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# Master Plan of Instruction Medical Assisting

Beth Thornton, Program Director/Instructor  
Elise Veremakis, HSE Department Chairperson



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2001 Kurt Street, Eustis, FL 32726 - (352) 589-2250

[www.laketechnic.org](http://www.laketechnic.org)

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## **INTRODUCTION**

The Medical Assisting Program is a 1300 hour program. (Included in the program hours are 160 unpaid hours of Externship/Practicum in a medical setting.) This program is designed to introduce medical assisting students to the essential skills and knowledge necessary to be an entry-level medical assistant. This includes basic coverage of anatomy and physiology, as well as extensive coverage of both administrative skills and clinical procedures. Program hours are from 8:15 am to 2:45 pm Monday through Friday.

## **PHILOSOPHY**

We believe the dignity and worth of the individual in our democratic and ever-changing society fosters self-reliance. We must acknowledge individual differences and show respect for the right of the individual to seek fulfillment of spiritual, emotional, mental, physical, and socio-economic needs. In addition to the required skills and knowledge, instruction emphasizes good work habits, desirable personal characteristics, and effective interpersonal relationships, and leads to a productive life as a contributing member of the community.

We believe the medical assistant is a specialist in medical offices and out patient clinics that performs under medical authority to provide care patients in the medical physician office and in other appropriate settings, which are under physician control.

We believe the medical assistant curriculum must be competency-based and include formal course work skills, practice laboratories and externship/practicum experience. We believe continuous evaluation of a student's progress is necessary in measuring the effectiveness of the instruction and in achieving the stated objectives of the program.

We further believe medical assisting education is a continuous process, which must persist after completion of the program to keep the practitioner accountable for and alert to current trends and practices in the care patients.

The program goal is to prepare competent entry-level Medical Assistants in the following learning domains: Cognitive; Affective; and Psychomotor.

## **PROGRAM OBJECTIVES**

- Demonstrate knowledge of the health care delivery system and health occupations.
- Demonstrate the ability to communicate and use interpersonal skills effectively
- Demonstrate legal and ethical responsibilities
- Demonstrate an understanding of and apply wellness and disease concepts
- Recognize and practice safety and security procedures
- Recognize and respond to emergency situations
- Recognize and practice infection control procedures
- Demonstrate computer literacy
- Demonstrate employability skills
- Demonstrate knowledge of blood borne diseases, including AIDS
- Apply basic math and science skills
- Demonstrate basic clerical/medical office duties
- Demonstrate accepted professional, communication and interpersonal skills
- Discuss phlebotomy in relation to the health care setting
- Identify the anatomic structure and function of body systems in relation to services performed by the phlebotomist.
- Recognize and identify collection reagents, supplies, equipment and interfering chemical substances
- Demonstrate skills and knowledge necessary to perform phlebotomy
- Practice infection control following universal precautions
- Practice accepted procedures of transporting, accessioning, and processing specimens.
- Practice quality assurance and safety
- Describe the cardiovascular system
- Identify legal and ethical responsibilities
- Demonstrate knowledge of , apply and use instrumentation modalities
- Demonstrate communication skills used by medical assistants
- Demonstrate knowledge of legal responsibilities for medical assistants
- Demonstrate an understanding of anatomy and physiology
- Demonstrate knowledge of the fundamentals of microbial control and use aseptic techniques.
- Demonstrate knowledge of emergency equipment and procedures

- Perform basic laboratory procedures
- Perform diagnostic clinical laboratory procedures
- Demonstrate basic office examination procedures
- Demonstrate minor treatments
- Perform basic medical assisting procedures
- Demonstrate knowledge of pharmaceutical principles and administer medications in medical assisting settings
- Demonstrate basic x-ray procedures
- Perform administrative office duties
- Demonstrate communication skills used by medical assistants
- Demonstrate knowledge of legal responsibilities for medical assistants
- Perform administrative office duties
- Demonstrate the ability to communicate and use interpersonal skills effectively

### **TEST OF ADULT BASIC EDUCATION (TABE)**

All applicants for Career and Technical Education programs 450 hours or more, with the exception of Law Enforcement Officer applicants, take a state mandated TABE prior to enrollment (documented A.A., A.S., A.A.S., B.A, and B.S. degreed persons are exempt from this requirement. Documented successful completion of college-level remedial coursework may be used to meet TABE requirement).

According to Florida Department of Education rules, students who fail all or parts of the TABE may only retest using a different TABE version after 60 documented hours of remediation in the Applied Academics for Adult Education (AAAE) lab or three months if not attending AAAE. Students may not retake the same test version for six months. We, therefore, strongly recommend that students test early, especially for licensure programs, in order to allow time for remediation and retesting should the need arise.

Students who do not meet the minimum TABE scores set by the Florida Department of Education for their program must begin attending remediation classes in the AAAE lab prior to or at the time of enrollment in a Career and Technical Education class for at least one block a day and make acceptable progress as determined by the AAAE instructor. Students should meet state mandated TABE requirements by the time they have completed 50% of their program. Students who do not meet state mandated TABE scores may not receive a certificate of completion as per Florida Department of Education rules.

Applicants transferring TABE, PERT or CPT scores from other testing centers must do so by having an official score report sent directly to the Admissions Office prior to enrollment. Scores brought in by hand will not be accepted. TABE scores are good for two years and must be valid at the time of enrollment. TABE scores that expire during continuous enrollment remain valid until the end of such enrollment. Under continuous enrollment, students must be enrolled at least 50% of one semester per school year and may miss no more than one consecutive semester. Continuous enrollment applies to attendance in a single program.

### **ADMISSION REQUIREMENTS**

To be considered for admission to the Medical Assisting program, in addition to the above-noted criteria, the applicant must have the following prerequisites.

1. Complete an LTC online application
2. Take the TABE
3. Meet with a counselor/career advisor
4. Confer with the program instructor or department chairperson prior to actual enrollment

The Medical Assisting application is considered complete when the following information has been fulfilled.

1. Official transcript of high school diploma or its equivalent
2. TABE scores of 10 or greater\* (unless exempt; proof of college degree required)
3. Information session with the instructor

\*Students with TABE scores less than 10 please review TABE information beginning on page two.

### **Re-admission**

At the direction of the HSE Department Chair and the Center's administration, students in good standing who withdraw from the Medical Assisting program prior to program completion may reapply to the subsequent program. Students will be allowed to repeat only one time. Students exiting for clinical failure will not be considered for readmission.

Readmission is contingent upon the following:

1. Applicants for readmission who left prior to successful completion of the 90 hour Core program will be required to start at the beginning of the Medical Assisting program.
2. Students in good standing who withdraw after successful completion of the 90 hour core program may apply for re-entry at the beginning of a module not successfully completed.
3. Students applying for readmission will be admitted on a space available basis.

### **FINANCIAL AID**

Policies and guidelines for the administration of all financial aid are established according to federal and state law by a financial aid committee and published in the Financial Aid Policies and Procedures Manual. Applicants complete an information form, Free Application for Federal Student Aid, and furnish documentation needed to verify eligibility. More information on the application process may be obtained in the Financial Aid Office.

The Financial Aid Office will assist students, where possible, with access to financial support offered by federal agencies (U.S. Department of Education–Pell Grants, Department of Veterans' Affairs), other state and local agencies and local organizations (scholarships). Financial Aid personnel are available daily to assist students with financial aid needs and requests. The Financial Aid Coordinator is also the liaison for all local agencies.

### **SAFETY**

Basic safety standards, which include fire drills, weather drills, equipment usage, and traffic regulations, will be covered in the program orientation. These basic safety standards will be reinforced throughout the program. See the current school catalog for additional school safety information.

### **BACKGROUND SCREENING & DRUG TESTING**

The Agency for Health Care Administration requires all employees and other individuals (students) whose responsibilities may require them to provide personal care or services to residents or has access to their living area or personal property to undergo a background screening. The healthcare profession recognizes that substance abuse among its members is a serious problem that may compromise the ability of the abuser and jeopardize the safety of patients entrusted to their care. The Center, in its effort to maintain high standards of education and clinical practice and to comply with requirements mandated by cooperating clinical facilities, has implemented a drug-testing program.

If at any time during a pre-practicum screening, random screening or reasonable cause screening, a student refuses to be tested, the student will be withdrawn from the program. If at any time the student's drug test is positive, or a negative dilute and has not been medically approved, the student will be withdrawn from the program.

A criminal background check will need to be completed prior to practicum/externship. A conviction of, regardless of adjudication, a plea of guilty to; or a plea of nolo contendere to an offense constitutes a conviction for the program of Medical Assisting purposes.

If at any time during the program you are arrested, you must notify the Health Chair within 72 hours. A conviction of; a plea of guilty to; or a plea of nolo contendere to an offense would equate to withdrawal from the medical assisting program.

### **INSURANCE**

All students are required to purchase professional liability insurance through the school. As a clinical requirement, students must show proof of accident insurance. Any student who does not have proof of private health care insurance may purchase the school accident insurance to fulfill this requirement. This insurance is provided at a very reasonable cost and provides coverage during required Medical Assisting course functions. Information regarding purchase of school accident insurance is available in the Admissions Office.

## TUITION

Tuition is charged for adult students at a reasonable rate that may vary slightly from year to year. Current fee information is available from the Admissions Office. Tuition is due prior to the first day of each semester. Failure to pay all fees due at the time class begins will result in the student not being able to attend class and/or clinicals.

## PERFORMANCE STANDARDS

Medical Assisting involves the provision of direct care of individuals and is characterized by the application of verified knowledge in the skillful performance of medical assisting functions. Medical Assisting is a practiced discipline with cognitive, sensory, affective, and psychomotor performance requirements. Based on these requirements, a list of Core Performance Standards has been developed.

Critical Thinking	Critical thinking ability sufficient for clinical judgment
Interpersonal	Interpersonal abilities sufficient to interact with individuals, families, and groups from a variety of social, emotional, cultural, and intellectual backgrounds
Communication	Communication abilities sufficient for interaction with others in verbal and written form
Mobility	Physical abilities sufficient to move from room to room, maneuver in small spaces,
Motor Skills	Gross and fine motor abilities sufficient to provide safe and effective care
Hearing	Auditory ability sufficient to monitor and assess health needs
Visual	Visual ability sufficient for observation and assessment necessary in care
Tactile	Tactile ability sufficient for physical assessment

Students unable to demonstrate the Core Performance Standards must notify the HSE Department Chair by the end of the first class day to investigate the feasibility of reasonable accommodations.

## ATTENDANCE POLICY

In an effort to develop appropriate work ethics, Lake Technical Center students are expected to attend all class sessions. As is expected in the workplace, when it is necessary to be absent due to illness or emergency situations, all students are to notify the instructor on or before the date of absence.

The expectation of Lake Technical Center is that all students will be in attendance each day of the scheduled program. The student attendance code for each postsecondary program is consistent with industry standards as recommended by the program advisory committee and approved by the administration of Lake Technical Center.

Campus attendance is kept via a computerized system. It is the responsibility of the student to **log in and out** in order to receive credit for class time. This allows the school to keep accurate attendance records for the actual number of hours and minutes attended at the school. Only regularly scheduled class hours will be reported for attendance. **NO one** is to log you in or out. This could result in dismissal from the program.

Absences and tardies are of significant interest to potential employers such that any violation of the above will significantly lower the student's work habits grade as outlined in the department's grading policy.

A student who finds it necessary to be absent **MUST** notify the Medical Assisting Program Director/Instructor at least one hour prior to the start of class that day. Failure of notification will result in:

1. A verbal reprimand at the first no-call, no-show
2. A written reprimand from the instructor for the second no-call, no-show
3. A written reprimand and meeting with the HSE Department Chair for the second no-call, no-show
4. A School Intervention Team meeting (SIT) and academic probation for the third no-call, no-show

### **Excessive Absences**

A student who is absent, excused or unexcused, for six (6) consecutive days will be withdrawn from membership in the program. A student withdrawn for absenteeism must petition administration to return. Students exhibiting a pattern of consecutive absences less than six days will be subject to dismissal as determined by a School Intervention Team.

### **Tardiness**

Students are expected to be in their seats promptly in the morning, after break, and after lunch. Students must notify the Medical Assisting Program Director/Instructor of any expected tardiness and of an expected arrival time. Any student who is tardy and/or leaves early for 20% or more of the number of days scheduled for any given half-semester will be placed on academic probation. Probationary status will terminate when the number of tardies/early departures no longer exceeds 20% of the completed scheduled attendance days.

### **Breaks/Lunch**

Students are expected to return on time from breaks and lunch. Breakfast and lunch can be purchased in the LTC Student Center, which is provided by our culinary students. Students may also use the kitchen facilities located behind the testing lab, Room 109. Students are responsible for cleanup and are not to use this area as a dining room. Anything left in the refrigerator must be labeled with name and date and will be thrown out after one week. It is not the responsibility of Lake Tech to monitor lunch or items placed in the refrigerator or freezer. At no time will the refrigerator in the Medical Assisting lab be utilized for food or drink. This is for laboratory specimens only.

### **Lab/Clinical skills**

1. Attendance is mandatory at all scheduled labs and practical skills. Absences during clinical skills require make-up work to be done at a time not designated for other studies. It is the responsibility of any student absent during a lab or clinical skill to secure a time with an instructor or coordinator to demonstrate the skills acquired by other students during the absence.
2. Make-up: All materials and assignments missed during the student's absence must be made up. It is the student's responsibility to meet with the instructor to get missed assignments and handouts.
3. Breaks, lunch period, and release at the end of the day will be designated by the lead instructor.

### **Student Responsibilities**

Students are responsible for:

- Attending class five days per week, Monday through Friday
- Checking messages regularly and communicating with instructor
- Attending class/lab when scheduled
- Completing assignments as noted in the pacing chart

Be focused. Develop a regular study routine using the pacing chart (Milestone Pathway) and the instructor's direction. Work habits will be evaluated based upon work output so stay focused. Do not hesitate to contact the instructor by e-mail or telephone for assistance.

## **GRADING POLICY**

The Medical Assisting program utilizes a web-based interface that coincides with the required texts for the course. This blend of educational delivery offers the student an opportunity to work independently in the classroom using their own electronic device or one provided in the classroom. Success utilizing the integrated method of instructional delivery depends on the following factors: a high level of self-discipline, an ability to communicate effectively, and an ability to work independently. These factors constitute effective work habits and are essential to positive achievement in the Medical Assistant program.

Each course includes a syllabus that includes a pacing chart (Milestone Pathway guide) which outlines assignments, due dates, and competencies that need to be achieved. It is important that the student understand that submitting completed assignments and participating in online blogging/discussion will be an expectation of each course.

The grading policy for the Lake Technical Center Medical Assisting Program is as follows:

90 – 100	Excellent
77 – 89	Average
76 & Below	Failing

Program grades are based on knowledge, skills, and work habits.

**Knowledge/Cognitive** is based on exams, course work, and other assignments.

**Skills/Psychomotor** are based on practical examinations inclusive but not limited to of successful return demonstration of skills

**Work Habits/Affective** are evaluated in the classroom and practicum. Work habits in the classroom are based on professional appearance, professional behavior, attendance, and classroom participation. Work Habits in the externship/practicum are based on: integrity, empathy, self-motivation, appearance and personal hygiene, self-confidence, communication, time management, teamwork and diplomacy, respect, patient advocacy, and care delivery of service.

**Attendance:** Attends class, arrives/leaves on time; be prepared for class by reading assignments and completing homework, contribute to class discussion and involvement in lab activities (in other words, no sleeping or daydreaming), begin and end work as expected, use work time appropriately.

**Character:** Displays loyalty, honesty, trustworthiness, dependability, reliability, initiative, self-discipline, and self-responsibility; displays a high level of effort and commitment to performing and completing work.

**Teamwork:** Respects the rights of others; respects confidentiality; is a team worker; is cooperative; is assertive; displays a customer service attitude; seeks opportunities for continuous learning; demonstrates mannerly behavior; encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit.

**Appearance:** Displays appropriate dress, grooming, hygiene, and etiquette; wears clothing suitable to the job, task and environment; wears full regulation uniform, if required by program.

**Attitude:** Displays a willingness to cooperate and accept constructive criticism; sets realistic expectations; approaches assignments with interest.

**Productivity:** Follows safety practices; conserves and maintains equipment and supplies; keeps work area neat and clean; follows directions and procedures; makes up assignments and tests punctually; notifies proper authorities of situations presenting potential safety hazards; does not use or knowingly permits others to use tools and equipment improperly; stays on task and utilizes time constructively.

**Organization:** Manifests skill in prioritizing and management of time and stress; demonstrates flexibility in adapting to changes.

**Communication:** Communicates accurate information to others in a professional and courteous manner; displays appropriate nonverbal (eye contact, body language) and oral (listening, telephone etiquette, grammar) skills; asks pertinent questions; listens attentively to others, notifies instructor in advance of absences or tardies.

For a student to continue in the program, the student must successfully complete each area, independent of each other, with a 77% at course ending.

### Testing Policy

#### Knowledge

If you receive a score of 77% or higher on any test you may not retake that exam to earn a better score.

#### Policy on Test failures

Any exam passed via a retake will receive a **maximum** grade of 77% **regardless** of the score on the retake. Only three retakes per course are permitted.

#### 1<sup>st</sup> failure of content

- If you do not receive a score of 77% or better on a test, remediation will be done with your instructor. It is the student's responsibility to make an appointment with the instructor, within one week of test date. Once remediation is completed, the student may retake the test on the same day. Failure to make the appointment will result in the failing grade being posted in the grade book. The student has the option to take the test without remediation.

#### 2<sup>nd</sup> failure of same content

- If you do not receive a score of 77% or better on a test after the 2<sup>nd</sup> attempt you may **not** retake the test on the same day. You must schedule remediation with your instructor.
- You must complete the learning objectives that cover the content of the test, **email** them to your instructor and make an appointment to see him/her within one week of test date.
- Once the objectives are sent, you may contact the instructor to make an appointment for remediation. Failure to make or keep the appointment will result in the failing grade being posted in the grade book. Students are **REQUIRED** to make an appointment with the instructor to make a verbal contract. Your instructor wants you to succeed and together strategies for success can be identified.
- Once both the objectives and the remediation have been completed, the test will be reopened for you.

#### 3<sup>rd</sup> failure of same content

- On a third failure of the **same test**, the instructor will notify the HSE department chair of the academic status. After the third consecutive test failure on three exams an appointment will be made for a School Intervention Team (SIT) meeting.



- Testing times will be available two times per week. Students are expected to take a minimum of one test per week except in courses 100 hours or less.

### **Labs**

Attendance and participation is mandatory at all scheduled labs. Skills must be passed by the second attempt and must be accomplished prior to the end of the module in which the skill is presented. The final exam for the course cannot be completed if all competencies are not successfully checked off.

### **Clinical Skills**

It is the student's responsibility to complete all skills competencies. Students will be held accountable to complete practicum within consecutive weeks at the end of the program. Required clinical skills must be successfully achieved in order to complete the program.

Students shall not perform any skill outside the medical assisting scope of practice. Failure to comply with this rule may result in disciplinary action, up to, and including, probation or dismissal from the medical assisting program.

### **Externship/Practicum**

The externship/practicum consists 160 hours of unpaid time that the student will work in a medical setting of the practicum coordinators discretion. The medical sites and preceptors of Medical Assisting program are to be treated with the upmost courtesy and respect. Students will adhere to the Medical Assisting program dress code policy during this time. Students are responsible for own transportation to/from the practicum site. Communication for tardiness and absences to the clinical site are mandatory and follow the Medical Assisting attendance policy timeframes. The Medical Assisting Program Coordinator/Instructor will communicate regularly with preceptors to determine student progression in the program. Any time missed will extend the practicum until 160 hours have been completed.

Students shall be objectively evaluated by the preceptors using a standardized form (see clinical Skills Documentation). The student is responsible for listing time in and time out, and skills **unsuccessfully and successfully** attempted. The preceptor is responsible for verifying time in and out, evaluating skills performance and writing comments about student performance and progression.

Directions on all practicum forms are to be followed. If an area of evaluation is not applicable to the student or the situation, the area should be marked N/A. An evaluation addendum should be attached to the evaluation form if space does not permit listing of information. Completed practicum documentation must be given to the Practicum Coordinator at the exit interview. Student is accountable for all information and completion of all practicum paperwork.

Under no circumstances is the student to alter any preceptor information. ***Falsification of documentation will lead to disciplinary action, which may include probation and/or immediate dismissal from the medical assisting program.***

## **LAKE TECH REQUIREMENTS FOR PROGRAM COMPLETION – CERTIFICATION**

Students must meet the following program requirements for certification:

- Meet minimum TABE recommendation prior to graduation.
- Successfully complete all competencies specified in the program State of Florida curriculum framework.
- Successfully complete both the classroom portion and the practicum portion of the program independent from each other. The minimum satisfactory grade for each portion is 77 percent.
- Satisfactory completion of 160 hours of unpaid practicum/externship.
- MA Program Director/Instructor sign off of student externship/practicum packet.

## **ESSENTIAL TASKS**

Health related occupations are demanding, both physically and emotionally. Before entering a program in the health field, it is important to review the following tasks which have been established. Their performance is essential for success in the program.

### **Physical Requirements**

Ability to perform repetitive tasks  
Ability to walk the equivalent of 5 miles per day  
Ability to reach above shoulder level  
Ability to interpret audible sounds of distress  
Ability to project audible verbal communications at a distance of 4 feet  
Ability to demonstrate high degree of manual dexterity  
Ability to work with chemicals and detergents  
Ability to tolerate exposure to dust and/or odors  
Ability to grip  
Ability to distinguish colors  
Ability to lift a min of 25 lbs & max of 100 lbs  
Ability to bend a knee  
Ability to sit or stand for long periods of time  
Ability to perform CPR

### **Mental and Emotional Requirements**

Ability to cope with a high level of stress  
Ability to make fast decisions under high pressure  
Ability to cope with the anger/fear/hostility of others in a calm manner  
Ability to manage altercations  
Ability to concentrate  
Ability to cope with confrontation  
Ability to handle multiple priorities in a stressful situation  
Ability to assist with problem resolution  
Ability to work alone  
Ability to demonstrate a high degree patience  
Ability to adapt to shift work  
Ability to work in areas that are close and crowded

## **CLASSROOM, LAB, CLINICAL AND PRACTICUM UNIFORM CODE**

Students who attend Lake Tech shall dress in a manner appropriate for the job in which they are receiving training, including any special protective gear and professional uniforms. All clothing must be neither distracting nor offensive and be clean, neat, modest, in good repair and appropriately sized.

A uniform identifies you to the public and hospital staff as a Medical Assisting student and presents a professional appearance. In addition, it prevents the possibility of cross contamination by separating street clothes from work clothes.

Professionalism is important in health careers and is reflected in one's appearance behavior, and work ethic. The following rules are in place to prepare students for the professional healthcare environment.

**All Medical Assisting students will strictly follow the uniform code while attending classroom, clinical, or practicum, Failure to present a professional appearance will result in dismissal from the day's activity and an unexcused absence.**

### **Uniform Code**

1. **Program approved polo shirt:** Shall be worn open at the neck one button from the collar. No patches are to be worn on the shirt. A long sleeved black t-shirt/turtleneck may be worn under the polo shirt. Black lab jacket with knitted cuffs at the wrist or black sweater may be worn.
2. **Black medical uniform pants:** Pants cannot have flare at bottom. (Cargo pants are allowed– no more than 2 pockets.) Jeans are not permitted.
3. It is a requirement that both the polo shirt and the uniform pants be clean and neat at all times. Ironing is recommended. You are representing yourself, your instructor and your school.
4. **Belts (if worn)** Black with simple, unadorned buckle, maintained in relatively new condition.
5. **Black shoes,** Closed-toe and hard-soled. If clog type shoe, must have solid top without holes and have back strap. If ankles are exposed, solid black socks must be worn, covering ankles. High heels, platforms, cowboy boots or high top work boots are unacceptable.
6. **Lake Technical Student ID badge** must be worn at all times when in uniform.

7. **Jewelry:** Must be confined to a watch, wedding or engagement rings. Special rings for right hand will be allowed in the classroom and practicum however only one ring per hand (exception: wedding ring and engagement ring may be worn together) The only acceptable body piercing is one small earring in each ear. Unacceptable body piercing includes, but not limited to, brows, nose, lips, and tongue. Necklaces that do not have thick chains or adornment larger than ½" is permitted.

8. **Make-up:** Will be moderately applied. Make-up should be consistent with the professional nature of Medical Assisting.

9. **Hair:**

Hair will be:

- A natural hair color only
- Out of the eyes and restrained with clips or bands that blend with hair color or match uniform
- Hair longer than at the top of the shoulder (men and women) must be tied back
- No hats, scarves, or hair adornments may be worn in the classroom, lab areas, or during practicum
- Beards and moustaches must be neatly groomed

10. **Fingernails** are to be kept clean and trimmed not to exceed ¼" past the nail tip. Polished nails must be clear. Bright and dark colors are not permitted. No artificial nails allowed.

11. **No** offensive odors (i.e., body, breath, shampoo, perfume, etc.) are acceptable.

12. **Body art:** All visible tattoos must be covered.

13. **Equipment:** A watch with a second hand, a black ink pen and a bell and diaphragm stethoscope. scissors,

**Please remember that strong perfume, hair spray, coffee, cologne, or cigarette smoke may be offensive to patients and co-workers.**

**All aspects of personal hygiene, including the individual, uniform and undergarments represent one's professional image. Cleanliness and appropriate use of personal hygiene products are important components of professionalism and are expected of all students.**

## **MEDICAL ASSISTING POLICIES AND PROCEDURES**

### **General Rules for Students\*\***

1. THERE IS TO BE NO FOOD IN THE Lab, CAPPED WATER BOTTLES ONLY.
2. Students are to be in proper uniform for any class, lab, clinical, practicum, or other related school activity unless assigned otherwise.
3. All laboratory equipment should be returned to its proper place after use. Any broken equipment must be reported to the instructor for repairs.
4. At no time will the refrigerator in the Medical Assisting lab be utilized for any food or drink. This is for laboratory specimens only
5. Students will not use electronic devices for personal needs while in classroom. No cell phones are allowed for personal use in the practicum settings
6. No student is allowed in the instructor's office without permission.
7. Students will provide the proper respect due the instructor in asking questions or making statements.
8. Students are responsible for keeping their individual desk areas policed of trash and in order. Chairs are to be returned to place at the end of each class.
9. If at any time a conflict arises, for any reason, during class time or clinical the student is to avoid a serious confrontation at all costs. Right or wrong, students should avoid being part of a bad scenario that would have an impact on the program. Students should report to the instructor or department chairperson immediately and allow her to disarm the situation.
10. All injuries and / or illnesses must be reported immediately to the instructor.
11. Students who become ill during class must notify the instructor before leaving the classroom.
12. Profanity and vulgarity will not be tolerated. Making fun of others in a negative way will not be tolerated.
13. As of July 1, 2013 Lake Tech is a tobacco free institution. The use of tobacco products of any kind is not permitted at any Lake Tech location. Use of tobacco products of any kind is prohibited in practicum.
14. Students will be asked to leave the classroom, clinical or practicum if there is any reasonable cause that they are under the influence of drugs or alcohol. Students will be immediately sent for drug screening in this situation with the cost of testing, the students responsibility.

15. Each student is expected to behave in a dignified manner at all times – a manner which conforms to the ethics of the profession and which instills patient confidence in medical assisting abilities. Irresponsible, unprofessional, or unethical behavior may result in termination from the program.

### **Classroom Rules\*\***

Students will:

1. Maintain a neat, clean, appropriate appearance
  - When in uniform, be dressed according to the dress code
  - Notify an instructor 1 hour prior to expected arrival time regarding tardiness or absences
  - Seek permission and follow procedure to leave early when necessary
  - Return from breaks and meal times at the specified time
2. Respect the rights of others
  - Be attentive and polite
  - Do not talk to neighbors thus preventing others from learning
  - Respect the property of others
  - Be patient and considerate of others
  - Pay attention
  - Do not make fun of others when they ask a question
  - Think before speaking to avoid misunderstanding
  - Do not talk while others are talking
3. Demonstrate good interpersonal relationships with peers and instructors
  - Exhibit a congenial and cooperative attitude with others
  - Show respect for instructors and peers
  - Accept others for themselves
4. Contribute to a learning atmosphere
  - Wait for recognition before speaking
  - Do not interrupt class
  - Assist classmates if able and time is appropriate
  - Contribute new or pertinent material on topic when appropriate
  - Do reading or assignments when no lecture or formal class is in progress
  - Practice procedures and be prepared for requested sign-off on procedures
  - Make good use of classroom/laboratory time
5. Take responsibility for own learning
  - Come to class prepared by bringing pen, pencil, paper, and books
  - Submit work missed during absence in a timely manner without prompting
  - Complete reading assignments and participate in class discussions
  - Be responsible for all assigned books and equipment
6. Attempt to do the best possible
  - Try to achieve full potential
  - Make an effort to answer questions when called upon. The instructor will recognize students before asking a question
  - Use time wisely
  - Make an appointment to see the teacher privately to clarify any unclear material
7. Respect school and clinical facility/property
  - Always leave the classroom, laboratory and conference areas neater than found
  - Do not eat, drink, or smoke except in designated areas
  - Do not deface property of others
  - Be proud of your school and remember to be an ambassador to the public

### **Externship/Practicum Rules\*\***

1. Students are to abide by the policies and procedures of Lake Technical Center and the facilities utilized by the Medical Assisting Program for externship. Any student not in compliance with the set guidelines may be asked by the practicum coordinator/instructor to leave the practicum facility. The student will not be allowed to return to that practicum site. The instructor will notify the HSE Department Chair who will schedule a SIT meeting with the student.

2. Students will observe patient care activities and assist only as directed by the practicum coordinator/instructor or preceptor in charge. Students will perform only patient care that has been covered and completed in his/her present program.
3. Remember to protect patient privacy and confidential information. What you hear and see is not for general discussion. Any violation of this policy will be considered a serious breach of professional ethics. A Confidentiality Statement with each student's signature is kept on file.
4. Students will attend externship/practicum according to the externship/practicum schedule. The practicum coordinator will do all scheduling. If there is a scheduling conflict, you must contact the practicum coordinator/instructor, who will discuss issues with the HSE Chair.
5. Students are authorized to be at the externship/practicum sites only for scheduled times. Please do not arrive early or stay late unless permitted to do so in order to complete patient care. **IF AN INCIDENT OCCURS WHILE AT A PRACTICUM SITE THE PRACTICUM COORDINATOR/INSTRUCTOR MUST BE CONTACTED IMMEDIATELY.**
6. Unauthorized hours or shifts at a externship/practicum site are not allowed. Hours for students attending any practicum site (including scheduled dates but not scheduled sites) without prior approval from the Practicum Coordinator/Instructor will not be counted toward clinical hours and will be reported to the HSE Department Chair.
7. Students are expected to utilize their time productively (i.e., no watching television, no sleeping, etc.) Students are expected to study or practice with equipment in order to maximize practicum experience.
8. Any student not in a proper, professional, maintained uniform will be sent home and he/she will have to reschedule.
9. The student is responsible for providing protective eyewear whether in- or outdoor. Proper and appropriate personal protective equipment shall be worn during all skills activities.
10. Certain records must be maintained in order to document clinical experiences and skill performance at the practicum site. **It is the responsibility of the student to adequately and accurately maintain these records.**
11. Additional policies and regulations may be established by the school or by the Medical Assisting Program Director/Instructor or HSE Department Chair during the course of the program. After due and proper notification, students will be expected to comply fully with all regulations.

**\*\* Violation of any of the above may result in disciplinary action up to and including dismissal from the program.**

### **REASONS FOR DISMISSAL FROM PROGRAM**

1. Unsatisfactory academic, lab or practicum/internship work.
2. Demonstration of unsafe performance and poor professional judgment in the practicum and internship area such as, but not limited to, endangering a patient's safety by:
  - a. Violating standard safety practices in the care of patients
  - b. Delaying care that is within the student's realm of ability and/or knowledge
  - c. Performing skills or procedures beyond the realm of the student's ability and/or knowledge
3. Being found in any restricted or unauthorized area.
4. Unethical conduct such as fraud, drug abuse, alcohol abuse, breach of confidentiality (HIPAA violation); inappropriate student/patient interaction or interpersonal relation; or aggressive or dishonest behavior to any school or practicum site staff member, physician, patient, or other student, defined as follows:
  - a. Aggressive behavior is defined as a forceful, self-assertive action or attitude that is expressed physically, verbally, or symbolically and is manifested by abusive or destructive acts towards oneself or others
  - b. Dishonest behavior is defined as an untruthful, untrustworthy or unreliable action
5. Cheating in any manner
6. Withdrawal from practicum clinical site or participating agency as the result of due process proceedings based upon a written request from the agency that the student be withdrawn
7. Violations of the attendance policy
8. Failure to satisfy identified probationary requirements within the stated time
9. Failure to comply with requirements as stated in the Master Plan of Instruction



## **DESCRIPTION OF THE PROFESSION**

### **JOB DESCRIPTION**

#### **Main Function**

Medical assistants work in doctors' offices and in various health care settings under the supervision of a doctor or office manager. Medical assistants who work in smaller facilities often act as generalists, engaging in a wide range of functions from patient care to administrative duties. Those who work in larger facilities may focus on one or two specific duties.

#### **Duties and Responsibilities**

##### **Administrative duties**

- Medical assistants handle important clerical tasks that enable facilities to operate efficiently. They perform bookkeeping, check patients in and out, collect insurance information, complete insurance paperwork and maintain patient medical records. When dealing with patient records, medical assistants must ensure that the information remains confidential at all times. Medical assistants answer phones, receive and direct incoming patients and schedule patient appointments. They also participate in coordinating prescription drug refills with pharmacies and in scheduling doctor-ordered lab work. Medical assistants also monitor facility supply and equipment levels.

##### **Patient Care**

- Medical assistants often aid the treating doctor in direct patient care. When involved in patient care, medical assistants may record patient medical histories, check vital signs, draw blood and prepare patients to undergo exams or procedures. Some medical assistants will even aid the doctor in performing a medical exam or procedure. Medical assistants may also be permitted to prepare and administer certain shots and medications to patients.

##### **Patient Instruction**

- In addition to working with doctors to administer hands-on patient care, medical assistants often participate in educating and instructing the patients. Medical assistants will provide patients with important information regarding recommended diets, medication instructions, treatments and procedures. Medical assistants may also answer patient questions, explain any potential risks or provide a patient with comfort and reassurance.

##### **Facility Maintenance**

- Many medical facilities require medical assistants to participate in the general maintenance and appearance of the facility. Medical assistants will prepare examination rooms for patients, making sure that the rooms are clean and properly stocked with the necessary equipment and supplies. Medical assistants are responsible for gathering and properly disposing of lab specimens and contaminated items. Medical assistants may also be required to ensure that all instruments are properly sterilized.

## **PLAN OF INSTRUCTIONAL PRACTICES**

#### **Teaching Methods**

The MA Program is a hybrid program with both online and face-to-face learning. Pre- and post-testing, demonstration, discussion, group interaction, audio-visual materials, required reading and written assignments, oral reports, role playing, question and answer, unit examinations, skill practice, anatomical models and charts, self-directed learning activity packages and clinical practicum experiences are teaching methods utilized in this program.

#### **Teaching and Instructional Aids**

Textbooks, workbooks, projects, reports, simulations, hands-on computer experience, video-taped instructions, films, guest speakers, board examples.

#### **Methods of Teaching Safety**

A basic outline of safety standards and practices is covered along with continuous implementation of safety principles. Skills are demonstrated by the student in the lab environment and must meet competency standards prior to performance in the clinical setting.

#### **Evaluation**

Class performance, skills performance, pre- and post-testing, practical test evaluation (labs), required written and workbook assignments, clinical observation of performance objectives during clinical experiences, decision-making, attendance, and work habits are included in a student's evaluation.

#### **Externship/Practicum**

Students will receive 160 unpaid externship hours under the direct supervision of their preceptor and/or instructor.

## **MEDICAL ASSISTING COURSE INFORMATION**

### **Time Allotted**

1300 hours

### **Program Faculty**

Program Director/Instructor, Beth L. Thornton, CMA, MSN, RN

HSE Chair/Practicum Coordinator, Elise Veremakis, MSN, RN

### **Schedule**

This course offers students flexibility to learn course material and complete assignments at their convenience. However, to create a cohesive learning environment, modules are completed within a designated time frame. This time frame will enrich the learning experience, particularly through discussion and peer interaction with other class members. This interaction is a primary component of any educational experience.

### **Courses for Medical Assisting**

Health Core .....	90 hrs
Medical Office Receptionist .....	100 hrs
Phlebotomist, MA .....	75 hrs
EKG Aide, MA .....	75 hrs
Medical Assistant 1 .....	320 hrs
Medical Assistant 2 .....	320 hrs
Medical Assistant 3 .....	160 hrs
Externship/Practicum .....	160 hrs
Total	1300 hrs

Laboratory-Classroom practice

Externship/Practicum- Various clinical settings

### **Required Fees, Books and Supplies**

Tuition \*\*

Registration Fee\*\*

Lab Fee\*\*

Accident insurance (See insurance)

Criminal background check

Complete drug screening (scheduled after the start of the program)

Physical

Approved polo shirt

Watch with second hand

Stethoscope with bell and diaphragm

Course Textbooks and Workbook

Electronic device

*\*\*Current tuition and fee information is available from the Admissions Office.*

### **Textbooks**

The textbooks and the use of the web-based course in class are imperative to success. Students will have three weeks from the beginning of Healthcare core to obtain the Medical Assistant textbooks, workbooks and online access. Failure to do so will require the student to have a SIT meeting at which time he/she will enter into a behavior contract with the possibility of being withdrawn from the program.

Bonewit-West K, Hunt, SA, Applegate, E: *Today's Medical Assistant: Clinical and Administrative Procedures*, St Louis, 2009, Saunders

Bonewit-West K, Hunt, SA, Applegate, E: *Study Guide for Today's Medical Assistant: Clinical and Administrative Procedures*, St Louis, 2009, Saunders

Chabner, Davi-Ellen: *The Language of Medicine*, 9e, 2011, St. Louis, Saunders

Study Guide for *Virtual Medical Office*, St Louis, 2009, Saunders



Medisoft CD for Office, EMR

**Instructor Information**

Office hours:

On campus Monday- Friday (Holidays excluded) 8:00 am to 3:30pm

Virtual office hours - 24/7, response may not be received until instructor on campus

Beth Thornton, CMA, MSN, RN ext. 1858

[Thorntonb@lake.k12.fl.us](mailto:Thorntonb@lake.k12.fl.us)

**Healthcare Chair Information**

Elise Veremakis MSN, RN ext. 1842

[Veremakis@lake.k12.fl.us](mailto:Veremakis@lake.k12.fl.us)

**PROGRAM OBJECTIVES**

See the attached Florida State Department of Education Curriculum Framework for program objectives and desired competencies.

**2013 – 2014**  
**Florida Department of Education**  
**Curriculum Framework**

**Program Title: Medical Assisting**  
**Program Type: Career Preparatory**  
**Career Cluster: Health Science**

<b>PSAV</b>	
Program Number	H170503
CIP Number	0351080100
Grade Level	30, 31
Standard Length	1300 hours
Teacher Certification	See Certification Matrix
CTSO	HOSA
SOC Codes (all applicable)	31-9092 Medical Assistants 31-9099 Healthcare Support Workers, All Other 43-4171 <a href="#">Receptionists and Information Clerks</a> 31-9097 Phlebotomists
Facility Code	[253] <a href="http://www.fldoe.org/edfacil/sref.asp">http://www.fldoe.org/edfacil/sref.asp</a> (State Requirements for Educational Facilities)
Targeted Occupation List	<a href="http://www.labormarketinfo.com/wec/TargetOccupationList.htm">http://www.labormarketinfo.com/wec/TargetOccupationList.htm</a>
Perkins Technical Skill Attainment Inventory	<a href="http://www.fldoe.org/workforce/perkins/perkins_resources.asp">http://www.fldoe.org/workforce/perkins/perkins_resources.asp</a>
Industry Certifications	<a href="http://www.fldoe.org/workforce/fcpea/default.asp">http://www.fldoe.org/workforce/fcpea/default.asp</a>
Statewide Articulation	<a href="http://www.fldoe.org/workforce/dwdframe/artic_frame.asp">http://www.fldoe.org/workforce/dwdframe/artic_frame.asp</a>
Basic Skills Level	Mathematics: 10 Language: 10 Reading: 10

### **Purpose**

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Health Science career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Health Science career cluster.

The content includes but is not limited to communication, transcultural communication in healthcare, interpersonal skills, legal and ethical responsibilities, health-illness concepts, administrative and clinical duties, emergency procedures including CPR and first aid, emergency preparedness, safety and security procedures, medical terminology, anatomy and physiology, and employability skills.

This program focuses on broad, transferable skills and stresses understanding and demonstration of the following elements of the health care industry: planning, management, finance, technical and production skills, underlying principles of technology, labor issues, community issues and health, safety, and environmental issues.

## Program Structure

This program is a planned sequence of instruction consisting of five occupational completion points.

When offered at the post secondary adult career and technical level, this program is comprised of courses which have been assigned course numbers in the SCNS (Statewide Course Numbering System) in accordance with Section 1007.24 (1), F.S. Career and Technical credit shall be awarded to the student on a transcript in accordance with Section 1001.44(3)(b), F.S.

The following table illustrates the program structure:

OCP	Course Number	Course Title	Course Length	SOC Code
A	HSC0003	Basic Healthcare Worker	90 hours	31-9099
B	MEA0500	Medical Office Receptionist	100 hours	43-4171
C	MEA0521	Phlebotomist, MA	75 hours	31-9097
D	MEA0543	EKG Aide, MA	75 hours	31-9099
E	MEA0550	Medical Assistant 1	320 hours	31-9092
	MEA0551	Medical Assistant 2	320 hours	
	MEA0552	Medical Assistant 3	320 hours	

TEACHER CERTIFICATION					
TITLE	Medical Office Receptionist	Phlebotomist, MA	EKG Aide, MA	Medical Assistant	CORE
MED ASST @7 G	X	X	X	X	X
*PRAC NURSE @ 7 G	X	X	X	X	X
TEC MED !7 G	X	X	X	X	X
LAB TECH @7 G	X	X	X	X	X
REG NURSE 7 G	X	X	X	X	X
BUS ED @4 1@2	X				
VOE @7	X				
TEACH CBE 27	X				
STENOGRAPH @4	X				
SECRETAR @7 G	X				
CLERICAL @7 G	X				

\* This certification is no longer issued at the district or state level and has been replaced by REG NURSE @ 7 G.

## Laboratory Activities

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

## Special Notes

This program is designed to prepare students for employment as medical assistants SOC 31-9092. Although it is not

required, it is strongly recommended that the programs meet the Standards and Guidelines of an Accredited Educational Program for the Medical Assistant adopted by the American Association of Medical Assistants and the Commission on Accreditation of Allied Health Education Programs (CAAHEP) or the American Medical Technologist and the Accrediting Bureau of Health Education Schools (ABHES).

For further information contact:

**Commission on Accreditation of Allied Health Education Programs (CAAHEP)**

[www.caahep.org/](http://www.caahep.org/)

1361 Park Street  
Clearwater, FL 33756  
Phone: 727-210-2350  
Fax: 727-210-2354

**Accrediting Bureau of Health Education Schools (ABHES)**

[www.abhes.org/](http://www.abhes.org/)

777 Leesburg Pike, Suite 312  
N. Falls, VA 22043  
(703) 917-9503

This Program Will Also Be In Accordance With Florida Statute Medical Assistants, 458.3485 F.S.

This program meets the Department of Health HIV/AIDS Domestic Violence and Prevention of Medical Errors education requirements. Upon completion of this program, the instructor will provide a certificate to the student verifying that these requirements have been met.

If students in this program are seeking a licensure, certificate or registration through the Department of Health, please refer to 456.0635 F.S. for more information on disqualification for a license, certificate, or registration through the Department of Health.

Program completers of a CAAHEP or ABHES accredited program are eligible to take the American Association of Medical Assistants' Certification Examination (CMA) or the American Medical Technologists' Certification Examination (RMA). For further information contact:

**American Association of Medical Assistants (AAMA)**

[www.aama-ntl.org/](http://www.aama-ntl.org/)

20 North Wacker Drive, Suite 1575  
Chicago, Illinois 60606 (312/899-1500)

Or

**American Medical Technologist (AMT)**

<http://old.amt1.com/>

10700 West Higgins Road, Suite 150  
Rosemont, Illinois 60018 (800 275-1268)

The Medical Assistant graduate may be prepared to take the Basic X-Ray Machine Operator State exam.

Contact: Bureau of Radiation Control

4052 Bald Cypress Way, Bin #C85 Tallahassee, FL 32399-3252

Phone: (850) 245-4910

<http://www.doh.state.fl.us/environment/radiation/>

Outcomes 01-16 are referred to as the Health Science Core and do not have to be completed if the student has previously completed the Core in another health occupations program at any level. The Core should be taken first or concurrently with the first course in the program. Following the successful completion of the core, the student is eligible to take the National Health Care Foundation Skill Standards Assessment with instructor approval and the

completion of a portfolio.

### **Career and Technical Student Organization (CTSO)**

Health Occupations Students of America, (HOSA) Inc. is the appropriate career and technical student organization for providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered. The activities of such organizations are defined as part of the curriculum in accordance with Rule 6A-6.065, F.A.C.

### **Cooperative Training – OJT**

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

### **Essential Skills**

Essential skills identified by the Division of Career and Adult Education have been integrated into the standards and benchmarks of this program. These skills represent the general knowledge and skills considered by industry to be essential for success in careers across all career clusters. Students preparing for a career served by this program at any level should be able to demonstrate these skills in the context of this program. A complete list of Essential Skills and links to instructional resources in support of these Essential Skills are published on the CTE Essential Skills page of the FL-DOE website ([http://www.fldoe.org/workforce/dwdframe/essential\\_skills.asp](http://www.fldoe.org/workforce/dwdframe/essential_skills.asp)).

### **Basic Skills**

In PSAV programs offered for 450 hours or more, in accordance with Rule 6A-10.040, F.A.C., the minimum basic skills grade levels required for postsecondary adult career and technical students to complete this program are: Mathematics 10, Language 10, and Reading 10. These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination.

Adult students with disabilities, as defined in Section 1004.02(7), Florida Statutes, may be exempted from meeting the Basic Skills requirements (Rule 6A-10.040). Students served in exceptional student education (except gifted) as defined in s. 1003.01(3)(a), F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91(3), F.S.

Students who possess a college degree at the Associate of Applied Science level or higher; who have completed or are exempt from the college entry-level examination; or who have passed a state, national, or industry licensure exam are exempt from meeting the Basic Skills requirement (Rule 6A-10.040, F.A.C.) Exemptions from state, national or industry licensure are limited to the certifications listed at <http://www.fldoe.org/workforce/dwdframe/rtf/basicskills-License-exempt.rtf>.

### **Accommodations**

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an Individual Educational Plan (IEP) served in Exceptional Student Education or ESE) will need modifications to meet their needs.

Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note postsecondary curriculum cannot be modified.

Some secondary students with disabilities (ESE) may need additional time (i.e., longer than the regular school year), to master the student performance standards associated with a regular Occupational Completion Point (OCP) or a Modified Occupational Completion Point (MOCP). If needed, a student may enroll in the same career and technical course more than once. Documentation should be included in the IEP that clearly indicates that it is anticipated that the student may need an additional year to complete an OCP/MOCP. The student should work on different competencies and new applications of competencies each year toward completion of the OCP/MOCP. After achieving the competencies identified for the year, the student earns credit for the course. It is important to ensure that credits earned by students are reported accurately. The district's information system must be designed to accept multiple credits for the same course number (for eligible students with disabilities).

## **Articulation**

This program has no statewide articulation agreement approved by the Florida State Board of Education. However, this does not preclude the awarding of credits by any college through local agreements.

For details on statewide articulation agreements which correlate to programs and industry certifications, refer to [http://www.fldoe.org/workforce/dwdframe/artic\\_frame.asp](http://www.fldoe.org/workforce/dwdframe/artic_frame.asp).

## **Standards**

After successfully completing this program, the student will be able to perform the following:

- 01.0 Demonstrate knowledge of the health care delivery system and health occupations
- 02.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas.
- 03.0 Describe the importance of professional ethics and legal responsibilities
- 04.0 Demonstrate an understanding of and apply wellness and disease concepts.
- 05.0 Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance.
- 06.0 Recognize and respond to emergency situations
- 07.0 Recognize and practice infection control procedures
- 08.0 Use information technology tools.
- 09.0 Explain the importance of employability skill and entrepreneurship skills.
- 10.0 Demonstrate knowledge of blood borne diseases, including HIV/AIDS
- 11.0 Demonstrate mathematics and science knowledge and skills.
- 12.0 Demonstrate language arts knowledge and skills.
- 13.0 Demonstrate personal money-management concepts, procedures, and strategies.
- 14.0 Solve problems using critical thinking skills, creativity and innovation.
- 15.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.
- 16.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives.
- 17.0 Demonstrate basic clerical/medical office duties.
- 18.0 Demonstrate accepted professional, communication and interpersonal skills
- 19.0 Discuss phlebotomy in relation to the health care setting.
- 20.0 Identify the anatomic structure and function of body systems in relation to services performed by a phlebotomist.
- 21.0 Recognize and identify collection reagents, supplies, equipment and interfering chemical substances.
- 22.0 Demonstrate skills and knowledge necessary to perform phlebotomy.
- 23.0 Practice infection control following universal (standard) precautions.
- 24.0 Practice accepted procedures of transporting, accessioning, and processing specimens.
- 25.0 Practice quality assurance and safety.
- 26.0 Describe the role of a medical assistant with intravenous therapy in oncology and dialysis.
- 27.0 Describe the cardiovascular system
- 28.0 Identify legal and ethical responsibilities of an EKG Aide.
- 29.0 Demonstrate knowledge of, apply and use medical instrumentation modalities.

- 30.0 Perform patient care techniques in the health care facility
- 31.0 Demonstrate communication skills used by medical assistants.
- 32.0 Demonstrate knowledge of legal responsibilities for medical assistants.
- 33.0 Demonstrate an understanding of anatomy and physiology concepts in both illness and wellness states
- 34.0 Demonstrate knowledge of the fundamentals of microbial control and use aseptic techniques.
- 35.0 Demonstrate knowledge of emergency preparedness and protective practices.
- 36.0 Perform CLIA waived diagnostic clinical laboratory procedures.
- 37.0 Demonstrate awareness of clinical microscopy techniques and procedures that may be performed in CLIA-exempt laboratories under physician supervision
- 38.0 Demonstrate basic office examination procedures.
- 39.0 Demonstrate minor treatments.
- 40.0 Demonstrate knowledge of basic diagnostic medical assisting procedures.
- 41.0 Demonstrate knowledge of pharmaceutical principles and administer medications.
- 42.0 Demonstrate basic X-Ray procedures.
- 43.0 Perform administrative office duties.