

Prepared by the Department of Health Sciences  
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Effective: Fall 2017

1. **Course Number:**       **MAC204**  
**Course Title:** **Medical Assisting Clinical and Practicum**
  
2. **Description:** This seven-credit course is designed to teach basic medical assisting clinical skills and provide practical experience in a clinical setting to complement the clinical and office skills required by the credentialing agency (Commission for Accreditation of Allied Health Education Programs- CAAHEP). The course is divided into lecture, laboratory practice, clinical practicum, and seminar.
  
3. **Student Learning Outcomes** (instructional objectives: intellectual skills):  
Upon successful completion of this course, students are able to do the following.  
Cognitive (Knowledge):
  - Describe the normal function of each body system
  - Identify common pathology related to each body system including:
    - a.    Signs
    - b.    Symptoms Etiology
  - Analyze pathology for each body system including:
    - a.    Diagnostic measures
    - b.    Treatment modalities
  - Identify CLIA waived tests associated with common diseases
  - Identify the classifications of medications including:
    - a.    Indications for use
    - b.    Desired effects
    - c.    Side effects
    - d.    Adverse reactions
  - Identify quality assurance practices in healthcare
  - List principles and steps of professional/provider CPR
  - Describe basic principles of first aid as they pertain to the ambulatory healthcare setting
  - Demonstrate knowledge of basic math computations
  - Apply mathematical computations to solve equations
  - Define basic units of measurement in:
    - a.    The metric system
    - b.    The household system
  - Convert among measurement systems
  - Identify abbreviations and symbols used in calculating medication dosages
  - Analyze healthcare results as reported in:
    - a.    Graphs
    - b.    Tables
  - List major types of infectious agents
  - Describe the infection cycle including:
    - a.    The infectious agent
    - b.    Reservoir
    - c.    Susceptible host
    - d.    Means of transmission
    - e.    Portals of entry
    - f.    Portals of exit
  - Define the following as practiced within an ambulatory care setting:
    - a.    Medical asepsis
    - b.    Surgical asepsis

- Identify methods of controlling the growth of microorganisms
- Define the principles of standard precautions
- Define personal protective equipment (PPE) for:
  - a. All body fluids, secretions and excretions
  - b. Blood
  - c. Non-intact skin
  - d. Mucous membranes
- Identify Center for Disease Control (CDC) regulations that impact healthcare practices
- Describe dietary nutrients including:
  - a. Carbohydrates
  - b. Fat
  - c. Protein
  - d. Minerals
  - e. Electrolytes
  - f. Vitamins
  - g. Fiber
  - h. Water
- Define the function of dietary supplements
- Identify the special dietary needs for:
  - a. Weight control
  - b. Diabetes
  - c. Cardiovascular disease
  - d. Hypertension
  - e. Cancer
  - f. Lactose sensitivity
  - g. Gluten-free
  - h. Food allergies
- Identify styles and types of verbal communication
- Identify types of nonverbal communication
- Recognize barriers to communication
- Identify techniques for overcoming communication barriers
- Recognize the elements of oral communication using a sender-receiver process
- Define coaching a patient as it relates to:
  - a. Health maintenance
  - b. Disease prevention
  - c. Compliance with treatment plan
  - d. Community resources
  - e. Adaptations relevant to individual patient needs
- Recognize elements of fundamental writing skills
- Discuss applications of electronic technology in professional communication
- Define the principles of self-boundaries
- Define patient navigator
- Describe the role of the medical assistant as a patient navigator
- Relate the following behaviors to professional communication:
  - a. Assertive
  - b. Aggressive
  - c. Passive
- Differentiate between adaptive and non-adaptive coping mechanisms
- Differentiate between subjective and objective information
- Discuss examples of diversity:
  - a. Cultural
  - b. Social
  - c. Ethnic
- Differentiate between scope of practice and standards of care for medical assistants
- Compare and contrast provider and medical assistant roles in terms of standard of care

- Describe components of the Health Insurance Portability & Accountability Act (HIPAA)
- Summarize the Patient Bill of Rights
- Discuss licensure and certification as they apply to healthcare providers
- Compare criminal and civil law as they apply to the practicing medical assistant
- Define:
  - a. Negligence
  - b. Malpractice
  - c. Statute of limitations
  - d. Good Samaritan Act(s)
  - e. Uniform Anatomical Gift Act
  - f. Living will/advanced directives
  - g. Medical durable power of attorney
  - h. Patient Self Determination Act (PSDA)
  - i. Risk management
- Identify:
  - a. Health Information Technology for Economic and Clinical Health (HITECH) Act
  - b. Genetic Information Nondiscrimination Act of 2008 (GINA)
  - c. Americans with Disabilities Act Amendments Act (ADAAA)
- Describe the process in compliance reporting:
  - a. Unsafe activities
  - b. Errors in patient care
  - c. Conflicts of interest
  - d. Incident reports
- Describe compliance with public health statutes:
  - a. Communicable diseases
  - b. Abuse, neglect, and exploitation
  - c. Wounds of violence
- Define the following medical legal terms:
  - a. Informed consent
  - b. Implied consent
  - c. Expressed consent
  - d. Patient incompetence
  - e. Emancipated minor
  - f. Mature minor
  - g. Subpoena duces tecum
  - h. Respondent superior
  - i. Res ipsa loquitor
  - j. Locum tenens
  - k. Defendant-plaintiff
  - l. Deposition
  - m. Arbitration-mediation
  - n. Good Samaritan laws
- Define:
  - a. Ethics
  - b. Morals
- Differentiate between personal and professional ethics
- Identify the effect of personal morals on professional performance
- Identify:
  - a. Safety signs
  - b. Symbols
  - c. Labels
- Identify safety techniques that can be used in responding to accidental exposure to:
  - a. Blood
  - b. Other body fluids
  - c. Needle sticks
  - d. Chemicals
- Discuss fire safety issues in an ambulatory healthcare environment

- Describe fundamental principles for evacuation of a healthcare setting
- Describe the purpose of Safety Data Sheets (SDS) in a healthcare setting
- Discuss protocols for disposal of biological chemical materials
- Identify principles of:
  - a. Body mechanics
  - b. Ergonomics
- Identify critical elements of an emergency plan for response to a natural disaster or other emergency

Psychomotor (Skills):

- Measure and record:
  - a. Blood pressure
  - b. Temperature
  - c. Pulse
  - d. Respirations
  - e. Height
  - f. Weight
  - g. Length (infant)
  - h. Head circumference (infant)
  - i. Pulse oximetry
- Perform:
  - a. Electrocardiography
  - b. Venipuncture
  - c. Capillary puncture
  - d. Pulmonary function testing
- Perform patient screening using established protocols
- Verify the rules of medication administration:
  - a. Right patient
  - b. Right medication
  - c. Right dose
  - d. Right route
  - e. Right time
  - f. Right documentation
- Select proper sites for administering parenteral medication
- Administer oral medications
- Administer parenteral (excluding IV) medications
- Instruct and prepare a patient for a procedure or a treatment
- Assist provider with a patient exam
- Perform a quality control measure
- Obtain specimens and perform:
  - a. CLIA waived hematology test
  - b. CLIA waived chemistry test
  - c. CLIA waived urinalysis
  - d. CLIA waived immunology test
  - e. CLIA waived microbiology test
- Produce up-to-date documentation of provider/professional level CPR
- Perform first aid procedures for:
  - a. Bleeding
  - b. Diabetic coma or insulin shock
  - c. Fractures
  - d. Seizures
  - e. Shock
  - f. Syncope
- Calculate proper dosages of medication for administration
- Differentiate between normal and abnormal test results

- Maintain lab test results using flow sheets
- Document on a growth chart
- Participate in bloodborne pathogen training
- Select appropriate barrier/personal protective equipment (PPE)
- Perform handwashing
- Prepare items for autoclaving
- Perform sterilization procedures
- Prepare a sterile field
- Perform within a sterile field
- Perform wound care
- Perform dressing change
- Demonstrate proper disposal of biohazardous material
  - a. Sharps
  - b. Regulated wastes
- Instruct a patient according to patient's special dietary needs
- Use feedback techniques to obtain patient information including:
  - a. Reflection
  - b. Restatement
  - c. Clarification
- Respond to nonverbal communication
- Use medical terminology correctly and pronounced accurately to communicate information to providers and patients
- Coach patient regarding:
  - a. Office policies
  - b. Health maintenance
  - c. Disease prevention
  - d. Treatment plan
- Coach patient appropriately considering:
  - a. Cultural diversity
  - b. Developmental life stage
  - c. Communication barriers
- Develop a current list of community resources related to patients' healthcare needs
- Facilitate referrals to community resources in the role of a patient navigator
- Report relevant information concisely and accurately
- Locate a state's legal scope of practice for medical assistants
- Apply HIPAA rules in regard to:
  - a. Privacy
  - b. Release of information
- Document patient care accurately in the medical record
- Apply the Patient's Bill of Rights as it relates to:
  - a. Choice of treatment
  - b. Consent for treatment
  - c. Refusal of treatment
- Perform compliance reporting based on public health statutes
- Report an illegal activity in the healthcare setting following proper protocol
- Complete an incident report related to an error in patient care
- Develop a plan for separation of personal and professional ethics
- Demonstrate appropriate response(s) to ethical issues
- Comply with:
  - a. Safety signs
  - b. Symbols
  - c. Labels
- Demonstrate proper use of:
  - a. Eyewash equipment

- b. Fire extinguishers
- c. Sharps disposal containers
- Use proper body mechanics
- Participate in a mock exposure event with documentation of specific steps
- Evaluate the work environment to identify unsafe working conditions

**Affective (Behavior):**

- Incorporate critical thinking skills when performing patient assessment
- Incorporate critical thinking skills when performing patient care
- Show awareness of a patient's concerns related to the procedure being performed
- Reassure a patient of the accuracy of the test results
- Recognize the implications for failure to comply with Center for Disease Control (CDC) regulations in healthcare settings
- Show awareness of patient's concerns regarding a dietary change
- Demonstrate:
  - a. Empathy
  - b. Active listening
  - c. Nonverbal communication
- Demonstrate the principles of self-boundaries
- Demonstrate respect for individual diversity including:
  - a. Gender
  - b. Race
  - c. Religion
  - d. Age
  - e. Economics status
  - f. Appearance
- Explain to a patient the rationale for performance of a procedure
- Demonstrate sensitivity to patient rights
- Protect the integrity of the medical record
- Recognize the impact personal ethics and morals have on the delivery of healthcare
- Recognize the physical and emotional effects on persons involved in an emergency situation
- Demonstrate self-awareness in responding to an emergency situation

**4. Credits:** 7 credits

**5. Satisfies General Education Requirement:** No

**6. Prerequisites:** A grade of C or higher in MAC101 (Fundamentals of Medical Assisting); Co-requisite: MAC205 (The Administrative Medical Assistant)

**7. Semester Offered:** Spring

**8. Suggested General Guidelines for Evaluation:** Grade based on the following:

- Demonstrates proficiency in the clinical competencies required by the accrediting agency
- Cognitive testing of theory content
- Completion of satisfactorily written and preparatory assignments
- Successful completion of skills testing of procedures
- Professional accountability

**9. General Topical Outline (Optional):**