



MA 71 – Introduction to Medical Assisting

Basic Course Information

Semester:	Spring 2022	Instructor Name:	Rebecca Agundez RN MSN CNE
Course Title & #:	MA 71 – Introduction to Medical Assisting	Email:	Rebecca.agundez@imperial.edu
CRN #:	20923	Webpage (optional):	
Classroom:	404	Office #:	TBA
Class Dates:	02/14/22 – 04/08/22	Office Hours:	TBA
Class Days:	Monday and Wednesday	Office Phone #:	760-550-9206
Class Times:	4:20 – 6:30 pm	Emergency Contact:	Beatriz Trillas-Martinez 760-355-6468
Units:	2	Class Format:	In person and online

Course Description

This course is an introduction to health care as it relates to the Medical Assistant Profession. The course explores the history and evolution of health care, health care setting, roles and responsibilities of healthcare professionals including the medical assistant scope of practice. Characteristics of the medical assistant and educational preparation, including program requirements are explored. Ethical, bioethical and legal practices related to the medical assistant profession in the medical office, clinic, or ancillary setting are explored. Ethical and bioethical guidelines, conflicts and resolutions associated with medical issues and clinical practice with various Allied Health Professions are discussed. Professionalism, certification, professional organizations, and employment opportunities are discussed. (Nontransferable, AA/AS degree only)

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

AHP 100 or concurrent enrollment in AHP 100.

Student Learning Outcomes

Upon course completion, the successful student will have acquired new skills, knowledge, and or attitudes as demonstrated by being able to:

1. Describe the Scope of Practice of the Medical Assistant.
2. Develop an effective study guide to assist in content mastery.
3. Describe professional practice of the medical assistant, physician, and various medical professionals.



Course Objectives

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

1. Discuss the history of the health care.
2. List current trends in medicine as it impacts the medical assistant profession.
3. List character and personality traits of effective medical assistants.
4. Describe professionalism vs. casual working positions.
5. Explain components of medical assisting educational programs, educational requirements of the medical assistant and how programs are accredited.
6. Describe principles of effective time management.
7. Develop effective study skills including computer assisted instruction skills.
8. Describe the role of the medical office care in the health care system.
9. Identify the various types of health care professionals and describe the job responsibilities for each professional.
10. Describe scope of practice for the medical assistant.
11. Describe how various national professional organizations support the profession of medical assisting.
12. Discuss the medical assistant role in the operation of the medical office and patient education.
13. Define and differentiate ethics and morals.
14. Differentiate between personal and professional ethics. Define bioethics and its impact on medical care.
15. Identify the effects of personal morals on professional performance.
16. Compare criminal and civil law as they apply to the practicing medical assistant.
17. Define: negligence; malpractice; statute of limitations; Good Samaritan Act(s); living will/advanced directives; medical durable power of attorney; Patient Self Determination Act (PSDA); risk management.
18. Differentiate between scope of practice and standards of care for medical assistants.
19. Compare and contrast provider and medical assistant roles in terms of standards of care.
20. Summarize the Patient Bill of Rights.
21. Define the following medical legal terms such as but not limited to 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, n. deposition; m. arbitration-mediation; n. Good Samaritan laws.
22. Describe compliance with public health statues: a. communicable diseases; b. abuse, neglect, and exploitation; c. wounds of violence.
23. Describe components of the Health Insurance Portability and Accountability Act (HIPPA).
24. Identify: a. Health Information Technology for Economic and Clinical Health (HITECH) Act; b. Genetic Information Nondiscrimination Act of 2008 (GINA); c. American with Disabilities Act Amendments.
25. Describe the process in compliance reporting: a. unsafe activities b. errors in patient care; c. conflicts of interest; d. incident reports.
26. Discuss licensure and certification as they apply to healthcare providers.
27. Develop a plan for separation of personal and professional ethics.
28. Demonstrate appropriate response(s) to ethical issues.
29. Recognize the impact personal ethics and morals have on the delivery of healthcare.

30. List major employment opportunities for medical assistants.
31. Describe the historical development of managed care.
32. Identify the various types of medical specialties.
33. Describe the philosophy of the patient-centered medical office.
34. Compare and contrast various complementary and traditional medical treatments.

Textbooks & Other Resources or Links

- Kathy Bonewit-West and Sue Hunt 2021. *Today's Medical Assistant -Clinical and Administrative Procedures* Fourth Edition. Saunders ISBN: 9780323581271.
- Kathy Bonewit-West and Sue Hunt 2021. *Study Guide for Today's Medical Assistant* Fourth Edition. Saunders ISBN: 9780323639866.

Course Requirements and Instructional Methods

Audio Visual, Computer Assisted Instruction, Discussion, Group Activities and Presentations, Lecture

Out-of-class Assignments

Students will be given assignments to enhance understanding and mastery of course content discussed in class.

Each student will be expected to develop a personal educational plan including effective study methods to achieve assist in content mastery in the form of a calendar.

Reading and writing assignments will include development of a statement on personal and professional ethics, and an essay explaining situations where mandatory reporting is required by the medical office.

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

The total possible points for this class are **280 points**:

“Getting to know you” discussion (First week):	3 points
My Favorite Animal power point (First Week):	3 points
7 Weekly discussions worth 10 points each:	70 points
Assignment: Look up definitions and symptoms for Imperial County Public Health Department (ICPHD) reportable diseases	10 points
Weekly Calendar/4-month calendar assignment worth:	10 points
Flash Cards (Quizlet) worth:	4 points
3 Quizzes (10 points each) =	30 points

Midterm=	50 points
Final Exam=	50 points
Team Presentation on the Medical Office=	20 points
Team Presentation on moral and ethical issues=	30 points

Note: There will be no make-up quizzes or exams for missed exams. Grades will not be rounded up.

Grading System:

A= 280 (100%) to 250 points (90%)

B= 249 (89%) to 224 points (80%)

C= 223 (79%) to 195 points (70%)

D= Less than 195 points

(The minimum requirement to pass the class is 195 points)

A grade of C or higher is required for successful completion of each course; students cannot progress to the next course if a C is not obtained.

Course Policies

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.
- As soon as you are aware that you will be late to class or absent, you need to contact the instructor by email via Canvas or text **(760-550-9206)** with your name and that you will be late or absent.
- Regular attendance in all classes is expected of all students. A student whose continuous, unexcused absence exceed the number of hours the class is scheduled to meet per week **(4 hours and twenty minutes for MA 071)** 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. The Instructor will take roll at the beginning of each class, three days tardy equals one day (2 hours, 10 min) absence.

Classroom Etiquette:

- **Electronic Devices:** Cell phones and electronic devices must be turned off and put away during class, unless otherwise directed by the instructor. The instructor may collect cell phones at the beginning of class and return them at the end of class if this rule is not followed. **Students will not be allowed to have cell phones and smart watches on their person during testing.**
- **Tape Recorders or cell phone recording or video will not be allowed in the classroom due to HIPAA laws.**
- 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, **such as students who come in late, leave and enter the class several times or are repeatedly talking during lecture** 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.

Work-based learning activities in MA 71

Work-based learning (WBL) allows students to apply classroom content in professional settings while gaining real-world experiences. These opportunities will provide you with a deeper, more engaging, and relevant learning environment. The following WBL activities are available to provide you with the opportunity to explore career options in Medical Assisting:

1. Unpaid Internships/Volunteer experiences are available for MA students to help prepare them for their careers through the IVC Career Services Center. If you are interested in learning more about this opportunity, email your instructor. *Participation in the Volunteer experience is optional and is not a part of your grade for MA 71.*
2. Guest lecture on hospice definition and services from Accentcare Hospice. *Participation in the guest lecture presentation is **not** optional and is a part of your grade for MA 71.*

IVC Student Resources

IVC wants you to be successful in all aspects of your education. For help, resources, services, and an explanation of policies, visit <http://www.imperial.edu/studentresources> or click the heart icon in Canvas.

Anticipated Class Schedule/Calendar

Date or Week	Activity, Assignment, and/or Topic	Course Objective or SLO
Week 1 February 14 - 18	<p>Review of Syllabus & expectations for this class. Introduction to MA pathway. What is a Medical Assistant?</p> <ol style="list-style-type: none"> 1. List character and personality traits of effective medical assistants. 2. Describe professionalism vs. casual working positions. 3. Discuss the history of health care. 4. Describe the historical development of managed care. 5. Develop effective study skills including computer assisted instruction skills. <p>HOMEWORK: *Read pages 1 – 5 in Bonewit * Complete “Getting to know you” discussion * Prepare “My favorite animal” power point slides (you will present to class on 2/23 and 2/28) *Study for Quiz #1 (2/23)</p>	<p>Obj. 1, 3, 4, 7, 31</p>



Date or Week	Activity, Assignment, and/or Topic	Course Objective or SLO
Week 2 February 21 – 25 Monday, Feb. 21 is a holiday, IVC closed Wed. Feb. 23: all MA students must come to class in uniform	1. Describe the philosophy of the patient-centered medical office. 2. List current trends in medicine as it impacts the medical assistant profession. HOMEWORK: *Read Bonewit Chapter 1 * Quiz #1 (2/23) * My Favorite Animal Presentations (2/23 and 2/28) * Canvas Discussion on Soft Skills	Obj. 2, 33
Week 3 Feb. 28 – Mar. 4 Ticketing for not having a valid parking permit begins Monday February 28	1. Describe the role of the medical office care in the health care system. 2. Identify the various types of health care professionals and describe the job responsibilities for each professional. 3. Discuss licensure and certification as they apply to healthcare providers. 4. Identify the various types of medical specialties. 5. Compare and contrast various complementary, alternative and traditional medical treatments. HOMEWORK: *Read Bonewit Chapter 1 *Read Health Professions MA 71- document *Canvas Discussion on Complementary, alternative, and traditional medical treatments * My Favorite Animal Presentations (2/28) *Prepare Team presentation: Defining the professional practice of the medical assistant, physician, and other medical office team members, including various medical specialties that the medical office refers patients to, using Power point (March 7 and 9)	Obj. 8, 9, 26, 32, 34 SLO # 3
Week 4 Mar. 7 - 11	March 7 and 9: Team Presentations 1. Describe professionalism vs. casual working positions. 2. Explain components of medical assisting educational programs, educational requirements of the medical assistant and how programs are accredited. 3. Describe scope of practice for the medical assistant. 4. Differentiate between scope of practice and standards of care for medical assistants. 5. Compare and contrast provider and medical assistant roles in terms of standards of care. HOMEWORK: *Read Chapter 2 * Canvas Discussion on MA Scope of Practice	Obj. 4, 5, 10, 18, 19 SLO # 1

Date or Week	Activity, Assignment, and/or Topic	Course Objective or SLO
	*Quiz #2 – 10 question quiz on Chapter 1 in Evolve website (Due date 3/11) * Study for Midterm (3/18)	
Week 5 Mar. 14 - 18	1. Describe how various national professional organizations support the profession of medical assisting. 2. Discuss the medical assistant role in the operation of the medical office and patient education. 3. List major employment opportunities for medical assistants. HOMEWORK: * Canvas Discussion on MA role in Medical Office * MIDTERM (3/18) * Study for Quiz #3 (3/23)	Obj. 11, 12, 30
Week 6 Mar. 21 – 25 Deadline to drop with “W” Mar. 23	1. Describe principles of effective time management (discuss procrastination pitfalls). 2. Develop effective study skills including computer assisted instruction skills. 3. Define and differentiate ethics and morals. 4. Differentiate between personal and professional ethics. Define bioethics and its impact on medical care. 5. Identify the effects of personal morals on professional performance. 6. Recognize the impact personal ethics and morals have on the delivery of healthcare. 7. Develop a plan for separation of personal and professional ethics. 8. Demonstrate appropriate response(s) to ethical issues. HOMEWORK: *Read Chapter 3 *Read Procrastination Pitfalls * Quiz #3 (3/23) *Design daily calendar and 4-month calendar (Due 3/23) * Canvas Discussion on Procrastination and Time Management *Prepare Team presentation on ethical and moral issues (March 28 and 30)	Obj. 6, 7, 13, 14, 15, 27, 28, 29 SLO # 2
Week 7 Mar. 28 – April 1	1. Describe components of the Health Insurance Portability and Accountability Act (HIPPA). 2. Identify: a. Health Information Technology for Economic and Clinical Health (HITECH) Act; b. Genetic Information	Obj. 16, 17, 20, 21, 23, 24

Date or Week	Activity, Assignment, and/or Topic	Course Objective or SLO
	<p>Nondiscrimination Act of 2008 (GINA); c. American with Disabilities Act Amendments.</p> <p>3. Compare criminal and civil law as they apply to the practicing medical assistant.</p> <p>4. Summarize the Patient Bill of Rights.</p> <p>5. Define the following medical legal terms such as but not limited to: 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 loquitur; j. locum tenens; k. defendant /plaintiff, n. deposition; m. arbitration-mediation; n. Good Samaritan laws.</p> <p>6. Define: negligence; malpractice; statute of limitations; Good Samaritan Act(s); living will/advanced directives; medical durable power of attorney; Patient Self Determination Act (PSDA); risk management.</p> <p>HOMEWORK: * Team presentation on ethical and moral issues (March 28 and 30) *Canvas Discussion describing your plan to separate personal and professional ethics *Prepare flash cards with key terms from page 35, 36 and Box 3-1 and 3-2 (Due April 1).</p>	
<p>Week 8 April 4 – 8 Deadline to have all clearances completed: April 4th</p>	<p>1. Describe compliance with public health statutes: a. communicable diseases; b. abuse, neglect, and exploitation; c. wounds of violence.</p> <p>2. Describe the process in compliance reporting: a. unsafe activities b. errors in patient care; c. conflicts of interest; d. incident reports.</p> <p>HOMEWORK: * Canvas Discussion explaining situations where mandatory reporting is required by the medical office *In-class Assignment: Look up definitions and symptoms for IC Public Health Department reportable diseases on CDC *April 6 – Final Exam ONLY, no class</p>	<p>Obj. 22, 25</p>

Subject to change without prior notice