

Midstate College
411 W. Northmoor Rd.
Peoria, IL 61614
(309) 692-4092 (800) 251-4299

(Spring 2019)

COURSE: AH 125 Basic Principles of Medical Assisting

CREDIT HOURS: 4 quarter hours

METHOD OF DELIVERY: Classroom

COURSE DESCRIPTION: This course explores communication, patient advocacy, infection control and cultural diversity. There is an emphasis on safety and disaster preparation for the office, home, and community.

PREREQUISITE: AH 110 Medical Terminology and AH 120 Human Anatomy and Disease, BIO 110, 111, 120, 121 Biology or permission of Department Director

TEXT: Today's Medical Assistant: Clinical & Administrative Procedures, 3rd Edition
ISBN: 9780323312073

AUTHOR: Bonewit-West/Hunt/Applegate

PUBLISHER: Elsevier

REQUIREMENTS: All competencies must be passed at 70% or better to pass this course regardless of classroom grades. Attendance at 75% or greater and compliance with dress code is required to pass the professionalism competency. Skill competencies may not be attempted more than 3 times. After the first attempt, the best grade attainable will be 70% for that competency. Students must complete assessment tools to the satisfaction of the instructor and standard departmental AH125 exams.

Failure of any competency including attendance is an automatic failure for the class.

Department policy prohibits extra credit.

Required Competencies for AH 125:

1. III.a.1 Recognize the implications for failure to comply with Center for Disease Control regulations in healthcare settings
2. V.p.2 Respond to nonverbal communication
3. V.p.9 Develop a current list of community resources related to patient healthcare needs
4. V.p.4a Coach patient regarding office policies
5. V.p.4b Coach patient regarding health maintenance
6. V.p.4c Coach patient regarding disease prevention
7. V.p.4d Coach patient regarding treatment plan
8. V.p.5a Coach patient appropriately considering cultural diversity
9. V.p.5b Coach patient appropriately considering developmental life stage
10. V.p.5c Coach patient appropriately considering communication barriers
11. V.p.10 Facilitate referrals to community resources in the role of a patient navigator
12. X.p.1 Locate a state's legal scope of practice for medical assistants
13. XII.p.1a Comply with safety signs
14. XII.p.1b Comply with symbols
15. XII.p.1c Comply with labels
16. XII.p.2b Demonstrate proper use of fire extinguisher
17. XII.p.3 Demonstrate proper body mechanics
18. XII.p.4 Participate in a mock exposure event with documentation of specific steps
19. XII.p.5 Evaluate the work environment to identify unsafe working conditions
20. V.a.1a Demonstrate empathy
21. V.a.1b Demonstrate active listening

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22. V.a.1c Demonstrate nonverbal communication
23. V.a.2 Demonstrate the principles of self-boundaries
24. XII.a.1 Recognize the physical and emotional effects on persons involved in an emergency situation
25. XII.a.2 Demonstrate self-awareness in responding to an emergency situation
26. MSC: Perform and dress in a professional manner

Required curriculum topics are preceded by numerical mapping to MAERB core curriculum 2015.

TOPICS: OSHA regulations; PPE, infection control, hand washing, safety communication tools, hazmat disposal, fire safety, disaster planning, body mechanics & ergonomics, verbal and non-verbal communication, professional communication with peers, patients, and physicians, communication with special needs persons & cultural sensitivity.

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

1. 1.c.14 Describe basic principles of first aid as they pertain to the ambulatory healthcare setting
2. III.c.1 List major types of infection agents
3. III.c.2a Describe the infection cycle including the infectious agent
4. III.c.2b Describe the infection cycle including reservoir
5. III.c.2c Describe the infection cycle including susceptible host
6. III.c.2d Describe the infection cycle including means of transmission
7. III.c.2e Describe the infection cycle including portals of entry
8. III.c.2f Describe the infection cycle including portals of exit
9. III.c.5 Define the principles of standard precautions
10. III.c.6a Define PPE for all body fluids, secretions and excretions
11. III.c.6b Define PPE for blood
12. III.c.6c Define PPE for non-intact skin
13. III.c.6d Define PPE for mucous membranes
14. III.c.7 Identify CDC regulations that impact healthcare practices
15. V.c.1 Identify styles and types of verbal communication
16. V.c.2 Identify types of nonverbal communication
17. V.c.3 Recognize barriers to communication
18. V.c.4 Identify techniques for overcoming communication barriers
19. V.c.5 Recognize the elements of oral communication using a sender receiver process
20. V.c.6a Define coaching a patient as it relates to health maintenance
21. V.c.6b Define coaching a patient as it relates to disease prevention
22. V.c.6c Define coaching a patient as it relates to compliance with treatment plan
23. V.c.6d Define coaching a patient as it relates to community resources
24. V.c.6e Define coaching a patient as it relates to adaptations relevant to individual patient needs
25. V.c.7 Recognize elements of fundamental writing skills
26. V.c.8 Discuss applications of electronic technology in professional communication.
27. V.c.11 Define the principles of self-boundaries
28. V.c.12 Define patient navigator
29. V.c.13 Describe the role of the medical assistant as a patient navigator
30. V.c.14a Relate the following behaviors to professional communication assertive
31. V.c.14b Relate the following behaviors to professional communication aggressive

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32. V.c.14c Relate the following behaviors to professional communication passive
33. V.c.17a Discuss theories of Maslow
34. V.c.17b Discuss theories of Erikson
35. V.c.17c Discuss theories of Kubler-Ross
36. V.c.15 Differentiate between adaptive and non-adaptive coping mechanisms
37. X.c.1 Differentiate between scope of practice and standards of care for medical assistants
38. X.c.2 Compare and contrast provider and medical assistant roles in terms of standard of care
39. XI.C.2 Differentiate between personal and professional ethics
40. XI.C.3 Identify the effect of personal morals on professional performance
41. XII.c.1a Identify safety signs
42. XII.c.1b Identify symbols
43. XII.c.1c Identify labels
44. XII.c.3 Discuss fire safety issues in an ambulatory healthcare environment
45. XII.c.4 Describe fundamental principles for evacuation of a healthcare setting
46. XII.c.5 Describe the purpose of Safety Data Sheets in a healthcare setting
47. XII.c.7a Identify principles of body mechanics
48. XII.c.7b Identify principles of ergonomics
49. XII.c.8 Identify critical elements of an emergency plan for response to a natural disaster or other emergency

MIDSTATE GRADING SCALE:

90 -100	A	*Students must have a grade of 70% or better on all competencies to pass this
80 - 89	B	course.
70 - 79	C*	
60 - 69	D	
0 - 59	F	

Midstate Plagiarism Policy:

Plagiarism is using another person's words, either by paraphrase or direct quotation, without giving credit to the author(s). Plagiarism can also consist of cutting and pasting material from electronic sources by submitting all or a portion of work for assignment credit. This includes papers, computer programs, music, sculptures, paintings, photographs, etc. authored by another person without explicitly citing the original source(s). These actions violate the trust and honesty expected in academic work. Plagiarism is strictly against the academic policy of Midstate College. Its seriousness requires a measured, forceful response which includes consequences for inappropriate and/or no citation.

In courses containing writing assignments, the college promotes the use of an electronic resource which compares the student's writing against previously submitted papers, journals, periodicals, books, and web pages. Students and instructors can use this service to reduce the incidence of plagiarism. This electronic resource has been found to conform to legal requirements for fair use and student confidentiality. It is able to provide a report to the student indication the parts of the assignment that match.

Student Success:

The Office of Student Success is available to students seeking tutoring for individual classes or who need assistance with writing assignments. Information is also available on test taking techniques, how to take

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notes, developing good study skills, etc. Contact Student Success in Room 217 (in person); (309) 692-4092, extension 2170 (phone); studentsuccess@midstate.edu (email).

This is a standardized syllabus for AH 125. All modifications will be made by the program director to maintain consistency. 7/1/15 as

Instructor Information Margaret Markley Office 204 692-4092

Office Hours: 5-6 pm Mon, Tues, and Wed.

E-mail: mmarkley@midstate.edu

Participation Requirements/Policies and Procedures:

1. All work is to be completed on time unless unusual circumstances occur. If you miss class, you are expected to use your course outline to determine what you missed. You will have seven days to make arrangements to make up the missed work without penalty. The grade will drop 10% for each week you delay in completing material.
2. You are expected to attend all classes and be on time. If you must arrive late or leave during class, please do so quietly. Class is like having a job. Excessive absence will hurt your performance and your ability to pass this class. ***Excessive absence is more than 6 day classes or more than 3 night classes. If this amount is missed you will fail your professionalism competency and therefore will need to retake this course.*** If for some reason you are not able to attend class, I am not available to re-teach the missed lesson on a one to one basis. ***Attendance is expected...not suggested.***
3. **Academic dishonesty is never tolerated and will be referred to the dean.**
4. Black Ink must be used on all written assignments. Ragged edged paper is not acceptable for assignments. Work should be portfolio quality.
5. **Please make certain that you cell phone is turned off or on "vibrate" if it must be on. If you must take a call during class, please step out of the class quietly to avoid disrupting the rest of the class. Absolutely no text messaging will be allowed during class time. No phone calls will be allowed during testing.**
6. You are expected to dress professionally. Either scrubs which consists of white pants or skirt, a royal blue scrub top, and a white lab coat or business casual dress (dress pants or skirt and a nice blouse). Any questions regarding this issue, please don't hesitate to ask.

Examination Information: During this course, the student will be expected to complete 7 competencies which will be pass or fail, five exams and eight homework assignments which will also be averaged together. The competencies will be performance based and students will be evaluated on how well they perform the desired skills. Exams will consist of multiple choice, true/false, fill in the blank, and matching.

Methods of Evaluation: Students will be evaluated based on completion of homework, competencies, and exams.

Instructor Grading Scale:

Homework	200 pts
Competencies Average Pass/Fail	0 pts
Exams	400 pts.
Total points for class	600 pts

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Lesson Plan

- Week 1** Introductions, review syllabi, discuss competencies
Lecture: Chapter 1
Topic: The Health Care System
Homework: Read Chapter 1 and complete worksheet
Professionalism: Ch. 1 - The History of Professionalism Training and the Hierarchy Concept
Study Guide - Complete the following activities: pp. 4-8
- ❖ A). Key Term Assessment
 - ❖ B). Word parts
 - ❖ Evaluation of Learning
 - ❖ Critical Thinking Activities: A, B, & C
- Week 2** Lecture Chapter 2
Topic: The Professional Medical Assistant
Objectives:
- Define coaching a patient as it relates to:
 - Health maintenance
 - Disease prevention
 - Compliance with treatment plan
 - Community resources
 - Adaptations relevant to individual patient needs
 - Describe the role of the MA as a patient navigator
- Competency: Locating and Defining a State's Legal Scope of Practice**
Homework: Read Chapter 2 and complete worksheet
Study Guide - Complete the following activities: pp. 12-17
- ❖ A). Key Term Assessment
 - ❖ B). Word parts
 - ❖ Evaluation of Learning
 - ❖ Critical Thinking Activities: A, B, C & D
- Week 3** Lecture: Chapter 3
Topic: Ethics and Law for the Medical Office
Objectives:
- Compare and contrast provider & MA roles in terms of standard of care
 - Differentiate between scope of practice & standard of care for MA
- Homework:** Read Chapter 3 and complete worksheet
Study Guide - Complete the following activities: pp. 26-
- ❖ Key Term Assessment: Ethics
 - ❖ Key Term Assessment: Law
 - ❖ Evaluation of Learning

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❖ Critical Thinking Activities: A, B, C & D

Week 4

Lecture: Chapter 4 & 44

Topic: Interacting with Patients & Written Communications

Objectives:

- Identify styles and types of verbal communication
- Identify types of nonverbal communication
- Recognize barriers to communication
- Identify techniques for overcoming communication barriers
- Recognize the elements of oral communication using a sender receiver process
- Recognize elements of fundamental writing skills
- Discuss applications of electronic technology in professional communication
- Define the principles of self-boundaries
- Relate the following behaviors to professional communications
 - Assertive
 - Aggressive
 - Passive

Homework: Read Chapters 4 & 44 and complete worksheet

Study Guide - Complete the following activities: Ch. 4 pp. 46-53

- ❖ A). Key Term Assessment
- ❖ B). Word parts
- ❖ Evaluation of Learning
- ❖ Critical Thinking Activities A, B, C, & D

Complete the following activities: Ch. 44 pp. 1230-1234

- ❖ Key Term Assessment
- ❖ Evaluation of Learning
- ❖ Critical Thinking Activities A, B, C, & D

Week 5

Review Chapters 1, 2, 3, 4, & 44

Homework: Prepare for Midterm and complete worksheet

Competencies:

1. **Self-Boundaries**
2. **Active Listening**
3. **Patient Rights**
4. **Stress in Others**
5. **Stress in Self**

Week 6

Midterm Exam

Homework: Read Chapter 17 and complete worksheet

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Week 7

Lecture: Chapter 17

Topic: Medical Asepsis and the OSHA Standard

Objectives:

- List major types of infection agents
- Describe the infection cycle including:
 - Infectious agent
 - Reservoir
 - Means of transmission
 - Portals of entry
 - Portals of exit
- Define the principles of standard precautions
- Define PPE for:
 - All body fluids, secretions, & excretions
 - Blood
 - Non-intact skin
 - Mucous membranes

Homework- Read Chapter 36 and 37 and complete worksheet

Study Guide - Complete the following activities: Ch. 17 pp. 240-249

- ❖ Key Term Assessment
- ❖ Word Parts
- ❖ Evaluation of Learning
- ❖ Critical Thinking Activities A, B, C, D, E, & F

Competencies:

CDC regulations

Week 8

Lecture: Chapter 36 and 37

Topics: Emergency Preparedness and Protective Practices

Objectives:

- Discuss fire safety issues in an ambulatory healthcare environment
- Discuss fundamental principles for evacuation of a healthcare setting
- Identify critical elements of an emergency plan for response to a natural disaster or other emergency
- Safety signs, symbols, and labels
- Body mechanics
- Objectives:
 - Identify safety signs
 - Identify safety symbols
 - Identify labels
 - Identify principles of body mechanics
 - Identify principles of ergonomics

Competencies:

Fire

Evaluate work space (take home)

Handwashing

Body Mechanics

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**CDC compliance
Signs and Symbols**

Week 9

Lecture:

Topics: Community Resources, Domestic Violence, Safety planning, Mental Health

Objectives:

- Discuss mental health in the office environment
- Discuss fundamental principles for safety planning
- Identify community resources that could benefit patients in need
- Discuss the ramifications of DV in the health care setting

Competencies:

Emergency Action Planning

Evacuation Planning

Week 10

Lecture: Chapter 50

Topics: The Medical Assistant as the Office Manager

Objectives:

- Methods to maintain a safe environment
- Procedures for taking inventory
- Medical policies and procedures
- Types of liability, professional, and personal injury insurance
- Incident Reporting

Week 11

Lecture: Review for Final

Complete Competencies:

Week 12 Final Exam