

Piedmont Technical College Course Syllabus

COURSE INFORMATION

Course Prefix/Number: MED 103

Title: Medical Assisting Introduction

Responsible Division: Health Care

Last Day to Withdraw from this Course: For the last date to withdraw from this course, consult the current *Student Calendar*.

Course Description:

For course, credit hour, pre-requisite(s) and co-requisite(s) information, visit the Detailed Course Information page:

www.ptc.edu/courses/<http://www.ptc.edu/courses/MED103> .

Textbook and Other Materials:

For textbook information and additional required and/or supplemental materials, visit the [college bookstore](http://www.ptc.edu/bookstore) (www.ptc.edu/bookstore).

Proctored Examinations:

Proctored examinations for distance learning courses taken at non-PTC campuses may require a proctoring fee for each exam taken.

COURSE POLICIES

Course policies are available online through the *Academic Catalog* and *Student Handbook*. Visit the [Course Policies page](http://www.ptc.edu/syllabus/policies) (www.ptc.edu/syllabus/policies) for a detailed list of important policies and more information.

GRADE POLICY

Detailed grading policy information can be found on the [Grading Policy webpage](http://www.ptc.edu/grading-policy) (http://www.ptc.edu/grading-policy). Final grade appeal information is available in the [Academic Catalog](http://www.ptc.edu/catalog/) (http://www.ptc.edu/catalog/).

ACCOMMODATIONS

Accommodations for ADA:

Information is available on the [Student Disability Services webpage](http://www.ptc.edu/ada) (<http://www.ptc.edu/ada>).

TITLE IX HARASSMENT AND SEXUAL ASSAULT INFORMATION

In accordance with Title IX of the Education Amendments of 1972, Piedmont Technical College does not discriminate on the basis of sex in its education programs or activities. Title IX protects students, employees, and applicants from sex discrimination in admissions and employment to include discrimination based on gender identity or failure to conform to stereotypical notions of masculinity or femininity. More information regarding Title IX, including contact information for the Title IX coordinators, is available at [Title IX Harassment and Sexual Assault Information](https://www.ptc.edu/about/legal-disclosures/title-ix-harassment-and-sexual-assault-information) (<https://www.ptc.edu/about/legal-disclosures/title-ix-harassment-and-sexual-assault-information>).

RATIONALE

Why do I need this course?

This course provides an introduction to the profession of medical assisting, including qualifications, duties, and the role of the medical assistant.

PROGRAM INFORMATION

For program information including required courses, program learning outcomes, gainful employment information and advisement information, refer to the Academic Program webpage. Go to [Academics](http://www.ptc.edu/academics) (<http://www.ptc.edu/academics>), select your program, and then select Credentials Offered.

MAERB CORE CURRICULUM OBJECTIVES AND COMPETENCIES:

Upon successful completion of this course and/or clinical, each student will be able to demonstrate knowledge and competency of the subject matter listed below:

Cognitive

I.C Anatomy & Physiology

13. List the Principles and steps of professional/provider CPR
14. Describe basic principles of first aid as they pertain to the ambulatory healthcare setting

V.C Concepts of Effective Communication

1. Identify styles and types of verbal communication
2. Identify types of nonverbal communication
3. Recognize barriers to communication
4. Identify techniques for overcoming communication barriers
5. Recognize the elements of oral communication using a sender/receiver process

Page 3 of 6

Revision Date: 8/18/2017

6. Define coaching a patient at it relates to health maintenance, disease prevention, compliance with treatment, community resources, and adaptations relevant to patient needs.
11. Define the principles of self-boundaries
12. Define Patient Navigator
13. Describe the role of the medical assistant as a patient navigator
14. Relate the following behaviors to professional communication: assertive, aggressive, and passive
15. Differentiate between adaptive and non-adaptive coping mechanisms
17. Discuss the theories of: Maslow, Erickson, and Kubler-Ross
18. Discuss examples of diversity: cultural, social, and ethnic

X.C Legal Implications

1. Differentiate between scope of practice and standards of care for medical assistants
2. Compare and contrast provider and medical assistant roles in terms of standards of care
3. Describe components of the Health Information Portability & Accountability Act (HIPAA)

Revision Date: 2/4/2021

4. Summarize the Patient Bill of Rights
5. Discuss licensure and certification as they apply to healthcare providers
6. Compare criminal and civil law as they apply to the practicing medical assistant
7. Define: negligence, malpractice, statute of limitations, Good Samaritan Act, Uniform Anatomical Gift Act(s), living will/advanced directives, medical durable power of attorney, Patient Self Determination Act (PSDA), risk management
8. Describe the following types of insurance: liability, professional (malpractice), personal injury
10. Identify: Health Information Technology for Economic and Clinical Health (HITECH) Act, Genetic Information Nondiscrimination Act of 2008 (GINA), Americans with Disabilities Act (ADAAA)
12. Describe compliance with public health statutes: communicable diseases, abuse, neglect, and exploitation, wounds of violence
13. Define the following medical legal terms: informed consent, implied consent, expressed consent, patient incompetence, emancipated minor, mature minor, subpoena duces tecum, respondent superior, res ipsa loquitor, locum tenens, defendant-plaintiff, deposition, arbitration-mediation, Good Samaritan Laws

XI.C Ethical Considerations

1. Define: ethics and morals
2. Differentiate between personal and professional ethics
3. Identify the effect of personal morals on professional performance

XII.C Protective Practices

1. Identify safety signs, symbols, and labels
2. Identify safety techniques that can be used in responding to accidental exposure to blood, other body fluids, needle sticks, and chemicals
3. Discuss fire safety issues in the ambulatory healthcare environment
4. Describe fundamental principles for evacuation of a healthcare setting

8. Identify critical elements of an emergency plan for response to a natural disaster or another emergency

Psychomotor

I.P Anatomy & Physiology

13. Perform first aid procedures for: bleeding, diabetic coma, fractures, seizures, shock, and syncope

V.P Concepts of Effective Communication

1. Use feedback techniques to obtain patient information including: reflection, restatement and clarification

2. Respond to nonverbal communication

3. Use medical terminology correctly and pronounced accurately to communicate information to providers and patients

4. Coach patients regarding office policies, health maintenance, and disease prevention.

5. Coach patients appropriately considering: cultural diversity, developmental life stages, and communication barriers

X.P Legal Implications

1. Locate a state's legal scope of practice for medical assistants

2. Apply HIPPA rules in regard to privacy, and release of information

Page 5 of 6

Revision Date: 8/18/2017

5. Perform compliance report based on public health statutes

6. Report an illegal activity in the healthcare setting following proper protocol

XI.P Ethical Considerations

1. Develop a plan for separation of personal and professional issues

2. Demonstrate appropriate response(s) to ethical issues

XII.P Protective Practices

1. Comply with safety signs, symbols, and labels

2. Demonstrate the proper use of eyewash equipment, and fire extinguishers

V.A Concepts of Effective Communication

1. Demonstrate:
 - a. empathy
 - b. active listening
 - c. nonverbal communication
2. Demonstrate the principles of self-boundaries
3. Demonstrate respect for individual diversity including:
 - a. gender
 - b. race
 - c. religion
 - d. age
 - e. economic status
 - f. appearance

X.A Legal Implications

1. Demonstrate sensitivity to patient rights
2. Protect the integrity of the medical record

XI.An Ethical Considerations

1. Recognize the impact personal ethics and morals have on the delivery of healthcare

XII.A Protective Practices

Page 6 of 6

Revision Date: 8/18/2017

1. Recognize the physical and emotional effects on persons involved in an emergency
2. Demonstrate self-awareness in responding to an emergency

Medical Assisting students must obtain a passing score of 100% satisfaction on 100% of all psychomotor and affective competencies in all Medical Assisting courses to progress. Students will be allowed three attempts to successfully pass a psychomotor or affective competency. A grade of pass or fail only is given. Failure to pass a psychomotor or affective competency in three attempts will result in

the student failing the course resulting in dismissal from the program.

GENERAL EDUCATION COMPETENCIES

Piedmont Technical College General Education Competencies for All Graduates:

This course may address one or more of the following General Education Competencies (assessment will be stated when applicable):

Communicate effectively.

Assessment:

Writing assignments and critical thinking exercises.

Apply mathematical skills appropriate to an occupation.

Assessment:

N/A

Employ effective processes for resolving problems and making decisions.

Assessment:

Writing assignments and critical thinking exercises.

Demonstrate the basic computer skills necessary to function in a technological world.

Assessment:

Assignments submitted through D2L, web assignments, PowerPoints.

To validate proficiency in the general education competencies, students in some programs will be tested using Work Keys.