

Basic Course Information

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| Semester: | FALL 2018 | Instructor Name: | Lidia Trejo, CCMA-AC, CCS |
| Course Title & #: | ADMIN MEDICAL ASST I | Email: | lidia.trejo@imperial.edu |
| CRN #: | 10844 | Webpage (optional): | NA |
| Classroom: | 201 | Office #: | N/A for part-time faculty |
| Class Dates: | 08/14/2018-10/04/2018 | Office Hours: | N/A for part-time faculty |
| Class Days: | TWR | Office Phone #: | 760-355-6468 Nursing |
| Class Times: | 06:30 PM - 09:40 PM | Emergency Contact: | EMAIL INSTRUCTOR |
| Units: | 4.50 | | |

Course Description

Course of study designed to prepare for entry-level positions in clinics and doctors' offices. Medical-legal aspects, history of medicine, interpersonal communications, confidentiality, reception environment, appointment control, records management, professionalism, and telephone communications are emphasized. (Nontransferable, AA/AS degree only)

Course Prerequisite(s) and/or Corequisite(s)

AHP 100 Medical Terminology is a prerequisite to MA070.

Student Learning Outcomes

1. Describe the role of the Medical Assistant in the preparation and maintenance of a medical record.
2. Identify the laws and regulations related to bookkeeping, billing, and collection in a medical office.
3. Identify the typical office equipment and the most efficient use of the machines. Identify key elements to ensure effective and efficient medical office management.

Course Objectives

1. Identify and define words appropriate to the front office.
2. Identify and define the medical assistant's role in the health care industry.
3. Identify and define laws concerning the medical practice.
4. Identify and define patient's rights, physician's rights and medical assistant's rights.
5. Demonstrate the ability to build a patient chart.
6. Demonstrate the environment and safety issues of the safety area.
7. Demonstrate the ability to handle all incoming calls using effective communication skills.
8. Demonstrate the ability to triage and prioritize appointment needs for the patient.
9. Demonstrate a working knowledge of scheduling guideline for appointment control.
10. Demonstrate effective verbal and non-verbal communication skills.
11. Demonstrate the ability to perform all functions of the Front Office.
12. Explain the function of business machines common to a medical office or clinic.
13. Demonstrate the ability to locate local referrals as necessary to the medical practice.

Textbooks & Other Resources or Links

1. Today's Medical Assistant: Clinical and Administrative Procedures by Kathy Bonewit-West, Sue A. Hunt, Edith Applegate. 3rd Edition ISBN: 978-0-323-31127-4
2. Study Guide Saunders Elsevier ISBN: 978-0-323-31128-1
3. Exploring Electronic Health Records – 2017 Second Edition - Text and eBook (1-year access) and NAVIGATOR+ (codes via ground delivery) ISBN: 978-0-76388-136-8 Author(s): Darline Foltz and Karen Lankisch PARADIGM

Course Requirements and Instructional Methods

All chapters are presented in Power Point lecture: Concepts and curriculum is taught in Theory. The course is taught at a professional level to teach students to become healthcare professionals. Students are expected to behave professionally in all aspects of this class. The laws of the state govern admission to Imperial Valley College and such supplementary regulations as prescribed by the Board of trustees. It is assumed that the entry of a student into Imperial Valley College constitutes the student's acceptance of the standards of students conduct and the regulations published by the college in the General Catalog.

Out of Class Assignments: The Department of Education policy states that one (1) credit hour is the amount of student work that reasonably approximates not less than one hour of class time and two (2) hours of out-of-class time per week over the span of a semester. WASC has adopted a similar requirement.

Course Grading Based on Course Objectives

Testing: Every student is responsible for taking all examinations. **THERE ARE NO MAKE-UPS!** Unless prior arrangements are made with the instructor, except **for** written final or skills final.

To be eligible for a make-up exam, you must notify me (by email) before the start of the exam as to why you cannot be present for the exam. Make-up exams must be taken within one week of the scheduled exam day.

Tests are usually given at the beginning of lecture. Tardy people may attempt the exam if he or she arrives before the last non-tardy student has turned his or her test. When the last non-tardy person turns in the test, all others must be turned in at that time.

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% of points possible
- B 80-89 % of points possible
- C 70-79% of points possible (Minimal requirement to pass this class and to advance to MA072)

Attendance

- A student who fails to attend the first meeting of a class or does not complete the first mandatory activity of an online class will be dropped by the instructor as of the first official meeting of that class.

Should readmission be desired, the student's status will be the same as that of any other student who desires to add a class. It is the student's responsibility to drop or officially withdraw from the class. See [General Catalog](#) for details.

- Regular attendance in all classes is expected of all students. A student whose continuous, unexcused absences exceed the number of hours the class is scheduled to meet per week may be dropped. For online courses, students who fail to complete required activities for two consecutive weeks may be considered to have excessive absences and may be dropped.
- Absences attributed to the representation of the college at officially approved events (conferences, contests, and field trips) will be counted as 'excused' absences.
- Students are required to attend all classes, and will be dropped upon third absence. Tardiness will be counted as an absence after the third incident, regardless of time missed. Leaving early counts as tardiness.
- Attendance is recorded and reported with your test scores and final grades to the registrar's office at the end of the term. Attendance itself does not contribute to the calculation of the grade.

Classroom Etiquette

- Electronic Devices: Cell phones and electronic devices must be turned off and put away during class, unless otherwise directed by the instructor.
- Food and Drink are prohibited in all classrooms. Water bottles with lids/caps are the only exception. Additional restrictions will apply in labs. Please comply as directed by the instructor.
- Disruptive Students: Students who disrupt or interfere with a class may be sent out of the room and told to meet with the Campus Disciplinary Officer before returning to continue with coursework. Disciplinary procedures will be followed as outlined in the [General Catalog](#).
- Children in the classroom: Due to college rules and state laws, only students enrolled in the class may attend; children are not allowed.

Online Netiquette

- What is netiquette? Netiquette is internet manners, online etiquette, and digital etiquette all rolled into one word. Basically, netiquette is a set of rules for behaving properly online.
- Students are to comply with the following rules of netiquette: (1) identify yourself, (2) include a subject line, (3) avoid sarcasm, (4) respect others' opinions and privacy, (5) acknowledge and return messages promptly, (6) copy with caution, (7) do not spam or junk mail, (8) be concise, (9) use appropriate language, (10) use appropriate emoticons (emotional icons) to help convey meaning, and (11) use appropriate intensifiers to help convey meaning [do not use ALL CAPS or multiple exclamation marks (!!!!)].

Academic Honesty

Academic honesty in the advancement of knowledge requires that all students and instructors respect the integrity of one another's work and recognize the important of acknowledging and safeguarding intellectual property.

There are many different forms of academic dishonesty. The following kinds of honesty violations and their definitions are not meant to be exhaustive. Rather, they are intended to serve as examples of unacceptable academic conduct.

- Plagiarism is taking and presenting as one's own the writings or ideas of others, without citing the source. You should understand the concept of plagiarism and keep it in mind when taking exams and

preparing written materials. If you do not understand how to “cite a source” correctly, you must ask for help.

- Cheating is defined as fraud, deceit, or dishonesty in an academic assignment, or using or attempting to use materials, or assisting others in using materials that are prohibited or inappropriate in the context of the academic assignment in question.

Anyone caught cheating or plagiarizing will receive a zero (0) on the exam or assignment, and the instructor may report the incident to the Campus Disciplinary Officer, who may place related documentation in a file. Repeated acts of cheating may result in an F in the course and/or disciplinary action. Please refer to the [General Catalog](#) for more information on academic dishonesty or other misconduct. Acts of cheating include, but are not limited to, the following: (a) plagiarism; (b) copying or attempting to copy from others during an examination or on an assignment; (c) communicating test information with another person during an examination; (d) allowing others to do an assignment or portion of an assignment; (e) using a commercial term paper service.

Additional Student Services

Imperial Valley College offers various services in support of student success. The following are some of the services available for students. Please speak to your instructor about additional services which may be available.

- **CANVAS LMS.** Canvas is Imperial Valley College’s main Learning Management System. To log onto Canvas, use this link: [Canvas Student Login](#). The [Canvas Student Guides Site](#) provides a variety of support available to students 24 hours per day. Additionally, a 24/7 Canvas Support Hotline is available for students to use: 877-893-9853.
- **Learning Services.** There are several learning labs on campus to assist students through the use of computers and tutors. Please consult your [Campus Map](#) for the [Math Lab](#); [Reading, Writing & Language Labs](#); and the [Study Skills Center](#).
- **Library Services.** There is more to our library than just books. You have access to tutors in the [Study Skills Center](#), study rooms for small groups, and online access to a wealth of resources.

Disabled Student Programs and Services (DSPS)

Any student with a documented disability who may need educational accommodations should notify the instructor or the [Disabled Student Programs and Services](#) (DSP&S) office as soon as possible. The DSP&S office is located in Building 2100, telephone 760-355-6313. Please contact them if you feel you need to be evaluated for educational accommodations.

Student Counseling and Health Services

Students have counseling and health services available, provided by the pre-paid Student Health Fee.

- **Student Health Center.** A Student Health Nurse is available on campus. In addition, Pioneers Memorial Healthcare District provide basic health services for students, such as first aid and care for minor illnesses. Contact the IVC [Student Health Center](#) at 760-355-6128 in Room 1536 for more information.
- **Mental Health Counseling Services.** Short-term individual, couples, family and group counseling services are available for currently enrolled students. Services are provided in a confidential, supportive, and culturally sensitive environment. Please contact the IVC Mental Health Counseling Services at 760-355-6310 or in the building 1536 for appointments or more information..

Veteran's Center

The mission of the [IVC Military and Veteran Success Center](#) is to provide a holistic approach to serving military/veteran students on three key areas: 1) Academics, 2) Health and Wellness, and 3) Camaraderie; to serve as a central hub that connects military/veteran students, as well as their families, to campus and community resources. Their goal is to ensure a seamless transition from military to civilian life. The Center is located in Building 600 (Office 624), telephone 760-355-6141.

Extended Opportunity Program and Services (EOPS)

The Extended Opportunity Program and Services (EOPS) offers services such as priority registration, personal/academic counseling, tutoring, book vouchers, and community referrals to qualifying low-income students. EOPS is composed of a group of professionals ready to assist you with the resolution of both academic and personal issues. Our staff is set up to understand the problems of our culturally diverse population and strives to meet student needs that are as diverse as our student population.

Also under the umbrella of EOPS our CARE (Cooperative Agency Resources for Education) Program for single parents is specifically designed to provide support services and assist with the resolution of issues that are particular to this population. Students that are single parents receiving TANF/Cash Aid assistance may qualify for our CARE program, for additional information on CARE please contact Lourdes Mercado, 760-355- 6448, lourdes.mercado@imperial.edu.

EOPS provides additional support and services that may identify with one of the following experiences:

- Current and former foster youth students that were in the foster care system at any point in their lives
- Students experiencing homelessness
- Formerly incarcerated students

To apply for EOPS and for additional information on EOPS services, please contact Alexis Ayala, 760-355-5713, alexis.ayala@imperial.edu.

Student Equity Program

- The Student Equity Program strives to improve Imperial Valley College's success outcomes, particularly for students who have been historically underrepresented and underserved. The college identifies strategies to monitor and address equity issues, making efforts to mitigate any disproportionate impact on student success and achievement. Our institutional data provides insight surrounding student populations who historically, are not fully represented. Student Equity addresses disparities and/or disproportionate impact in student success across disaggregated student equity groups including gender, ethnicity, disability status, financial need, Veterans, foster youth, homelessness, and formerly incarcerated students. The Student Equity Program provides direct supportive services to empower students experiencing insecurities related to food, housing, transportation, textbooks, and shower access. We recognize that students

who struggle meeting their basic needs are also at an academic and economic disadvantage, creating barriers to academic success and wellness. We strive to remove barriers that affect IVC students' access to education, degree and certificate completion, successful completion of developmental math and English courses, and the ability to transfer to a university. Contact: 760.355.5736 or 760.355.5733 Building 100.

- The Student Equity Program also houses IVC's Homeless Liaison, who provides direct services, campus, and community referrals to students experiencing homelessness as defined by the McKinney-Vento Act. Contact: 760.355.5736 Building 100.

Student Rights and Responsibilities

Students have the right to experience a positive learning environment and to due process of law. For more information regarding student rights and responsibilities, please refer to the IVC [General Catalog](#).

Information Literacy

Imperial Valley College is dedicated to helping students skillfully discover, evaluate, and use information from all sources. The IVC [Library Department](#) provides numerous [Information Literacy Tutorials](#) to assist students in this endeavor.

Anticipated Class Schedule/Calendar

Deadline to drop with a "W": 9/20/2018

| Date or Week | Activity, Assignment, and/or Topic | Pages/ Due Dates/Tests |
|--------------|---|---|
| Week 1 | Syllabus & Introduction/ Survival Strategies Chapter One Review and Study Guide Activities The Health Care System. <i>In class activity:</i> Box 1-1 Medical Specialties discussion. | Pages 3-8 homework is due on Thursdays. Tests are given on Thursday of the same week. |
| Week 2 | Chapter Two Review and Study Guide Activities The Professional Medical Assistant. <i>In class activity:</i> Procedure 2-1: Visit The Medical Board of California website. | Pages 11-19 homework is due on Thursdays. Tests are given on Thursday of the same week. |
| Week 3 | Chapter Three Review and Study Guide Activities Ethics and Law for the Medical Office. <i>In class activity:</i> Procedure 3-2 Review Patient's Bill of Rights. | Pages 25-35 homework is due on Thursdays. Tests are given on Thursday of the same week. |
| Week 4 | Chapter Four Review and Study Guide Activities Interacting with Patients. <i>In class activity:</i> Workbook page 55 | Pages 45-55 homework is due on Thursdays. Tests are given on Thursday of the same week. |
| Week 5 | Chapter 36 Review and Study Guide Activities Emergency Preparedness and Protective Practices. <i>In class activity:</i> Page 1040 (G)-1042 | Pages 1031-1044 homework is due on Thursdays. Tests are |

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| | | given on Thursday of the same week. |
| Week 6 | Chapter 37 Review and Study Guide Activities Emergency Medical Procedures and First Aid. <i>In class activity:</i> Page 1061(A)-1064 | Pages 1055-1064 homework is due on Thursdays. Tests are given on Thursday of the same week. |
| Week 7 | Chapter 38 Review and Study Guide Activities The Medical Record. <i>In class activity:</i> Page 1076 (A)-1017/1079—1086 1. Assembling a paper chart 2. Abbreviations test (pages 1012-1014) | 1069-1078 homework is due on Thursdays. Tests are given on Thursday of the same week. Supplemental pages 1097-1103 |
| Week 8 | Chapter 39 Review and Study Guide Activities Patient Reception. <i>In class activity:</i> Page 1116-1118 (PHI/Privacy Practices/Additional patient information form) | 1109-1119 homework is due on Thursdays. Tests are given on Thursday of the same week. |
| FINAL TEST | FINAL TEST <u>Thursday October 4th.</u> | |

*****Tentative, subject to change without prior notice*****