

COURSE TITLE AND NUMBER: MEDICAL OFFICE PROCEDURES AH 107

North Central **Michigan College**

NCMC MASTER COURSE SYLLABUS: Created on 6/16/03

Last Date Revised: 1/25/07

DIVISION/AREA: Health, Human and Public Career Service DEPARTMENT: Allied Health

AREA DEAN: Timothy Dykstra, PhD

ORIGINATOR: Polly Flippo

TOTAL HOURS OF INSTRUCTION: Lecture: 2 Lab: 2 Total Contact Hours: 70.4

COURSE NUMBER: AH 107

CREDIT HOURS: 3

COURSE TITLE: Medical Office Procedures

PREREQUISITE(S)/COREQUISITE(S)/ADVISORY: AH 130, OAS 116, Admission to the MA Program.

CATALOG DESCRIPTION: This course is designed to provide the theoretical basis and practical application for performing clinical procedures in the medical office/clinic setting. Included are introduction to medical assisting; patient assessment including taking a medical history, interviewing patients and vital signs; documentation of care; preparing patients for examinations and procedures; principles of asepsis; phlebotomy; interpersonal communications; and legal issues.
See program description.

GENERAL EDUCATION OUTCOMES OR OCCUPATIONAL PROGRAM OUTCOMES:

This course meets the following occupational program objective:

Employer satisfaction with graduate performance and employability of graduates.

This course provides students with the clinical knowledge base to safely and competently carry out skills identified by the prospective employers as being integral to the job performance of the multi-skilled medical assistant.

COURSE TITLE AND NUMBER: MEDICAL OFFICE PROCEDURES AH 107

COURSE OBJECTIVES & OUTCOMES:

Upon completion of the course, students will be able to:

1. Perform a basic patient assessment and document findings
2. Demonstrate communication skills sufficient to maintain a cooperative and productive climate with clients and members of the health team.
3. Discuss general guidelines for lab safety, universal precautions, and asepsis.
4. Demonstrate preparation and administration of medications
5. Demonstrate principles of assisting with procedures/treatments and demonstrate understanding of documentation requirements.
6. Verbalize understanding of legal issues in health care as they relate to the medical office assistant.

METHODS OF INSTRUCTION: Lecture, discussion, case studies, video tapes, audio tapes, clinical simulators, demonstration/return demonstration.

METHODS OF EVALUATION: Written examinations and clinical competency examinations; demonstration and return demonstration of skills.

REQUIRED TEXTS:

Warren, Eason et al Medical Assisting a Commitment to Service
Student Study Guide for Warren et al

COURSE TITLE AND NUMBER: MEDICAL OFFICE PROCEDURES AH 107

TIME ALLOWANCE AND SEQUENCE OF INSTRUCTION

WEEK	TOPIC	CORRESPONDING SKILLS CHECKOFF
1	Overview of Medical Assistant Career <ul style="list-style-type: none"> • Medical assistant's role in a medical office • Multiskilled Medical Assistant • Role Delineation • Development of the Medical Assistant • 	
2	Profession Interpersonal communication/therapeutic communication Understanding Communication Understanding patient diversity and it's effect on communication. <ul style="list-style-type: none"> • Building strong communication skills and techniques • Communicating effectively with customers • Adaptation of communication skills and techniques for individuals. 	
3 -4	Patient Assessment <ul style="list-style-type: none"> • Components of health history • Healthcare interview • Documenting health information • Collecting basic patient data 	Initiate a chart on patient and follow throughout AH 107 & 108. 16.1 – 17.5; 18.2 – 18.3; 33.1 – 33.3
5	Clinical skills test	
6	Written examination Infection control/principles of asepsis/sterilization/sanitation/disinfection /standard precautions/biohazard wastes	14. 1-14.2 ; 17.1 – 17.5; 19.1- 20.6 ; 20.8; 20.11-20.15
7	Pharmacology / dosage calculation Review <ul style="list-style-type: none"> • Review of classifications, effects, actions, of drugs. • Review of dosage calculations • Controlled substance Act • Legal considerations • Administrating medications, oral, IM, SQ, Z-track, intradermal 	
8	Clinical skills test	
9	Written examination Phlebotomy/venipuncture/capillary specimens	26.1 – 26.4

COURSE TITLE AND NUMBER: MEDICAL OFFICE PROCEDURES AH 107

10 - 11	Preparing Patient for examination and procedures <ul style="list-style-type: none"> • Responding to the uniqueness of the patient • Preparing the patient for a general exam • After the examination 	18.4 – 18.7
12	Clinical skills test	
13 - 14	Written examination Legal issues/Confidentiality/HIPAA <ul style="list-style-type: none"> • Ethics, morals and the law • Confidentiality • HIPAA • Statutory law • Professional liability 	
15	Documentation of care <ul style="list-style-type: none"> • Subjective vs. objective • POMR • Computer generated records • Use of abbreviations 	Initiate a chart on patient and follow through throughout AH 107 & 108. 25.1 ; 25.3
16	Written examination /clinical skills test	

Approved for adoption by the CRD/AP Committee on: 1/31/07