

MEDICAL ASSISTANT SYLLABUS

2020-2021

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

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Office Hours: Monday – Friday, 7:15- 7:30 am, 10:00-10:30am, 2:15- 2:45 pm times can be adjusted as needed

Course #: 8345/8346

Location: 520 Butler Farm Road, Hampton VA 23666

Closings Career and Technical –webpage www.nhrec.org to check calendar and weather

Certification: American Heart Association Healthcare Provider CPR
National Occupations Competency Testing Institute (**NOCTI**) **the status of NOCTI testing will be determined by administration at a later date**

National Healthcareer Association Medical Assistant Certification –**optional**
STUDENTS MUST BE 17YRS OLD TO TAKE THIS EXAM.

Text: Bonewit- West, Hunt, Applegate (2020) *Today's Medical Assistant, 4rd Edition: Clinical & Administrative Procedures*. Missouri: Saunders/Elsevier

Bonewit- West, Hunt, Applegate (2020) *Today's Medical Assistant, 4rd Edition Study Guide: Clinical & Administrative Procedures*. Missouri: Saunders/Elsevier

Sim Chart for Bonewit- West, Hunt, Applegate (2020) *Today's Medical Assistant, 4rd Edition Study Guide: Clinical & Administrative Procedures*. Missouri: Saunders/Elsevier

Applied Education Systems Healthcare 21 -

Resources: Multiple other resources are used throughout the course

A Payment Portal is in development - more information to follow

Program Fees SY 2020-2021 Due by Sept 30th	
Workbook	\$50.00
Pin	\$10.00
Criminal Background Check	\$20.00
Medical Kit(includes Stethoscope and BP Cuff & Phlebotomy equip)	\$60.00
Activity Fund/Club	\$17.00
CPR Healthcare Provider - American Heart Association	(Dec/Jan timeframe) \$50.00
Total Costs (Basic Class Fee)	207.00
Additional Required Fees	
Uniforms (2or 3 pieces Cherokee Mock Wrap Navy, York Uniform offers 10% discount. Uniform Warehouse (J Clyde In NN) may also offer discount.	\$35.00- \$57.00(depending on size)
Flu Shot (Before Monday Nov 23 2020)	Price will vary by location /provider
Shoes(at store of your choosing see requirements above)	

Tuberculosis (TB<PPD) Screening (After May 2020 no later than Oct 16 2020)	Price will vary by location /provide
***Optional Fees	
NHA Clinical Medical Asst. Certification Exam	230.00
NHREC Parking Decal (School Year)	\$25.00 regular /50.00 Preferred
Total	255.00

Payment plans available – please contact Ms Whitehead for additional information – I will post it in each of the Google Classrooms

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 of 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 5 calendar days to complete make up work.**

Student assessment will be based on group work, individual completion of a healthcare current events journal, portfolio, project presentations, and written reports, tests 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, ethical and cultural issues within healthcare.
- F. To understand the strict safety standards needed to protect clients, employees, and employers
- G. To introduce, practice and develop the basic knowledge of diagnostic point of care testing and laboratory procedures
- H. Introduce the infection control, sterilization and medical and surgical asepsis theory and practices
- I. To understand the pathway from first client contact through the diagnosis, treatment, follow up and the financial aspects of medical care
- J. To enhance research, writing and customer service skills.

4. Assignments

A. Clinical Participation may not be available for this school year due to the COVID crisis

Clinical - Participation and completion of 24 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. Eight (8) hr. days are arranged to mirror an employment environment and reduce absences from the home schools. **Clinical experience will be performed during the 3rd Quarter. Transportation to and from the clinical site is the responsibility of the student. A “75%” academic average or higher in related instructio is required for participation in clinical**

B. Students are required to maintain an organized and neat notebook. This will be review monthly. **The notebook is a Blue Binder for the AM class and a Red Binder for PM and should be at least 3 inches(4 is preferred) in size organized with dividers labeled by chapters and 5 index dividers (White Binder is okay)**

- 1) Virginia Task/Competency Sheets and
- 2) Terminology – outside of chapters
- 3) Specialized Handouts
- 4) Copy of Syllabus & other class documents
- 5) NOCTI and National CCMA Review Materials

C. Any Color - Composition Notebook-

D. Major Assignments

Professional Portfolio

Students are required to create a Professional Portfolio. The Portfolio will be used to assist in securing placement for clinical and participating in Mock Interviews, applying for jobs and preparing for college essays. The students will be working with the career coach Ms. Wyatt on Wednesdays. 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. **This requires a separate 1 inch binder**

Disease Project

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

Patient Education Presentation

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

Public Service Announcement

Students will work in small groups to create produce and record a public service announcement – topic subject to instructor approval.

E. 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.**

F. Students will assist with community sponsored events such as the Red Cross Blood Drives, Habitat for Humanity, Peninsula Food Bank Holiday Drive, various career fairs

G. Each student is required to complete ten (10) hours of community service

6. Instructional Delivery Plan

The following is a description of course requirements:

A. Quizzes: During each quarter, there will be 5- 10, quizzes **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 least 5 Unit/ Chapter Tests and or quizzes per quarter. The tests will be multiple choice, matching and diagram labeling along with short answer based on case studies or scenarios. There will be **NO MAKEUPS** for exams unless you provide a doctor’s excuse or have an extreme circumstance.

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.

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. Class Participation is factored into your employability scores. Please see Attendance Expectation Sheet**

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 have 2 pts deducted for each day late and earn a zero(0) after 2 weeks**

late per day. Copying of homework will earn a zero for the grade and employability. This applies to the student copying and the student that allowed it.

G. **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 unexcused absences 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 email for assignments. You will have 5 calendar days after your return to complete any necessary make up.** Students are encouraged to buddy up with a classmate to ensure they get notes and handouts that were provided during their absences

7. Grade Scale

A- 90- 100

B- 80-89

C-70-79

D -60-69

F- Below 60

Clinical Participation Requires an Academic Grade of 75% (related instruction only)

Late classwork -results in a reduced grade for each day late.

8. Technology Usage- For Instructional Use only

A) Technology usage can create distractions. **The Use of Technology including- Cell Phones, Smart Watches and Tablets- IS FOR CLASS INSTRUCTIONAL USE ONLY- when allowed by instructor.**

B) Parents – Please Do Not Call or Text during class hours. If you need to reach your student contact the main office at 757-766-1100 and they will notify us. There is a NHREC.org app on your phone to use for alerts.

C) Daily -Cell Phones and smart watches will be placed in lockers or closed backpacks during class, tests, quizzes and exams.

D) The use of Personal devices used for notetaking, during class is a privilege. Browsing, video watching and completion of other subject matter or shopping during class time will result referral to Principal and potential suspension of the privilege

E) If technology is out without the permission of the teacher
1st time warning, 2nd time held by instructor, 3rd time referral to main office

9. Student Evaluation

Evaluation Criteria**Percent****Employability Skills****34%**

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. The current pilot is 20 pts per day for a weekly total of 100 pts. Weeks that are short, because of holidays and weather closings will be adjusted.

Related Instruction**33%**

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**33%**

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.

11. Virtual /Online Requirements**Attendance****Attendance is expected daily and attendance will be recorded and reported**

- Expectation is 30-45 minutes of direct instruction with instructor (lecture, labs, demonstrations and discussions)– process to be discussed in class
- Expectation is a total of 90-120 minutes of total time spent in class activities
- Face to face interaction for classes will begin
 - Morning at 8am (740-8am office hours, tutoring)
 - Afternoon at 12:30 (12:10-1230 is for office hour, tutoring)

Dress Code

- Arrive for class dressed in clothes not pajamas, - we are professionals in training and you are to dress as such
- Your hair should be neat and combed- no headgear

Creating and Maintaining a Safe Space:

- **Use each other's names.** Using a person's name when you respond to his/her postings creates a friendly online tone.
- **Keep Microphone muted when not speaking**
- **Read questions and conversational postings carefully** to avoid unnecessary confusion.
- **Compliment your peers** when they post strong responses or contribute original ideas to the conversation.
- **Ask questions.** If anything is unclear or you want further information or insight on a topic, just ask. If you have a question, there are probably other members of the group who are confused and need further clarification as well.
- **Be considerate.** Remember that your peers cannot see your body language or hear your tone of voice, so you need to keep your language direct and respectful.
- **Avoid slang, jargon, and sarcasm.**
- **Listen to all the ideas presented.** Remember there is no right or wrong in a discussion. A variety of perspectives add depth.
- **Stay open-minded.**
- **Respond instead of reacting.** Do not write a response if you are angry or upset. Instead, wait until you have had time to calm down and collect your thoughts.
- **Really read your peers responses.** Avoid skimming. Respect the time your peers have spent articulating their thoughts by reading carefully and thoughtfully.
- **Reread your messages before sending** them to ensure that your ideas are clearly communicated and supported.
- **Critique the content,** not the person.
- **Do not present your personal opinions as fact.** Back up your ideas with information to strengthen your statements.
- Courteously answer all questions addressed directly to you.
- **Make "I" statements when respectfully disagreeing.** Sharing an opposing opinion or idea is an important part of discussion, but it needs to be presented **in a constructive** manner that encourages further discussion.
- **Do not use all caps** when writing. It is interpreted as yelling.
- **Avoid emotional punctuation,** like exclamation points, unless you are complimenting an idea shared.

12. Essential Supplies

Data Stick- at least 2GB –Any computer work needs to be saved to a drive rather than on computers which are shared between multiple students

Medical Dictionary- can be purchased as a phone app or try the free ones avail – Big Lots, OLLIEs and some thrift stores are good resources as well, look for Apps for phones or tablets

Computer Access- students MUST have ready access to a computer or other internet capable device on a regular basis. Our text books have multiple online resources plus your student will have online based assignments. This may require students to use the public or home school computers. Not having access is not an excuse. Some

Watch - with second hand – required by Sept 14th 2020- the Virginia board of Nursing does not allow smart watches. We will be using their guideline

Highlighter, Pens- Blue and Black only, Pencils & Notebook paper, colored pencils and or crayons

3x5 Index Cards, 3-4 Ziploc Baggies (some Lunch and Some quart size), 25 Manilla Folders

Email addresses – Please make a gmail account. This makes sharing of files from google products cloud and drive easier. It will be used often during the year.

Free Resources – When signing up for these resources when it asks for occupation put student or nursing student

School is New Horizons Regional Education Centers 520 Butler Farm Rd, Hampton VA 23666 757-766-1100

Stroke Connection – [www.strokeassociation](http://www.strokeassociation.org) .org – sign up to subscribe to print or digital version

Advance for Medical Laboratory Professionals- www.advanceweb.com/mlp - sign up for print or digital or both – takes 6/8 wks to begin

Advance for Nurses- www.advanceweb.com/Nurses - sign up for print or digital or both – takes 6/8 wks to begin

Virginia Wizard- www.virginiawizard.org- site that offers a wealth of resources for parents and students about colleges, resumes and other information within the state. Parents and students can both have accounts. (Parents can also have a dedicated account)

Health Journal - www.thehealthjournal.com- free health newspaper – it may be delivered to your house or can usually be picked up free at doctors' offices and some retailers.

Free web resources [at www.Medscape.com](http://www.Medscape.com) and www.WebMD.com

Human Anatomy: Learn the Human body -www.innerbody.com

Medical Assistant SY 20/21 Online Student Code of Conduct Agreement

You will regularly engage in discussion and collaborative group work with your peers online. To maintain a safe space online, we need to agree to uphold specific behaviors to ensure the online space stays respectful, supportive, and productive.

I, _____, agree to:

- Actively engage in conversations online.
 - Daily attendance will be taken, you are expected to be present for the entire class period.
(Procedure to be discussed in class)
 - Assignments are graded this quarter
- Read and think deeply about my peers' ideas, questions, suggestions, and comments.
- Address my classmates by name when responding to their ideas.
- Maintain an appropriate tone and stay on topic.
- Respectfully disagree with ideas. I will not criticize my peers because their ideas are different from my own.
- Be open-minded. I believe I can learn from the diversity of perspectives in this class.
- Respect my peers' privacy.
- Support my classmates in their learning process. I will not tease, make fun or intimidate my peers or their ideas.
- Encourage discussion and meaning-making by asking interesting, thought-provoking questions.
- Seek help from my peers or my teachers if I have concerns or questions.
- Only share information and media if it is appropriate to the educational setting.
- Submit work that is reflective of my skills and ability.

My signature verifies that I have read, understand, and agree to follow the stated expectations for engagement online. I know that I must play an active role in establishing and maintaining a safe space online to ensure that all students feel comfortable actively participating.

If I violate any of the above expectations for my conduct, I am aware that I will be held accountable for jeopardizing our safe space online.

Student signature _____

Parent signature _____

Date _____

Adapted from Catlin Tucker Blended Learning Aug 2020