

Imperial Valley College
Administrative Medical Assistant I
AHP 70
Room 2134 0630-093PM – MTWR

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(1) Course Description

Course of study designed to prepare for entry level positions in clinics and doctor's offices. Medical-legal aspects, history of medicine, interpersonal communications, confidentiality, reception environment, appointment control, records management, professionalism, telephone communications are emphasized.

(2) Course Objectives

Course of study is designed to develop competency in the accurate use of Administrative Skills, to include self-awareness, critical thinking, processing of a patient in the Ambulatory Clinic setting.

Student Learning Outcomes SLO

Upon completion of this class the student will be able to:

1. identify elements of professionalism and courtsey in a telephone conversation with a client.
2. describe record management in a medical office and role of HIPAA regulations.
3. describe the best practice for processing a patient in the ambulatory clinic or office setting.
4. identify elements of appointment control and confidentiality in the medical office setting.

Student Learning Activities:

To assist in learning the content the student will:

1. Complete assignments in the assigned references
2. Complete exams on the assigned

(3) Text Books

Required Text:

Today's Medical Assistant Clinical & Administrative Procedures
Bonewit-West Hunt Applegate textbook.

Saunders Elsevier ISBN 13: 978-1-4160-4432-1

(all texts may be purchased at IVC bookstore or ordered online through the publisher's website, amazon.com or other online bookstores.)

Section 1 Chapter 1,2,3,4,

(4) Course Delivery

Chapter reading and written assignments are to be completed *before* class.

Concepts and curriculum is taught in theory

Class time will be devoted to discussing content, presenting enrichment materials, answering student questions, and engaging in additional activities.

Course Content

(4) Assignments

Within each chapter you will be given assignments to present or enhance concepts taught during class. The student on a daily basis will maintain a grade sheet. This will enable student to know and understand where he/she stands in the class. This will also enhance your record keeping skills needed in the Medical Assistant office duties and this will be part of your final grade.

All chapters questions, procedures, and case studies are due before the chapter is lectured.
For Each Chapter:

What Would You Do?

On the Web choice of activity

(5) Test

There will be a test/quiz at the end of each chapter

(6) Deadlines and Rules of the road

Rules *You are building work habits and ethics therefore you need to be responsible.*

Tardiness will not be tolerated.

Students must attend 80+ hours per session.

No make-ups will be allowed or late work will be accepted

Cheating, copying others work will not be tolerated and will result in immediate referral to discipline department of IVC. These results in an immediate letter or note to your college career file

Grading is based on points possible therefore I do not use a curve to grade.

You must have a C or better to continue to each session of the program

A 90-100%

B 80-90%

C 70-80%

Special Considerations and Disabilities

Any student with a documented disability who may need educational accommodations should notify the instructor and the Disabled Student Programs and Services (DSP&S) office as soon as possible. DSPS is in room 2117 355-6312

Non Discrimination and Sexual Harassment Policy: Refer to Imperial Valley College General Catalog on website

STUDY GUIDE

Chapters Presented in AHP 70

Section 1

- CHAPTER 1 THE HEALTH CARE SYSTEM
WORKBOOK STUDY GUIDE MANDATORY
CRITICAL THINKING WHAT WOULD YOU DO?
Exam on Thursday
- CHAPTER 2 THE PROFESSIONAL MEDICAL ASSISTANT
WORKBOOK STUDY GUIDE MANDATORY
CRITICAL THINKING WHAT WOULD YOU DO?
Exam on Thursday
- CHAPTER 3 ETHICS AND LAW FOR THE MEDICAL OFFICE
WORKBOOK STUDY GUIDE MANDATORY
CRITICAL THINKING WHAT WOULD YOU DO?
Exam on Thursday
- CHAPTER 4 INTERACTING WITH PATIENTS
WORKBOOK STUDY GUIDE MANDATORY
CRITICAL THINKING WHAT WOULD YOU DO?
Exam on Thursday
- CHAPTER 35 EMERGENCY MEDICAL PROCEDURES
WORKBOOK STUDY GUIDE MANDATORY
CRITICAL THINKING WHAT WOULD YOU DO?
Exam on Thursday
- CHAPTER 36 THE MEDICAL RECORD
WORKBOOK STUDY GUIDE MANDATORY
CRITICAL THINKING WHAT WOULD YOU DO?
Exam on Thursday

CHAPTER 37 PATIENT RECEPTIONS

WORKBOOK STUDY GUIDE MANDATORY

CRITICAL THINKING WHAT WOULD YOU DO?

Final on thus day the 27th of September

Depending on progress of class, chapters will progress to chapters 38-49 which will be covered in AHP 72 if not presented in AHP 70. Since this class progresses to the AHP 72.

EXTRA CREDIT

CAN BE COMPLETED AFTER REQUIRED STUDIES AFTER LECTURE OR ON YOUR OWN FREE TIME.

SECTION 2 CHAPTER 5-16 INTRODUCTIONS TO ANATOMY AND PHYSIOLOGY

WORKBOOK STUDY GUIDE MANDATORY

BACKGROUND CHECKS WILL BE REQUIRED AND LAURA HARTSOCK FROM NURSING DIVISION WILL BE COMING TO THE CLASS TO PRESENT THE REQUIREMENTS AND PROCESS.

TIME AND DATE TO BE ANNOUNCED