

**Master Syllabus**

**COURSE:** MAST 1125 MEDICAL ASSISTANT I

**CRN:**

**CREDIT HOURS (Lecture/Lab/Total): 5**/0/5

**CONTACT HOUR (Lecture/Lab/Total):** 195/0/195

**INSTRUCTOR INFORMATION**

**Name: Stacy Winters**

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**Phone: 985-545-1500**

**Office: 985-545-1500**

**Office Hours: 7:30am-3:30pm**

**Class Location: Room 210 Hammond Campus**

**COURSE DESCRIPTION:**

Analysis of the job market, salaries, working conditions, and job responsibilities and desirable attributes required of the Medical Assistant. Historical issues and current health care trends are also discussed. This course also includes discussion of AMA principles of medical ethics and the law, Patient's Bill of Rights, confidentiality, medical records, and other medical/legal/ethical issues and responsibilities of the Medical Assistant. In addition, this course includes discussion of the components of effective client/staff communication, both verbal and nonverbal. Beginning front office activities such as scheduling, insurance, billing and patient/client education methods are covered. Practical application activities are integrated throughout this course.

**PREREQUISITES:**

Enrollment in High School or GED program

## LEARNING OUTCOMES:

Upon completion of this with a minimum of 70% accuracy, the student will

1. Identify history of medical assisting, job responsibilities, and current health care trends.
2. Discuss the history of medical assisting as a profession, as well as the history of medicine.
3. List career opportunities for medical assistants by job titles.
4. Describe general and administrative duties and clinical skills required of the medical assistant.
5. Identify personal and professional qualities needed by the medical assistant.
6. Describe the professional organizations that certify medical assistants.
7. Explain the types of hospitals, long-term care facilities, and ambulatory care facilities.
8. Explain the role of managed care organizations in current medical/health care.
9. List allied health care careers/field and the educational requirements for each.
10. Discuss Maslow’s Theory.
11. Define and discuss defense mechanisms and coping skills.
12. Identify cultural influences and sensitivity.
13. Describe issues related to death and dying.

Discuss medical ethics, medical law, and quality assurance as these areas relate to the duties of the medical assistant.

1. Explain the difference between medical ethics and medical law.
2. List the points under the American Medical Association (AMA) Principles of Medical Ethics.
3. Discuss the meaning of the Patient’s Bill of Rights.
4. Explain the difference between criminal law and civil law.
5. List the elements that determine if negligence is present in patient care.
6. State the law regarding office collection policies.
7. Explain the factors involved in the patient/physician relationship.
8. Explain the importance of confidentiality, informed consent, documentation, and other legal issues in the medical office.
9. Explain the role of the medical assistant in the Quality Assurance Program in the workplace
10. Identify the role of the Health Care Providerin patient reception, scheduling medical appointments, billing, explaining credit policies, the collection process, and aging accounts.
11. List receptionist responsibilities.
12. Describe personal professional characteristics of theHealth Care Provider
13. Explain the various systems for scheduling medical appointments and the important elements of each.
14. Correlate medical records prior to patient appointments.
15. Describe the role of the Health Care Providerin explaining credit policies to patients, the collection process, and handling aging accounts.
16. Handling emergency calls.
17. Retrieving messages from an answering service.
18. Using the telephone effectively.
19. Telephone triage.
20. Managing correspondence and mail.
21. Creating a letter.
22. Sorting and opening mail.
23. Perform administrative skills, safety precautions, and infection control measures required by OSHA for workplace safety in the classroom/lab setting.
24. Perform communication techniques for face-to-face, telephone, and written communications.
25. Schedule patients for doctor’s appointments, surgery, laboratory/radiological tests, and hospital admissions and correlate medical records.
26. Prepare a new office schedule book.
27. Document failed or no-show appointments.

**ASSESSMENT MEASURES:**

Student assessments will be based upon tests, quizzes, classroom activities, lab activities, projects, homework

## **TEXTBOOK/S:**

*Pearson’s Comprehensive Medical Assisting 4th Edition*

Author(s): Beaman, Nina

Textbook ISBN-13: 9780134420202

*Pearson’s Comprehensive Medical Assisting 4th Edition*

Author(s): Beaman, Nina

Access Code

*Pearson’s Comprehensive Medical Assisting 4th Edition*

Author(s): Beaman, Nina

Workbook ISBN 10: 0134472993

**SUPPLIES AND EQUIPMENT:**

**ATTENDANCE POLICY:**

It is the student’s responsibility to maintain regular contact with instructors. Class attendance is the responsibility of the student. All students must be officially enrolled in any course that they attend. It is expected that students attend all classes and be on time. If an absence occurs, it is the responsibility of the student for making up examinations, obtaining lecture notes, and otherwise compensating for what may have been missed. Students who stop attending class and do not officially drop, withdraw, or resign from the college may receive a grade of “F” for all coursework missed. Absences affect performance in this course and do not reflect well on participation. No student may substitute the attendance of another student. **Online students must be actively participating in online courses to be considered making progress.** **Hybrid students must attend face-to-face meetings as well as complete online assignments.**

Students should frequently check Canvas (Learning Management System) for notifications and updates to the course. Students are expected to use the online resources provided by NTCC to:

1. Track course assignments and progress

2. Discuss topics and issues with fellow students

3. Turn in assignments, quizzes, and tests

4. Check for any updates, changes or alterations to the course

5. Access all course materials to include presentations, assignments, quizzes, and tests.

**GRADING REQUIREMENTS:**

 Students must complete this class with a 70% or better competency to obtain credit for this class.

**GRADING SCALE:**

90-100 A

80-89 B

70-79 C

60-69 D

59-Below F

**ACADEMIC INTEGRITY AND CONDUCT:**

 Students are expected to maintain the highest standards of academic integrity. Behavior that violates these standards is not acceptable. Plagiarism, cheating, and other forms of academic dishonesty are prohibited and are subject to disciplinary actions established in the Student Code of Conduct. The instructor reserves the right to assign a grade of “F” on any type of assignment or examination based on evidence that the student has violated the Student Code of Conduct.

**STUDENT BEHAVIOR/CLASSROOM DECORUM:**

 Students are encouraged to discuss, inquire, and express their thoughts and views during class. Classroom behavior that interferes with either the instructor’s ability to conduct the class or the ability of students to benefit from the instruction is not acceptable. Students are required to turn off all cell phones or similar electronic devices (or place them on silent mode) before coming into the classroom. The instructor reserves the right to assign no credit for work on that day if a student talks or texts on a cell phone or similar electronic device. The classroom is not a place for children, and students are not to bring their family members into the classroom.

**DISABILITY CODE:**

 If you are a qualified student with a disability seeking accommodations under the Americans with Disabilities Act, you are required to self-identify with the Student Affairs. No accommodations are granted without documentation authorized from Student Affairs.

**WITHDRAWAL POLICY:**

 The last day to withdraw from a course or resign from the college is October 30,2020. If you intend to withdraw from the course or resign from the college, you must initiate the action by contacting your High School Advisor and Principle. The instructor will not withdraw you automatically.

**COMMUNICATION POLICY:**

 My.NorthshoreCollege.Edu is the official student email communication within Northshore Technical Community College. Therefore, the College has the right to send communications to students via their College email address and the right to expect that those communications will be received and read in a timely fashion. Every student is assigned a My.NorthshoreCollege.Edu. Students can redirect their College email address to an outside email provider. However, the College is not responsible for handling outside email providers, and redirecting their College email address does not absolve a student from their responsibilities associated with communication sent to their official College email address.

**COPYRIGHT POLICY:**

 Unless a student has obtained permission from the copyright holder, it is a violation of Copyright Law to print or photocopy chapters from a textbook that the student did not purchase. If the course requires the use of an electronic textbook, a student must look for a statement that allows for photocopying and/or printing of the eTextbook.

**NETIQUETTE POLICY:** This term is used to describe accepted, proper behavior on the Internet. Remember the following when communicating online (messages, discussion board, etc.):

* Never post profanity, racist, or sexist messages
* Be respectful of fellow students and instructors
* Never insult any person or their message content
* Never plagiarize or publish intellectual property
* Do not use text messaging abbreviations or slang
* Do not type in all CAPS (this is considered online yelling)