

MEDICAL ASSISTANT SYLLABUS

2022-2023

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

Office Phone: 757-766- 1100 (ext 3336)

E-mail: kathy.whitehead@nhrec.org – best way to contact me

Office Hours: Monday – Friday, 7:00- 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 (BLS)
National Occupational Competency Testing Institute (NOCTI)

National Healthcareer Association Medical Assistant Certification –optional
STUDENTS MUST BE 17 YRS OLD TO TAKE THIS EXAM. If your student will not be 17 years old by April 2023 please contact me

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

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

Applied Education Systems Healthcare 21 -
NHA MA Skills Builder -unique and interactive avatar program highlighting top 29 skills required for MA's in today's medical offices

Resources: Multiple other resources are used throughout the course

A Payment Portal will be available mid September - more information to follow

Program Fees SY 2022-2023 Due by Friday Sept 30th	
Workbook	\$50.00
Pin	\$15.00
Criminal Background Check	\$20.00
Uniform(scrub top/pants w embroidery)	\$50.00
Medical Kit(includes Stethoscope and BP Cuff & Phlebotomy and Medication Kit)	\$65.00
Activity Fund/Club	\$17.00
CPR Healthcare Provider - American Heart Association	\$60.00
Total Costs (Basic Class Fee)	277.00
Additional Required Fees	
Flu Shot (Before Monday Nov 24 2022)	Price will vary by location /provider
Shoes(at store of your choice - no clogs open toe or back	Price will vary by location /provide
Tuberculosis (TB<PPD) Screening (After May 2021 no later than Oct 15 2022)	Price will vary by location /provide
***Optional Fees	
Lab Jacket for Uniform	20.0 no embroidery/ 26.00 with embroidery

NHA Clinical Medical Asst. Certification Exam includes study guide and 6 practice tests	\$243.00
NHREC Parking Decal form plus license, registration & insurance copies required	\$25.00 Regular /
Total	288.00

Payment plans available – please contact Ms Whitehead for additional information –

Canvas is our Learning Management SYSTEM for SY 22-23- Please be patient as we tweak the system. Many of our students are already familiar with Canvas.

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 the 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-long course presented in 2 hour and 20 minute blocks daily for a weekly total of 12.5 hrs .**

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 check Canvas for the work and assignments for any missed work. Students absent more than 2 consecutive days must contact me by email to discuss absences to ensure the student does not fall behind. Long absences will put you at risk of failure and difficulty in completing make-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:

To identify and understand the structure and major components of the healthcare system.

To identify and understand the basic structure, functions and interaction of each body system

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 be limited due to the COVID

Clinical - Participation and completion is an expectation. If your student does not plan to participate in clinical another class setting may need to be considered. A total of 24 hours in a clinical setting is the expectation. 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 instruction is required for participation in clinical

B. Students are required to maintain an organized and neat notebook. This will be reviewed monthly. **The notebook is a Blue Binder for the AM class and a Red Binder for PM and** should be at least 2- 3 inches in size organized with dividers which will be labeled once class begins. (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- notebook paper and

D. Writing utensils- black ink only - again to mirror the work environment

E. 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.

➤ 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.

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

G. 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

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

5. **Instructional Delivery Plan**

The following is a description of course requirements: and are subject to change

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 Unit/ Chapter Tests and or quizzes per quarter. The tests will be multiple choice, matching and diagram labeling along with short answers 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 essays. 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. **Students 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 7 days late. Copying 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 to discuss. You will have 5 calendar days after your return to complete any missed assignments.** Students are encouraged to buddy up with a classmate to ensure they get notes and handouts that were provided during their absences. Students are responsible for checking Canvas each day even when absent for the days information, handouts and assignments.

6. 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. Participation in

Clinical if available is a course expectation.

7. 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. Students need to bring a charged device or battery backup, the classroom does not have charging stations available.

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 to download 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. **Phones/Smart Watches are to be put away out of sight in a book bag or purse- student's pockets are not sufficient. The phones are not to be used throughout the class period without permission.**

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 in 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

8. 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. 20 points for employability points 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.

9 Attendance

Attendance is expected daily and attendance will be recorded and reported

- Expectation is 2.5 hrs of class for 5 days for a total of 12.5 hrs of class time per week
- Morning Class is 740 am- 10am
- Afternoon Class is 12:15-12:30 pm

10 Dress Code

- **Professionally in dress is expected - you will wear your class scrubs on Tuesday and Wednesdays**

- Nails will be a ¼ inch or just over fingertips and round/oval shaped. Neutral /light colored polish is allowed
- Mon, Thurs and Friday - you will have clothing that covers your shoulders, cleavage, abdomen. Skirts and shorts are to be no shorter than fingertips.
- Your hair should be neat and combed- no headgear , if hair is longer than shoulder length, bring hair tie
- Visible body piercings are not allowed - in clinical only post earrings one per ear is allowed.
- Visible tattoos are required to be covered in the clinical setting
- See NHREC Student Handbook for additional information, located in the student handbook.
- In class dClass Scrubs will be implemented as soon as they arrive,

11. Essential Supplies

Data Stick- –Any computer work needs to be saved to a drive rather than on NHREC computers which are shared between multiple students Students cannot print from their devices must be on a nhrec device .

Battery/Charger Back up we have no charging stations in the room, the afternoon students may run low on battery

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 textbooks and assignments will be online, our electronic charting will be online, MA skills builders are also online resources plus your student will have online based assignments. Not having access is not an excuse. All school districts have issued students devices.

Watch - with second hand – required by Sept 16th 2022- the Virginia board of Nursing does not allow smart watches. We will be using their guideline

Highlighter, Pens- 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-** this can be used as dividers

Email addresses – Students will be assigned an NHREC email address - more discussion to follow.

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.org – sign up to subscribe to print or digital version

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

Advance for Nurses- www.advancweb.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

[Khan Academy -https://www.khanacademy.org/](https://www.khanacademy.org/)

