



Lake Technical College

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## Master Plan of Instruction Medical Assisting

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The mission of Lake Technical College is to be an integral component of the economic growth and development in our community by offering a variety of high quality career-training opportunities.

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*charting new directions*

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## **INTRODUCTION / GOALS**

The Medical Assisting Program is a 1300-hour program. (Including 200 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, management skills, and clinical procedures. Program hours are from 8:15 am to 2:45 pm Monday through Friday.

The goals of the Medical Assisting program are to prepare students to successfully enter the workforce as a medical assistant, with the relevant academic knowledge and technical skill to become nationally certified. In addition, students in the program will be responsive to the needs of the community and the role the medical assistant will serve in meeting those needs.

## **HEALTH SCIENCE EDUCATION MISSION**

The mission of the **Health Science Education Department at Lake Technical College** is to prepare students to meet the health care needs of a growing and diverse population, while serving as productive members of our local, state, national, and international communities.

## **PROGRAM ACCREDITATION**

The Medical Assisting Program at Lake Technical College is accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) upon the recommendation of Medical Assisting Education Review Board (MAERB). Students that have completed may apply for certification through the American Association of Medical Assistants (AAMA) to be credentialed as a Certified Medical Assistant (CMA). Students may also seek accreditation as a Registered Medical Assistant through the American Registry of Medical Assistants. Program instructors will assist students with this application process.

## **MEDICAL ASSISTING 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 professional skills, 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 outpatient 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 GOALS AND EXPECTATIONS**

- Demonstrate knowledge of the healthcare 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 an understanding of information technology applications in healthcare.
- Demonstrate employability skills.

- Demonstrate knowledge of blood borne diseases, including HIV/AIDS.
- Apply basic math and science skills.
- Demonstrate communication skills used by medical assistants.
- Demonstrate knowledge of legal and ethical responsibilities for medical assistants.
- Demonstrate an understanding of anatomy and physiology concepts in both illness and wellness states.
- 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 a phlebotomist.
- Recognize and identify collection reagents supplies, equipment and interfering chemical substances.
- Demonstrate skills and knowledge necessary to perform phlebotomy.
- Practice infection control following standard precautions.
- Practice accepted procedures of transporting, accessioning and processing specimens.
- Practice quality assurance and safety.
- Describe the role of a medical assistant with intravenous therapy in oncology and dialysis.
- Describe the cardiovascular system.
- Identify legal and ethical responsibilities of an EKG aide.
- Perform patient care techniques in the health care facility.
- Demonstrate knowledge of, apply and use medical instrumentation modalities.
- Demonstrate basic office examination procedures.
- Demonstrate knowledge of the fundamentals of microbial control and use aseptic techniques.
- Demonstrate minor treatments.
- Demonstrate knowledge of basic diagnostic medical assisting procedures.
- Demonstrate basic X-Ray procedures.
- Demonstrate knowledge of pharmaceutical principles and administer medications.
- Perform CLIA-waived diagnostic clinical laboratory procedures.
- Demonstrate awareness of clinical microscopy techniques and procedures that may be performed in CLIA-exempt laboratories under physician supervision.
- Demonstrate knowledge of emergency preparedness and protective practices.
- Perform administrative office duties.
- Perform administrative and general skills.
- Perform clinical and general skills.
- Display professional skills integral to medical assisting.

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

All applicants for Career and Technical Education programs 450 hours or more, with the exception of Florida Law Enforcement Academy applicants, **are required to take a state-mandated TABE prior to enrollment.**

Several exemptions to TABE are accepted. In order to be exempt, a student must submit official documentation to a counselor/career advisor for verification of an exemption:

1. Applicants who have earned a standard State of Florida high school diploma, 2007 or later, or possess a documented degree (AA, AS, AAS, BA or BS) may be exempt from TABE testing. (s.1004.91).
2. Applicants who earned a GED no more than two years prior to the start of class.
3. Students taking any accepted standardized tests such as PERT or ACT may be exempt from the TABE provided the scores are at satisfactory levels and the test was taken within two years of enrollment in a Career and Technical Education program (6A-10315, 6A-10.040).
4. A student who has completed or who is exempt from the college-level communication and computation skills (CLAST) examination pursuant to s.1008.29 is also exempt from the TABE. Per s. 1008.29.
5. A student who achieves a score that meets or exceeds a minimum score on a nationally standardized examination (SAT or ACT) is also exempt from the TABE. The test must be taken within two years of enrollment in a Career and Technical Education program.
6. Documented successful completion of college-level remedial coursework may be used to meet TABE requirement.
7. Documented passing scores on state-designated industry certification tests may be used.
8. Mandated TABE exit scores may be waived for documented special needs students as per Florida guidelines. The student must enroll in AAEE and begin remediation in order to meet the exit requirements of the CTE program in which the student is enrolled. A student, with a documented disability, who is approaching completion (mastered 90% of the competencies) of the CTE program and has not met TABE scores, may be considered for a TABE exemption based on the following. It is determined through a SIT meeting that the student has successfully

mastered the competencies of the CTE program in which she/he is enrolled and has been participating as expected in AAAE. The members of the SIT meeting may agree to waive TABE requirements.

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. It is highly recommended that students 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 appropriately leveled TABE, PERT or other accepted standardized test scores from other testing centers must do so by having an official score report sent directly to the Admissions Office prior to enrollment in the program. Scores brought by hand will be accepted only if document provided by the outside testing center is in a sealed envelope. Standardized tests scores are valid for two years.

### **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 a LTC online application
2. Take the TABE
3. Meet with a career advisor
4. Attend information session with the instructor

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

#### **Re-admission**

At the direction of the HSE Department Chair and the College's administration, students in good standing who withdraw from the Medical Assisting program prior to program completion may reapply to the subsequent class. 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 course 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 course 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.
4. Students reentering program may be required to purchase any new or updated materials added to the program to include textbooks, online access codes, and web-based curriculum.

### **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 to ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their postsecondary provider.

Students desiring accommodations or updates to their accommodations are encouraged to self-identify as early in the program as possible. In order to receive disability accommodations, students must self-disclose the disability to the Students with Disabilities Coordinator and provide documentation that clearly shows evidence of a disability and applicable accommodations. The Students with Disabilities Coordinator will schedule a meeting with the student and instructor to discuss the documented disability and applicable accommodations.

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, assessments, time demands, schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodation requested and provided is maintained in a confidential file.

## **FINANCIAL AID**

Policies and guidelines for the administration of all financial aid are established according to federal and state law. 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).

## **SAFETY**

Lake Technical College makes every effort to provide a safe environment for all students, visitors, faculty and staff. Basic safety standards, which will 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 enrollment. See the current school catalog for additional campus safety information.

## **SMOKING**

Lake Tech is a tobacco free institution. The use of tobacco products of any kind, including e-cigarettes, is not permitted at any Lake Tech location. This includes the parking lots.

## **BACKGROUND SCREENING & DRUG TESTING**

The Agency for Health Care Administration (AHCA) requires all employees and other individuals (students) whose responsibilities may require them to provide personal care or services to patients 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 College, 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, 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 Science Education (HSE) Department Chairperson within 72 hours of arrest. A conviction of; a plea of guilty to; or a plea of nolo contendere to an offense would require a meeting with the HSE Department Chairperson to discuss continuing in the program. Failure to disclose this information in a timely manner may also lead to dismissal from the 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 through Lake County Public Schools 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 rate established by the State legislature. Current fee information is available in the Admissions Office. Tuition is waived for eligible high school dual-enrolled students. Tuition is due prior to the first day of each semester based on the Lake Technical College payment calendar. Failure to pay all fees due at the time class begins will result in not being able to attend class and/or clinical if applicable.

## 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 inquire about reasonable accommodations.

## ATTENDANCE POLICY

In an effort to develop appropriate work ethics, Lake Technical College 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 College is that all students will be in attendance each day of the scheduled program. The student attendance expectation for each postsecondary program is consistent with industry standards as recommended by the program advisory committee and approved by the administration of Lake Technical College.

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 professional skills 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 on her office phone at least one half 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 (SIT) meeting and academic probation for the third no-call, no-show.

### **Excessive Absences**

A student who is absent for six (6) consecutive class sessions will be withdrawn from enrollment in his/her program. A student withdrawn for absenteeism must petition administration to return. A student having medical documentation or documentation of an extenuating circumstance does not need to petition 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**

As in the workplace, students are expected to be in their seats at the beginning of class, after break, and after lunch. Students are expected to notify the Medical Assisting Program instructor before the start of class of any anticipated tardies 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 9-week period 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. For safety reasons, all students must notify their instructor when leaving campus before the end of the scheduled class day. Students on the Eustis campus may purchase breakfast and lunch in the LTC Student Center, which is prepared by our culinary students. If a student leaves campus, he/she must clock out. At no time will the refrigerator in the Medical Assisting lab be utilized for food or drink. This is for specific laboratory specimens only.

### **Lab/Clinical Skills**

1. Attendance is mandatory at all scheduled labs and practical skills demonstrations. Absences during clinical skills demonstrations 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 to demonstrate the skills acquired by other students during the absence. It is the student's responsibility to come prepared for competency check-off. Students that are unprepared will have to reschedule with the instructor for a time not designated for other duties.
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 on all days as per the program schedule
- Checking email/voicemail messages regularly and communicating with instructor
- Scheduling competency check-offs in a timely manner in an effort to maintain forward progress with pacing chart
- Completing all class work and competencies for each program course prior to testing
- Completing assignments in sequential order, as noted in the pacing chart
- Scheduling "Goal Setting" meeting with instructor
- Achieving goals set within specified timeframe for each program course

Be focused. Develop a regular study routine using the pacing chart (Milestone Pathway) and the instructor's direction.

## **GRADING POLICY**

The Medical Assisting program utilizes a web-based interface that coincides with the required texts for the program. This blend of educational delivery offers the student an opportunity to work independently in the classroom using his/her 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, an ability to work independently and a desire to reach goals. These factors constitute effective professional skills and are essential to positive achievement in the Medical Assistant program.

Each course includes a syllabus with a pacing chart which outlines expectations, assignments, time frames, and competencies that need to be achieved for successful completion of the program. It is important that the student understand that all competencies must be proficiently achieved prior to moving onto the next course

Students will establish goal dates for completion of the course with the Instructor. These dates will be documented on a goal sheet that is specific for the course the student is taking. The student will sign the goal sheet as verification the student agrees with the goal date established. Upon completion of the course, the student will enter the completion date on the goal sheet in the designated area and turn it in at the goal setting for the next course. The next course syllabus will not be given without the prior course goal sheet being completed.

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

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

Program grades are based on knowledge, skills, and professional skills. 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.

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

**Skills/Psychomotor** are based on proficient demonstration of competencies and associated theory



**Professional Skills/Affective** are evaluated in the classroom and lab based on the Professional skills Performance Standards (see next page)

**Attendance:** Attends class for all scheduled hours assigned, arrives/leaves on time, contribute to class discussion and is actively involved in all activities.

**Character:** Displays academic integrity (inclusive of not committing plagiarism), trustworthiness, dependability, reliability, self-discipline, and self-responsibility.

**Teamwork:** Respects the rights of others; is a team worker; is cooperative; ensures confidentiality in all classroom, clinical and other matters; demonstrates professional behavior in interactions with peers, preceptors, and instructors.

**Appearance:** Displays appropriate dress, grooming, hygiene, and wears full regulation uniform of the day.

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

**Productivity:** Follows safety practices; conserves materials and supplies; maintains equipment; stays on task and utilizes time constructively; demonstrates proactive leaning through involvement in activities and contributions to class discussions.

**Organization:** Manifests skill in prioritizing and management of time and stress; demonstrates flexibility in handling change; completes assignments on time; uses work time appropriately.

**Communication:** Contacts instructor to report concerns; notifies instructor of tardy/absence one half hour before start of class; seeks clarification and understanding through appropriate, pertinent questions.

**Leadership:** Displays leadership skills; appropriately handles conflict and concerns; demonstrates problem-solving capability; maintains appropriate relationships with supervisors/instructors and peers; follows the chain of command.

**Respect:** Deals appropriately with cultural/racial diversity; does not engage in harassment of any kind to include but not limited to verbal, nonverbal, and written; addresses instructors and peers in appropriate tone and with appropriate language to include but not limited to electronic (email, text, etc.) communications.

### Professional Skills Performance Standards

Categories & Criteria			
<p><b>Attendance</b></p> <p>0-2 Times Tardy = 5 3-4 Times Tardy = 4 5-6 Times Tardy = 3 7-8 Times Tardy = 2 9-10 Times Tardy = 1 &gt;10 Times Tardy = 0</p> <p><i>Attended Class for all Clock Hrs Assigned</i></p> <p>0-4 Hrs Out = 5 4-8 Hrs Out = 4 8-12 Hrs Out = 3 12-16 Hrs Out = 2 16-20 Hrs Out = 1 &gt;20 Hrs Out = 0</p>	<p><b>Appearance</b></p> <p>Displays appropriate dressing, grooming, hygiene and wears regulation uniform of the day.</p> <p>In the event that corrections must be made:</p> <p>1 Correction = 8-10 pts. 2 Corrections = 6-8 pts. 3 Corrections = 4-6 pts. 4 Corrections = 2-4 pts. 5 Corrections = 0-2 pts. &gt;5 Corrections = Writeup!!</p>	<p><b>Productivity</b></p> <p>Follow safety practices; conserves materials and supplies; maintains equipment; stays on task and utilizes time constructively; demonstrates proactive learning; is involved in activities, and contributes to class discussion.</p>	<p><b>Leadership</b></p> <p>Displays leadership skills; appropriately handles conflicts and concerns; demonstrates problem-solving capability; maintains appropriate relationships with supervisors, instructors and peers; follows the chain of command.</p>
	<p><b>Attitude</b></p> <p>Demonstrates a willingness to cooperate and accept constructive criticism; sets realistic expectations; approaches assignments with interest and initiative.</p>	<p><b>Organizational Skills</b></p> <p>Manifests skill in prioritizing and management of time and stress; demonstrates flexibility in handling change; completes assignments on time; uses work time appropriately.</p>	<p><b>Respect</b></p> <p>Deals appropriately with cultural/racial diversity; does not engage in harassment of any kind, including, but not limited to verbal, non-verbal, and written.</p>
<p><b>Character</b></p> <p>Displays Academic Integrity, trustworthy, dependable, self-discipline, responsible.</p>		<p><b>Communication</b></p> <p>Contacts instructor to report concerns; notifies instructor of tardy/absence one hour before start of class; seeks clarification and understanding through appropriate, pertinent questions.</p>	
<p><b>Teamwork</b></p> <p>Respects rights of others, is a team worker, cooperative, professional in behavior and interaction with</p>			

## 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. If a course has multiple exams, only two tests within that course may be retaken. Testing times will be available once per week. Students are expected to take a minimum of one test per week except in courses of 100 hours or less.

#### 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(s). It is the student's responsibility to make an appointment with the instructor(s), 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 within one week of test date 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(s).
- You must complete the learning objectives that cover the content of the test, **email** them to your instructor and make an appointment to see your instructor within one week of the test date.
- 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, an appointment will be made for a School Intervention Team (SIT) meeting.

### Testing Dates

1. Testing dates will be established with the student and the instructor, at the beginning of each course during each new syllabus orientation. The medical assisting goal form will be signed by the student.
2. Missing scheduled Testing day  
If the student misses their scheduled testing date, 5 points will be deducted from test score, unless documented illness/emergency has prevented attendance on that day. Student must contact the instructor upon return, acknowledging missing scheduled test.
3. Retake of Test
  - IF the student fails the test on scheduled testing day, the student must schedule remediation if desired prior to re-testing.
  - In order to be eligible for re-testing, the retesting must occur within 2 school days following original test.
4. Expectation should student miss scheduled test
  - The student will take the missed exam on the day of return to the classroom.
  - If documented illness/emergency prevented student from taking exam on scheduled day, documentation must be given to instructor prior to taking exam.
  - Should the student fail the test they take when they return after absence, remediation and make up must be scheduled that week.
  - Moving forward the scheduled test dates will continue to be followed as written on the Medical Assisting Goal paper that is received at the beginning of each course.
5. Failure to follow the Goal form and corresponding testing dates
  - (Exception: illness/family emergency) or more than one missing scheduled testing date per course, will result in a meeting with the HSE department chair to discuss ways for the students continued success.

### Competencies

Students will schedule their competencies with the classroom scheduler. Attendance and participation is required or changed in a timely manner. Student must bring competency form with theory questions highlighted and answered on a separate paper in order for evaluation of competency to begin. 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 demonstrated.

Students shall not perform any skill outside the medical assisting scope of practice. Blood drawing or injections shall not be performed without an instructor present. 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 200 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 or Instructor will communicate regularly with preceptors to determine student progression in the program. Any time missed will extend the practicum until 200 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 **successfully and unsuccessfully** 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.

For the practicum experience, the student will be evaluated on the level of competency in: self-motivation, customer service, empathy, communication, time management, teamwork, respect, patient advocacy, appearance, and personal hygiene.

### **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.

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 TECHNICAL COLLEGE 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 200 hours of unpaid practicum/externship.

## **FOLLOW UP**

Lake Technical College is proud of its graduates and celebrates the next step graduates take whether it is employment, military or further education. Prior to completing, students may visit the Career Success Center for assistance with employability skills such as resume writing. In addition, instructors may provide students with employment leads. However, it is up to the individual student to actively pursue employment opportunities. We like to hear how our graduates are doing and want to celebrate your successes so be sure to communicate with your instructor any employment, military, or further education you enter. Students are required to participate in an Exit Interview prior to their last day in their program.

## 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 Technical College 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, makeup, and jewelry must be clean, neat, modest, in good repair, appropriately sized, and be neither distracting nor offensive.

A uniform identifies you to the public and medical 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. The Program patch is to be worn on the left upper chest of the shirt, identifying him/her as a student in the program. 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. If a black lab jacket or sweater is worn it must have the program's patch sewn on the left sleeve identifying him/her as student of the program. The program identifier either on the polo shirt or lab jacket/sweater must be visible at all times. The shirt and lab jacket are to be free of wrinkles.
2. **Black medical uniform pants:** Pants must be of appropriate length and cannot have flare at bottom. (Cargo pants with no more than two pockets are allowed) Jeans are not permitted. The pants are to be free of wrinkles
3. It is a requirement that both the polo shirt and the uniform pants be **clean and neat** at all times. You are representing yourself, your instructor(s) and your school.
4. **Belts (if worn) are to be** black with a simple, unadorned buckle, maintained in relatively new condition.
5. **Black shoes,** Closed-toe and hard-soled. If ankles are exposed, **solid black** socks must be worn, covering ankles. High heels, clogs, platforms, cowboy boots or high top work boots are unacceptable.
6. **Lake Technical College Student ID badge** must be worn at all times when on campus and in uniform.

7. **Jewelry:** In order to reduce the risk of infection, jewelry must be limited 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 two small post earring in each ear, one small hoop, not to exceed ½ “, may be substituted for **one** post. No other visible piercings of any kind are acceptable. One thin-chain necklace with adornment no larger than ½” is permitted. If worn, necklace must be tucked inside shirt.
8. **Make-up/Eyelashes:** Will be conservatively applied, if worn. Eyelashes are to be natural in color and, as with nails, artificial eyelashes are prohibited.
9. **Hair** will be:
  - A natural hair color only.
  - Neatly combed, brushed or styled.
  - Out of the eyes and restrained with clips or bands that blend with hair color or Red or Black. No large flowers or large bows. All hair adornments must be professional
  - Hair must be worn above the collar and away from the face at all times when in uniform. The only exception is with special permission of instructor.
  - No Sculpting of hair
10. Beards and moustaches must be neatly groomed.
11. **Fingernails:** No nail polish allowed. Nails should be no longer than end of fingertip. Artificial nails (to include, but not limited to, gel finish, silk tips, Gelish finish, shellac) are not permitted.
12. **No** offensive odors (i.e., body, breath, shampoo, perfume, etc.) are acceptable. **Please remember that strong perfume, hair spray, coffee, cologne, or cigarette smoke may be offensive to patients and co-workers.** These odors **could trigger an acute respiratory episode in patients with respiratory ailments.**
13. **Body art:** All visible body art (tattoos, Henna, etc.) must be covered at all times when participating in any program class or clinical activity.
14. **Equipment:** A watch with a second hand, a black ink pen and a bell and diaphragm stethoscope are required.

**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. To protect equipment and furnishings in the classroom and laboratory areas, only water, in closed, covered containers, is permitted. No other food or drinks are allowed, unless specific permission is granted by the instructor. However, under no circumstance may food or drinks be in the laboratory areas.
2. Students are to be in proper uniform for any class, lab, clinical, practicum, or other related school activity unless assigned otherwise. Participation at Morning Huddle and participation in end of day manager assignments is expected.
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. The refrigerator in the Medical Assisting lab is for specific medications only. No personal food or drink is permitted to be store there.
5. Students will not use electronic devices for personal needs while in classroom. Students are expected to follow the guidelines of the Telecommunications Policy and not use electronic devices for personal information while in the classroom, lab areas, or practicum experiences.
6. No student is allowed in the instructor’s office without permission.
7. 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.
8. 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 them to disarm the situation.
9. All injuries and/or illnesses must be reported immediately to the instructor.

10. Students who become ill during class must notify the instructor before leaving the classroom. If a student should have to leave for the day during school hours, the instructor must be notified and student will sign out on clipboard
11. Lake Tech is a tobacco free institution. The use of tobacco products of any kind, including e-cigarettes, is not permitted at any Lake Tech or externship location.
12. 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 being the student's responsibility.
13. 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 ½ 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.

## Practicum Rules\*\*

1. Students are to abide by the policies and procedures of Lake Technical College and the facilities utilized by the Medical Assisting Program for practicum. 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 practicum according to the practicum schedule. The practicum coordinator will do all scheduling. If there is a scheduling conflict, you must contact the practicum coordinator, who will discuss issues with the HSE Chair. During the practicum schedule, students will notify the practicum coordinator when they have arrived at practicum site and when they leave for the day. Time sheets will be faxed to the HSE office at the end of each scheduled week.
5. Students are authorized to be at the 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 MUST BE CONTACTED IMMEDIATELY.**
6. Unauthorized hours or shifts at a 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 such incidents will be reported to the HSE Department Chair.
7. Students are expected to utilize their time productively (i.e., no cell phone use, 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 the missed hours.
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 Instructor(s), or the 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 work.
2. Demonstration of unsafe performance and poor professional judgment in the practicum 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**

Certain portions of the Medical Assisting Program are web-based. Pre- and post-testing, demonstration, discussion, required reading and written assignments, oral reports, role playing, unit examinations, skill practice, self-directed learning activity packages and clinical practicum experiences are some teaching methods utilized in this program.

### **Online Access**

Technology is an integral part of our daily lives. From smart phones to electronic tablets, these devices are becoming items that many cannot function without. In addition, the Internet is changing the way education is delivered. Lake Technical College strives to ensure that our students are able to compete in this technology driven world. With this in mind, it is recommended that students have an online presence and access to the internet.

It is also important that students have an email address that they check on a regular basis. A lot of information may come to you through your email, so it is important that you check it regularly. If you do not have an email address, there are numerous services that provide FREE email addresses. Please make sure your instructor(s) have a current, working email address for you. See your instructor for more information.



**Social Media**

The advent of social media has created a world-wide communication medium for persons of all ages. While extremely popular, these websites have also created their own set of “not-so-popular” problems such as cyber-stalking, identity theft, cyber-bullying, cyber-cheating (posting of exam, or other course material), and a host of other nebulous challenges that users may face. Another reality associated with social media is its far-reaching consequences for those who share posts that may be seen by others as inappropriate.

Potential employers, current employers, civic, or educational organizations you may be associated with, and many others are looking at social media sites for information that may tell them things about you. You should also be cautioned on how private your social media content really is – despite the settings on your account. All social media sites are potentially vulnerable. A simple search of how to view pages that are set as “private” for a popular social media website yielded numerous responses for ways to view the content. Everything from blogs to online videos offer to explain how to accomplish this task.

Students in all programs need to be cognizant of the fact that the most professions rely on great moral character. It is recommended that when using social media, assume that your posts will be seen/read by everyone with access to the Internet.

**Methods of Teaching Safety**

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

**Evaluation**

Cognitive, psychomotor, and affective performance, class and lab competency, required written assignments and performance of objectives during practicum are included in a student’s evaluation.

**Externship/Practicum**

Students will receive 200 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 (AAMA) MSN, RN

Kathy Perfumo, RN, MBA

Practicum Coordinators: Beth L. Thornton, CMA (AAMA) MSN, RN and Elise Veremakis, MSN, RN

**Schedule**

This program offers students flexibility to learn course material and complete assignments at their individual pace under the direct supervision and monitoring of the instructor in a cohesive learning environment. The student’s learning experience will be enriched 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 Hours
Introduction to Medical Assisting .....	250 Hours
Medical Office Procedures .....	75 Hours
Phlebotomist, MA .....	75 Hours
EKG Aide, MA .....	75 Hours
Clinical Assisting.....	230 Hours
Pharmacology for Medical Assisting .....	90 Hours
Laboratory Procedures .....	125 Hours
Administrative Office Procedures .....	90 Hours
Practicum.....	<u>200 Hours</u>
Total	1300 Hours

Laboratory – Classroom practice

Practicum – Various clinical settings

**Required Fees, Books and Supplies**

Tuition \*\*

Registration Fee\*\*  
Lab Fee\*\*  
Accident insurance (See insurance)  
Criminal background check  
Complete drug screening (prior to practicum)  
Physical  
Approved polo shirt  
Watch with second hand  
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 jeopardize the student's standing in the program, as they will be unable to keep up with course content, and possibly 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*, 3<sup>rd</sup> Edition, 2016, St Louis, Saunders

Bonewit-West K, Hunt, SA, Applegate, E: *Study Guide for Today's Medical Assistant: Clinical and Administrative Procedures 3rd Edition*, 2016 St Louis, Saunders

Chabner, Davi-Ellen: *The Language of Medicine*, 10<sup>th</sup> or 11<sup>th</sup> Edition, 2017 St. Louis, Saunders

Pepper, J.: *The Simulated Administrative Medical Office/Sim Chart*, Philadelphia, 2015  
MA Notes, 3<sup>rd</sup> Edition, 2016, Philadelphia, FA Davis

Brassington, C, Goretti, C, *MA Notes, Medical Assistant's Pocket Guide* Philadelphia, F.A. Davis

Hardy, K.: *Medical Assistant Exam Success*, Philadelphia, 2011- optional

### **Instructor Information**

Office hours:

On campus Monday-Thursday 8:00am to 4:30pm, Friday 8:00am to 11:30am, (Holidays excluded)

Beth Thornton, CMA (AAMA), MSN, RN ext. 1858  
[Thorntonb@lake.k12.fl.us](mailto:Thorntonb@lake.k12.fl.us)

### **Health Science Department Chair**

Kathy Perfumo, RN, MBA Ext 1843

## **PROGRAM OBJECTIVES**

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

**Florida Department of Education  
Curriculum Framework**

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

PSAV	
Program Number	H170515
CIP Number	0351080102
Grade Level	30, 31
Standard Length	1300 hours
Teacher Certification	See Certification Matrix below
CTSO	HOSA: Future Health Professionals
SOC Codes (all applicable)	31-9092 Medical Assistants 31-9099 Healthcare Support Workers, All Other 43-4171 Receptionists and Information Clerks 31-9097 Phlebotomists
CTE Program Resources	<a href="http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml">http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml</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 Health Science career cluster.

This program is designed to prepare students for employment as medical assistants SOC 31-9092.

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.

**Additional Information** relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

### **Program Structure**

This program is a planned sequence of instruction consisting of 5 occupational completion points.

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 post-secondary program structure:

OCP	Course Number	Course Title	Course Length	SOC Code
A	HSC0003	Basic Healthcare Worker	90 hours	31-9099
B	MEA0002	Introduction to Medical Assisting	250 hours	31-9092
	MEA0501	Medical Office Procedures	75 hours	43-4171
C	MEA0521	Phlebotomist, MA	75 hours	31-9097
D	MEA0543	EKG Aide, MA	75 hours	31-9099
E	MEA0581	Clinical Assisting	230 hours	31-9092
	MEA0530	Pharmacology for Medical Assisting	90 hours	
	MEA0573	Laboratory Procedures	125 hours	
	MEA0506	Administrative Office Procedures	90 hours	
	MEA0942	Practicum Experience	200 Hours	

**TEACHER CERTIFICATION MATRIX**

<u>Teacher Certification Code</u>	<u>Courses</u>									
	Medical Office Procedures	Phlebotomist, MA	EKG Aide, MA	Basic Healthcare Worker	Intro to Medical Assisting	Clinical Assisting	Pharmacology for Medical Assisting	Lab Procedures	Administrative Office Procedures	Practicum Experience
MED ASST 7G	X	X	X	X	X	X	X	X	X	X
* PRAC NURSE @7 %7%G ( Must be a Registered Nurse)	X	X	X	X	X	X	X	X	X	X
*TEC MED !7 G	X	X	X	X	X	X	X	X	X	X
LAB TECH @7 7G	X	X	X	X	X	X	X	X	X	X
REG NURSE 7 G	X	X	X	X	X	X	X	X	X	X
BUS ED @4 1@2	X									
VOE @7	X									
TEACH CBE 27	X									
STENO @4	X									
SECRETAR 7 G	X									
CLERICAL @7 7G	X									

\* These certifications are no longer issued at the district or state level. Those who currently have these certifications in their district can continue to teach but are encouraged to transition to an equivalent actively issued teacher certification so the expired certification can be deleted.

**Common Career Technical Core – Career Ready Practices**

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.
2. Apply appropriate academic and technical skills.
3. Attend to personal health and financial well-being.
4. Communicate clearly, effectively and with reason.
5. Consider the environmental, social and economic impacts of decisions.
6. Demonstrate creativity and innovation.
7. Employ valid and reliable research strategies.
8. Utilize critical thinking to make sense of problems and persevere in solving them.
9. Model integrity, ethical leadership and effective management.
10. Plan education and career path aligned to personal goals.
11. Use technology to enhance productivity.
12. Work productively in teams while using cultural/global competence.

**Standards**

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

- 01.0 Demonstrate knowledge of the healthcare delivery system and health occupations.
- 02.0 Demonstrate the ability to communicate and use interpersonal skills effectively.
- 03.0 Demonstrate legal and ethical responsibilities.
- 04.0 Demonstrate an understanding of and apply wellness and disease concepts.
- 05.0 Recognize and practice safety and security procedures.
- 06.0 Recognize and respond to emergency situations.
- 07.0 Recognize and practice infection control procedures.
- 08.0 Demonstrate an understanding of information technology applications in healthcare.
- 09.0 Demonstrate employability skills.
- 10.0 Demonstrate knowledge of blood borne diseases, including HIV/AIDS.

- 11.0 Apply basic math and science skills.
- 12.0 Demonstrate communication skills used by medical assistants.
- 13.0 Demonstrate knowledge of legal and ethical responsibilities for medical assistants.
- 14.0 Demonstrate an understanding of anatomy and physiology concepts in both illness and wellness states.
- 15.0 Demonstrate basic clerical/medical office duties.
- 16.0 Demonstrate accepted professional, communication, and interpersonal skills.
- 17.0 Discuss phlebotomy in relation to the health care setting.
- 18.0 Identify the anatomic structure and function of body systems in relation to services performed by a phlebotomist.
- 19.0 Recognize and identify collection reagents supplies, equipment and interfering chemical substances.
- 20.0 Demonstrate skills and knowledge necessary to perform phlebotomy.
- 21.0 Practice infection control following standard precautions.
- 22.0 Practice accepted procedures of transporting, accessioning and processing specimens.
- 23.0 Practice quality assurance and safety.
- 24.0 Describe the role of a medical assistant with intravenous therapy in oncology and dialysis.
- 25.0 Describe the cardiovascular system.
- 26.0 Identify legal and ethical responsibilities of an EKG aide.
- 27.0 Perform patient care techniques in the health care facility.
- 28.0 Demonstrate knowledge of, apply and use medical instrumentation modalities.
- 29.0 Demonstrate basic office examination procedures.
- 30.0 Demonstrate knowledge of the fundamentals of microbial control and use aseptic techniques.
- 31.0 Demonstrate minor treatments.
- 32.0 Demonstrate knowledge of basic diagnostic medical assisting procedures.
- 33.0 Demonstrate basic X-Ray procedures.
- 34.0 Demonstrate knowledge of pharmaceutical principles and administer medications.
- 35.0 Perform CLIA-waived diagnostic clinical laboratory procedures.
- 36.0 Demonstrate awareness of clinical microscopy techniques and procedures that may be performed in CLIA-exempt laboratories under physician supervision.
- 37.0 Demonstrate knowledge of emergency preparedness and protective practices.
- 38.0 Perform administrative office duties.
- 39.0 Perform administrative and general skills.
- 40.0 Perform clinical and general skills.
- 41.0 Display professional work habits integral to medical assisting.