**

Instructor: Laura Droke  
Email: [ldroke@c-tec.edu](mailto:ldroke@c-tec.edu)

**MEDICAL ASSISTANT**  
**HC13500**  
**20 Hours**

### **Course Description: Career Development**

#### **Texts and Resources**

***The Medical Assistant, Kinn's 13<sup>th</sup> Edition ; Proctor, Niedzwiecki, Pepper, Madero, Garrels, Mills***  
**Accompanying workbook**

#### **Course Description**

This course is designed to assist the student with skills and tools to gain employment in their area of interest in the field of Medical Assisting.

#### **Course Goals**

Upon completion of this course, the student will be able to perform facets of office management and obtain employment

**Course Objectives**

Upon completion of this course, the student will be able to:

- Properly write a resume.
- Identify professional organizations to which a medical assistant may belong
- Know appropriate interview skills.
- Participate in a mock interview.
- Participate in mock physician office setting performing various duties of a medical assistant

**Method of Instruction**

Lecture  
Power Point  
Media/Technology  
Assigned workbook pages from text

**Evaluation Methods**

Quizzes/Tests/Homework/Handouts/Projects

The final grade for this course is based on achievement of all possible points accumulated and averaged.

**MODULE TWELVE**

C-TEC  
150 Price Road  
Newark, Ohio 43055  
740-364-2265

Instructor: Laura Droke  
Email: [ldroke@c-tec.edu](mailto:ldroke@c-tec.edu)

**MEDICAL ASSISTANT  
Hc13500**

**Course Description: Externship**  
**200 hours in an ambulatory care setting**  
**Following successful completion of didactic hours**

**Course Description**

This course is designed to assist the student with utilizing their skills and tools in a work environment outside the school setting.

**Course Goals**

Upon completion of this course, the student will be able to perform all facets of a medical assistant in an ambulatory care setting.

**Course Objectives**

Satisfactorily utilize all skills learned through the didactic portion of the medical assisting program. 100% attendance with an ambulatory care center is required.

**Method of Instruction**

Working with preceptor who is employed with the ambulatory care center that has a working relationship and contract with C-TEC.

**Evaluation Methods**

Preceptors required to complete skills check sheets pertaining to skills observed student successfully completing at externship site.

**FINAL EXTERNSHIP GRADE**

Pass/Fail