

2013

Syllabus  
MEDICAL ASSISTING PROGRAM  
CERTIFICATE OF PROFICIENCY

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### **MEDICAL ASSISTANT PROGRAM ADMISSIONS**

Merritt College now offers a Certificate of Proficiency in Medical Assisting (MEDAS). Admission to the Medical Assisting program is by special application and evaluation of academic and personal qualifications. Completion of the program requires the student to maintain satisfactory performance (a 75% or better passing grade) in all courses and satisfactory performance in the clinical experience.

The medical assisting program prepares students for entry level positions as medical assistants. Originally, this program was requested by three local health clinics (the Native American, Spanish Unity Council/La Clínica de la Raza, and Asian Health clinics) who are seeking bilingual Medical Assistants to assist with the population that they each serve. There have been many changes in the delivery of health care in recent years, including the emphasis on ambulatory care, increased technology, increased knowledge in health and illness, health care funding, and the aging population. All of these factors have been influential in the expansion of the medical assistant role in health care. As we enter the twenty-first century, the medical assistant is expected to possess greater skills and flexibility of roles. In the job analysis using the DACUM process for medical assistants, it was found that a wide range of skills and a broad understanding of ambulatory medical care are required to function effectively. The curriculum content for the Medical Assisting program is being updated and revised to comply with California state law and train students to safely demonstrate entry-level competencies, which satisfy industry needs, and prepare graduates for certification. The revised curriculum will be coordinated with two other courses, Medas 201B and Medas 201C. Upon completion of Medas 201A and 201B, students are eligible for a 180-hour externship working in local medical offices and clinics. The curriculum content of the Medical Assisting program is also being updated and revised to better prepare students for employment. With the current unemployment and economic situation, this updated and revised curriculum will give our graduates the preparation needed to secure employment. The Bureau of

Labor Statistics predicts that job prospects for medical assistants should be excellent between 2006 and 2016. Employment of qualified medical assistants is projected to grow by 35 percent over the 2006-16 decade.

### Admissions:

- Students must accurately and thoroughly complete the admission packet distributed by the MEDAS Department after discussing the following Prerequisites and Recommended Preparation below with Academic Counseling Department.

### Prerequisites:

- High School Diploma or GED  
Subject course and pre/corequisite is:
- Communication: Course text is for college level students.

### Recommended Preparation

Hltoc 201

Subject course and pre/corequisite is: Adjunctive

Entry Skills:

- Define, analyze, and comprehend a full vocabulary of medical terms.
- Explain the meaning of common medical abbreviations.
- Effectively use a medical dictionary to find obscure terms and abbreviations.
- Apply standard rules to the correct pronunciation of medical terms.
- Translate medical records into common language with maintained context.

Engl 201B or 1A

Subject course and pre/corequisite is: Adjunctive

Entry Skills:

- Summarize course readings in order to demonstrate comprehension of college-level texts.
- Apply active reading strategies.
- Analyze, evaluate and synthesize college-level essays and apply to writing.
- Integrate the ideas of others through paraphrase, summary, and quotation into an essay that supports the writer's position and/or analysis.
- Write a variety of essay types of 750 words, organizing developed paragraphs into a logical sequence bringing the central idea of the essay to a logical conclusion through clearly expressed topic sentences that support the essay's thesis.
- Compose essays with sentences which display a developing syntactical maturity and whose meaning is not impaired by excessive grammar or usage errors.
- Proofread their writing in order to minimize grammar and usage errors.
- Demonstrate an awareness of their own reading, thinking, and writing processes and monitor their learning.
- Analyze content and structure of a full-length work or the equivalent.

MATH 250: Arithmetic

Subject course and pre/corequisite is: Adjunctive

Entry Skills:

- Add, subtract, multiply, and divide whole and fractional numbers.
- Convert fractions to decimals, and decimals to fractions.
- Set up ratios and proportions.

**Starting Pay:** U.S. Department of Labor national average: \$16– \$26 per hour. The wage may be higher, depending on education and experience, i.e. Multilingual Background, and additional credentials which match employer needs.

**Certification:** Certificate of Proficiency will be offered upon successful completion of the coursework and clinical externship. Graduates are also qualified for optional certification offered by the California Board of Medical Assistants.

**Program requirements are as follows:**

Applicants must have a high school diploma or GED.

Health clearances (negative TB test results) are required, and are to be submitted to The MEDAS Department in order to participate in the externship

Medical Terminology course completion is recommended but not required for admission.

All Medical Assistant courses must be completed satisfactorily with a performance grade of 75% or better before a student can enroll in the succeeding semester for externship placement.

The clinical experience, whereby the student is required to work directly with patients, is a significant part of the program. In the interest of patient safety, repeated unsatisfactory performance in the clinical experience will subject a student to dismissal from the program.

**Readmission Policy for the Medical Assisting Program:**

1. Students who are dismissed from the Medical Assist program or those who choose to miss a semester may not take any medical assisting courses.
2. Applicants for readmission into the medical assisting curriculum will be considered only upon submission of a letter directed to the Medical Assistant program director documenting circumstances concerning absence or removal from the program. The letter should be addressed to Dr. Jon Murphy, Program Director of the Medical Assistant program. Letters can be mailed to Merritt College, c/o Dr. Jon Murphy, Program Director, 12500 Campus Drive, Oakland, CA, 94619. Letters can also be emailed to Dr. Jon Murphy at [jmurphy@peralta.edu](mailto:jmurphy@peralta.edu). Readmission will be subject to the current admissions criteria.
3. Following the receipt of the letter, Medical Assisting faculty and the screening committee from The MEDAS Department will review all applicants for readmission. The following considerations will be used in approving readmission:

- A. Past performance in the Medical Assistant program.
- B. Reasons for interruption of the previous enrollment.
- C. Successful health care provided activities pursued during separation from the curriculum with accompanying employer recommendation.
- D. Insight in addressing special conditions or problems related to the dismissal from the curriculum.
- E. Academic standing at time of dismissal.

4. Once readmitted into the program, the student will maintain an overall quality point average of 2.0 or greater (75% Cut-Off for Passing)\*.

\*Grades and equivalents included in calculation of averages:

A 4.00 Excellent B 3.00 Good C 2.00 Fair (75% cut off) D 1.00 Not Passing for MA Program  
F 0.00 Failing

5. Readmission into the curriculum is granted once.

6. Applicants must meet all requirements for readmission and should note that readmission is not automatic.

7. Applicants who are accepted for readmission must take repeat all coursework (even components which had been previously passed) prior to progression into the medical assisting curriculum.

8. The dates for submitting the letter requesting readmission will be: a) Spring admissions is before Sept 30th, and b) Fall admissions is before May 31st. The letter of readmission must be received by The Unity Council by those deadlines.

### **Additional Program Requirements:**

Students must earn at least a satisfactory score on all skills testing. In order to pass this program and progress students must follow the program and course rules as outlined in the Medical Assisting Student Handbook. They must act professionally and respectfully toward fellow students, staff and faculty. Students who do not meet this course requirement will not pass this course and will be referred for further discipline if necessary.

Reading and Workbook assignment. Below you will find a class schedule. Please read the chapters prior to the date that the chapter is calendared. Please complete the study guide assignments for each chapter after you have read the chapter. Please be bringing your Study Guide with the chapters completed on each of the quiz days with the chapters completed that you will be tested on. If you do not turn in your completed study guide prior to the administration of the quiz, you will receive a 20% reduction in the credit you would have earned had the quiz been completed and submitted prior to the quiz.

Students must comply with all program policies, procedures, and rules. Please note that the student must demonstrate professional behavior at all times while on campus. This course/program incorporates observations and an externship in clinics and doctor's office. Students must demonstrate that they have the ability to perform all the student learning outcomes (for MEDAS 201A and MEDAS 201B and COUNS 207C) before they enter the

clinical areas. Students who do not follow the policies, procedures, and rules or act unprofessionally will not be able to satisfactorily meet course objectives and will fail this program. Students who do not pass both sections cannot advance to the externship. Additionally Students who wish to return to repeat the course they did not successfully pass must repeat both 201A and 201B components successfully to advance to externship.

## INTRODUCTION & HISTORY

At Merritt College we maintain a commitment to achieving excellence. Our faculty members work closely with students to help them make the most of their potential and provide the opportunity for students to develop and prepare for an allied health career.

All of the founders and key instructors of the Medical Assistant Program are registered nurses, dedicated to practicing their profession by providing excellent, skilled care and by taking the Medical Assistant student a "step above." Merritt College and The Unity Council chooses to educate and graduate exemplary students, instructed in the belief that excellent, skilled patient services must be combined with compassion and caring.

Medical Assisting is an expanding profession and qualified Medical Assistants are currently in high demand. This is due in part to the many changes in the delivery of health care in recent years, including the emphasis on ambulatory care, increased technology, increased knowledge in health and illness, health care funding, and the aging population. All of these factors have been influential in the expansion of the Medical Assistant role in health care. As we enter the twenty-first century, the Medical Assistant is expected to possess greater skills and flexibility of roles.

The Bureau of Labor Statistics predicts that job prospects for medical Assistants should be excellent between 2006 and 2016. Employment of qualified Medical Assistants is projected to grow by 35 percent over the 2006-16 decade. In the job analysis using the DACUM process for Medical Assistants, it was found that a wide range of skills and a broad understanding of ambulatory medical care are required to function effectively.

### Program Description

The Medical Assisting Program was updated and revised in the fall of 2011 and 2013 to expand the program and include optional training in "front office" responsibilities. Currently the program offers a Certificate of Proficiency. The Certificate of Proficiency as a Clinical Medical Assistant will be offered upon successful completion of MEDAS 201A, MEDAS 201B, COUN 207C and COPED 470F. In the 2013/2014 Academic Year we are proposing to offer Certificates of Proficiency as both Clinical and Administrative MA's with optional pathway for earning an Associate Degree as a Medical Assistant which can articulate to Cal State Universities. Our graduates are also qualified for optional certification offered by the California Board of Medical Assistants.

## PHILOSOPHY

Adult education is a shared responsibility between the school, instructor and student. The current knowledge and understanding of the student is the base upon which specific allied health education can be added. Learning is the activity by which changes in knowledge, attitude and skills occur, thereby resulting in measurable behavior or change in behavior.

An atmosphere conducive to learning that encourages questioning, intellectual curiosity, critical thinking, and self-discipline is important. Each student has worth and dignity, and has the right to be treated with respect. Mutual respect for instructors, counselors, administrators and staff is expected in return.

Education in healthcare must include moral, ethical and legal principles which will provide the basis of a code of conduct. The integration of problem-solving techniques and the use of cognitive, affective, and psychomotor components of learning complement the student learning. An atmosphere conducive to learning must be provided to encourage intellectual curiosity, critical thinking and self-discipline within the student. Each student has worth and dignity; and the right to be treated with respect.

## **MISSION**

MA Program prepares students for entry-level employment in the health care setting. The MA Program adheres to this mission by training students to become thinking, knowledgeable Medical Assistants, who are always learning.

## **History**

The twentieth century has brought about many changes in the delivery of health care. Including the emphasis on ambulatory care, increased technology, increased knowledge in health and illness, health care funding, and the aging population. All of these factors have been influential in the expansion of the Medical Assistant role in health care. As we enter the twenty-first century, the Medical Assistant is expected to possess greater skills and flexibility of roles. It is true that in some areas we see a specialization of roles, such as the Medical Billing Specialist, Medical Records Technician, and administrative or clinical roles. However, in the job analysis using the DACUM process, it was found that a wide range of skills and a broad understanding of ambulatory medical care are required to function effectively. The curriculum content was selected and developed based upon the list of duties defined by the job analysis.

In this program the student will learn how to assist physicians and nurses in the clinic and office settings. He/she will learn back office skills with some additional front office skills. The student will be instructed to take Vital Signs, perform EKG, Phlebotomy, Urinalysis, Medication Administration, and facilitate physician/patient rapport. The student will also be introduced to Administrative Skills such as Medical Coding (includes ICD-10 & CPT-4 and Patient Record Keeping) and will become knowledgeable in medical ethics. This course includes 340 hours of theory and skills lab combined instruction with certified instructors. The Course also includes 160 hours of externship after these 17 weeks of Campus Instruction.

## **CERTIFICATE OF COMPLETION/PROFICIENCY REQUIREMENTS**

*(Students must earn a 75% or higher in all coursework)*

1. MEDAS 201A: Introduction to Medical Assisting
2. MEDAS 201B: Medical Assisting: Clinical Application
3. COPED 470F: Occupational Work Experience in Medical Assisting
4. COUN 207C: Career Exploration (Job Search Success)

Certification:

Certificate of Completion/Proficiency will be offered upon successful completion of the coursework and clinical externship. Graduates are also qualified for optional certification offered by the California Board of Medical Assistants.

### **COURSE DESCRIPTIONS**

<b>MEDAS 201A</b>	<b>INTRODUCTION TO MEDICAL ASSISTING</b>	<b>5 UNITS</b>
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Concurrent enrollment with MEDAS 201B. This course provides an introduction to theory and foundational skills in medical assisting for the student. Content includes lecture and discussion on the role of the medical assistant, medical terminology, safety, human anatomy and physiology, screening, medical office emergencies, and patient education and communication.

<b>MEDAS 201B</b>	<b>MEDICAL ASSISTING: CLINICAL APPLICATION</b>	<b>7 UNITS</b>
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Concurrent enrollment with MEDAS 201A. The course is designed to provide preparation for entry-level positions in medical assisting: Theory and laboratory instruction in assisting the physician/practitioner in exam-room procedures, laboratory procedures, pharmacology, providing medications, minor office surgery, and nutrition. This course is one of three courses which train students for entry-level positions as medical assistants. Upon completion of MEDAS 201A, 201B, AND COUN 207C, students are eligible for a 160-hour externship working in local medical offices and clinics.

<b>COPED 470F</b>	<b>WORK EXPERIENCE IN MEDICAL EXPERIENCE</b>	<b>2 UNITS</b>
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Prerequisite: Hltd 11 or current BLS/CPR certification: and health clearances and safety requirements: Current medical exam including titers and immunizations, and background checks if required by the clinical agency. Prerequisite: MEDAS 201A, MEDAS 201B, and COUN 207C. Students will complete 160 hour externship at an approved site demonstrating competencies and clinical skills set forth by the Medical Assistant faculty. The externship is an unpaid, supervised employment providing opportunities to become a productive, responsible individual and to extend learning the chosen occupational field of Medical Assisting.

<b>COUN 207C</b>	<b>CAREER EXPLORATION: JOB SEARCH SUCCESS</b>	<b>1 UNIT</b>
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This course will provide Medical Assisting students with effective job search strategies. Through lectures and interactive group activities, students will learn about diverse strategies to obtain employment as a Medical Assistant. Special emphasis will be placed on resume and cover letter writing, job search strategies, networking and interviewing techniques. All students will develop a career portfolio, which will include a resume, cover letter, and reference list.



## EXTERNSHIP PLACEMENT REQUIREMENTS

Students are required to complete 160 hours of an externship at a site approved by the Medical Assistant Program Director in order to earn a Certificate of Completion from the Merritt College Medical Assistant program. Students must ensure the following requirements are satisfied prior to externship placement:

- Complete MEDAS 201A, MEDAS 201B, and COUN 207C with a passing grade of C or better
- Submit a completed Medical Assistant Resume and Cover Letter to Rocio Perez, Workforce Development Manager at The Unity Council (rocioperez@unitycouncil.org)
- Submit all required immunization forms and documents to The Unity Council staff
- Clear all academic and financial holds prior to course registration and enroll into COPED 470F

Required Textbooks (Version 1 / Edition 1 also acceptable):

Authors	Title & Edition	Publisher	*Publication Date
<b>Bonewit-West &amp; Hunt &amp; Applegate</b> ISBN: 9781455701506	<b>Text Book: Today's Medical Assistant: Clinical and Administrative Procedures, 2<sup>nd</sup> Edition</b>	<b>Saunders – Elsevier</b>	<b>2013</b>
<b>Bonewit-West &amp; Hunt</b> ISBN: 9781455701513	<b>Study Guide: Today's Medical Assistant: Clinical and Administrative Procedures, 2<sup>nd</sup> Edition</b>	<b>Saunders - Elsevier</b>	<b>2013</b>

## CLASS SCHEDULE

Please see the calendar from each instructor. It will lay out the lecture topics and exam schedules. While we try to maintain this schedule, it is subject to changes and adjustments as necessary to successfully meet the course objectives.  
**201A and 201B Chapter Reading Assignments:** will be announced in the syllabus for each of these courses and will be explained by respective instructors.

### Medical Assistant Program Schedule

Mondays	9:00 AM – 11:30AM
(from 9/16/13 to 11/18/13)	12:00 PM – 1:50 PM
Tuesdays & Wednesdays	8:30 AM – 3:30 PM
Thursday	9:00 AM – 11:30 AM

### Course Lecture

Mondays	9:00 AM to 11:30 AM
from 9/16/13 to 11/18/13)	12:00 PM – 1:50 PM
Tuesdays & Wednesdays:	8:30 AM to 10:20 AM
Thursdays:	9:00 AM to 11:30 AM

**Clinical Skills Lab**

Tuesday & Wednesday:

10:30 to 12:20 & 1:00 to 3:20 PM

Learning Resources (Often in Computer Lab)

**Externship (second Semester)**

Monday – Friday

The schedule may be as short as 40 hours per week times 4 weeks to equal 160 hours. However schedules may vary widely depending on facilities' accommodations and needs. For example the externship may also be 8 weeks of 20 hours per week or 10 weeks of 16 hours per week. Students must be flexible with variable schedules.

## Purpose of the Curriculum

This model curriculum for the Medical Assistant provides a standardized framework for the educators to prepare the learner to become an effective multi-skilled member of the health team.

Goals: The goals of this model curriculum are to:

1. Comply with the regulations established by the State of California.
2. Achieve entry level competencies, which satisfy industry needs.
3. Promote lifelong learning skills.
4. Be a tool that stimulates or enhances teaching strategies.

## Philosophy Statement

The Advisory Committee and the Curriculum Committee of California Community College Chancellors Office agree that the Medical Assistant is an integral multi-skilled member of the health care team, working under the supervision of the health care provider. The Medical Assistant has an interdependent role acting as an agent for the health care provider and a consumer advocate by providing professional and technical support in an empathetic and caring manner.

## Student Learning Outcomes

Student Learning Outcomes for Core Component

1. Communication Skills:
  - Listen actively and respectfully to analyze the substance of others comments.
  - Speak in an understandable and organized fashion to explain their ideas, express their feelings, or support a conclusion.
  - Utilize therapeutic communication when interacting with clients.
  - Maintain confidentiality and privacy of clients in all communication.
  - Write in an organized and grammatically correct fashion utilizing principles of health care documentation.
2. Thinking and Reasoning:
  - Demonstrate critical thinking by logically solving problems and explaining their rationale.
3. Information Competency:

- Use technology effectively and responsibly at a level that is necessary to achieve personal, professional and educational success.
  - Maintain confidentiality and privacy of patient records both hard copy and electronic.
4. Diversity:
    - Demonstrate individual responsibility, personal integrity, and respect for diverse peoples and cultures including those with different cultural and linguistic backgrounds and different abilities.
  5. Civic Responsibility:
    - Show accountability for making ethical and legal decisions as they relate to the delivery of care in the medical assistant role.
    - Demonstrate personal integrity and professional accountability.
  6. Life Skills:
    - Work effectively in a group.
    - Demonstrate time management and organizational skills.
    - Demonstrate work ethic and customer service skills.
  7. Career Development:
    - Develop commitment to lifelong learning.

### Student Learning Outcomes for Clinical Component

1. Communication Skills:
  - Listen actively and respectfully to analyze the substance of others comments.
  - Speak in an understandable and organized fashion to explain their ideas, express their feelings, or support a conclusion.
  - Use therapeutic communication based on the developmental level of the patient and family to accomplish patient education.
  - Maintain confidentiality and privacy of clients in all communication.
2. Thinking and Reasoning:
  - Demonstrate critical thinking by logically solving problems and explaining their rationale.
3. Information Competency:
  - Use technology effectively and responsibly at a level that is necessary to achieve personal, professional and educational success.
  - Maintain confidentiality and privacy of patients and their records.
4. Diversity:
  - Demonstrate individual responsibility, personal integrity, and respect for diverse peoples and cultures including those with different cultural and linguistic backgrounds and different abilities.
5. Civic Responsibility:
  - Identify federal and state legislative standards and policies regulating medical assistant scope of practice.
  - Demonstrate safe performance in the medical assistant clinical role
6. Life Skills:
  - Work effectively in a group.
  - Demonstrate time management and organizational skills.
  - Demonstrate work ethic and customer service.
  - Demonstrate caring behaviors to the patients, families, and healthcare team.
7. Career Development:
  - Recognize the need to become life-long learner in order to keep current in healthcare issues related to the medical assistant clinical role.

## COURSE DESCRIPTIONS FOR 201A AND 201B:

### **MEDAS 201A: Theory in clinical medical assisting (5 Units).**

Content includes lecture and discussion on the role of the medical assistant, medical terminology, safety, human anatomy and physiology, screening, medical office emergencies, *and* patient education and communication.

#### LECTURE CONTENT:

Module A:	Orientation to Program & Introduction to Medical Assisting	10%
Module B:	Terminology, Anatomy, and Physiology	20%
Module C:	Safety	20%
Module D:	Medical Office Emergencies/CPR	25%
Module E:	Patient Education/Communication	25%

#### THEORY OBJECTIVES:

The student will be able to:

1. Spell and define key terms.
2. Explain why early innovations in science and medicine were initially rejected or labeled as quackery.
3. Identify significant medical advances during the past 400 years that provided the foundation for today's orthodox health care practices.
4. Discuss forms of holistic medicine.
5. Discuss the growth and history of the medical assisting profession.
6. Identify members of the health care team.
7. Define the general term "doctor" and list three types of professional doctors.
8. List and define the main functions of at least three types of health care.
9. Identify the scope of practice for the medical assistant in the State of California.
10. List the professional organizations for medical assistant and their purpose.
11. Define the professional qualifications and duties of the medical assistant.
12. Identify desirable character or personality traits needed to become a successful medical assistant.
13. Demonstrate proper professional appearance.

14. Determine the general requirements for obtaining and maintaining a license to practice medicine.
15. Explain how the physician-patient contract is created.
16. Describe the legal obligations of each party once a contract is created.
17. Outline the circumstances under which a physician may be held liable in a malpractice suit.
18. Explain the legal aspects of medical records.
19. Describe the physician and patient's bill of rights.
20. Specify an example of the principles of medical ethics for physicians and medical assistants.
21. Identify ways to decrease your chances of being sued.
22. List three essential components of communications.
23. Discuss three sources of communication breakdown.
24. Give various examples of verbal and nonverbal communication.
25. State three factors that influence receipt of a message.
26. Identify each of the five levels of Maslow's Hierarchy of Needs.
27. Identify defense mechanisms.
28. Describe the types of telephone communication and special features.
29. Describe techniques used for effective telephone communications.
30. List nine factors that will enhance customer service and discuss the issue of perception in multiculturalism.
31. Discuss issues related to multicultural personal contact.
32. Identify the dynamics of prejudice.
33. Explain why cultural bias (stereotyping) affects the quality of patient care.
34. Know and understand the cultural factors that may affect patient care.
35. Identify the major responsibilities of the medical assistant student.
36. Discuss the value of high standards for the medical assistant student.

37. Describe the relationship between achievement standards as a student and future standards as a medical assistant.
38. Outline effective study habits that improve student learning.
39. Develop power reading skills that will lead to better methods of memorizing material for long-term recall.
40. Discuss attitudes toward studying and current study skills habits.
41. Identify learning styles.
42. Demonstrate calculation skills.
43. Calculate a correct sum when adding whole numbers.
44. Calculate a correct difference when using subtraction of whole numbers.
45. Calculate a correct product when using multiplication of whole numbers.
46. Calculate a correct quotient when using division of whole numbers.
47. Demonstrate competency in obtaining correct answers when working with decimals.
48. Define symbols and terms.
49. Act professionally and respectfully towards faculty, staff, clinical agency staff, clients/patients, and other students at **all times**. (Please refer to The Medical Assisting Student Handbook for specific information regarding class rules, behavior, attendance and tardiness policies, and other mandatory classroom, lab and clinical externship and observation requirements.)

### **Methods of Instruction will include:**

- ◆ Lecture and discussion
- ◆ PowerPoint and video presentations
- ◆ Small group presentations and discussion
- ◆ Computer-based tutorials and interactive training
- ◆ Guest lecturers
- ◆ Student projects
- ◆ Role play
- ◆ Worksheets

### **OUT OF CLASS ASSIGNMENTS:**

In addition to the 5 units of lecture (5 hours a week) students must devote to over 10 hours/week on assignments including which include bit limited to:

- ◆ Assigned text readings and related health articles.
- ◆ Workbook assignments.
- ◆ Computer tutorials.
- ◆ Practice exams.
- ◆ Project Preparation
- ◆ Report Preparation
- ◆ Written Assignments
- ◆ Study

### **PROGRAM AND CLASS POLICIES, PROCEDURES, AND RULES:**

Please refer to the Medical Assisting Program Handbook for a detailed list of Program and classroom policies, procedures, and rules. Students must comply with all program policies, procedures, and rules. Please note that the student must demonstrate professional behavior at all times while on campus. This course/program incorporates observations and an externship in clinics and doctor's office. Students must demonstrate that they have the ability to perform all the student learning outcomes before they enter the clinical areas. Students who do not follow the policies, procedures, and rules or act unprofessionally will not be able to satisfactorily meet course objectives and will fail this course.

## GRADING / ASSESSMENT:

- ◆ Three quizzes will count as 30% of the course grade.
- ◆ The midterm examination will count as 25% of the course grade.
- ◆ The final examination will count as 25% of the grade.
- ◆ Drug-dose calculation quizzes and exam will count as 10% of the grade. Students must earn at least 70% on drug-dose quizzes and exam.
- ◆ Students must earn at least a satisfactory score on all skills testing
- ◆ In order to pass this course and progress students must at all times follow the program and course rules as outlined in the Medical Assisting Student Handbook and this handbook. They must act professionally and respectfully toward fellow students, staff and faculty. Students who do not meet this course requirement will not pass this course and will be referred for further discipline if necessary.
- ◆ Reading and Workbook assignment. Below you will find a class schedule. Please read the chapters prior to the date that the chapter is calendared. Please complete the study guide assignments for each chapter after you have read the chapter. Please bring your Study Guide with the chapters completed on each of the quiz days with the chapters completed that you will be tested on. If you do not turn in your completed study guide prior to the administration of the quiz, you will receive a 20% reduction in the credit you would have earned had the quiz been completed and submitted prior to the quiz.
- ◆ If a student does not take an exam or quiz at the scheduled time and make up is required, 10% will be deducted from the student's grade. Only one exam can be a make-up for absence

## **MEDAS 201B Clinical Medical Assisting Theory and Skills lab (7 Units)**

This course is designed to provide preparation for entry-level positions in medical assisting: Theory and laboratory instruction in assisting the physician/practitioner in exam-room procedures, laboratory procedures, pharmacology, providing medications, minor office surgery, and nutrition. This course is one of three courses which train students for entry-level positions as medical assistants. Upon completion of MEDAS 201A and MEDAS 201B, and Counseling 470 (1 Unit) Career Transitioning/Planning Course, students are eligible for a 160-hour externship working in local medical offices and clinics. After students successfully complete all of these courses they will be granted a Certificate of Proficiency from Merritt College.

## LECTURE CONTENT:

Module A:	Introduction to Skills Lab and Exam Room Procedures	15%
Module B:	Specialty Procedures/CPR	15%
Module C:	Pharmacology	20%



Module D: Minor Office Surgery	10%
Module E: Laboratory Procedures	25%
Module F: Client Teaching/Communication	15%

### THEORY OBJECTIVES:

The student will be able to:

1. Spell and define the key terms.
2. Differentiate between standard precautions and transmission-based precautions.
3. List various examples of requirements when following standard precautions.
4. Discuss how to properly clean and decontaminate spills of blood or body fluids.
5. Discuss the disposal of medical wastes, including the information to be found on the label of each container.
6. Determine the relative risk of disease transmission and the type of medical waste generated and its disposal.
7. Define a microorganism and give examples of various types of microorganisms.
8. List several ways the body can defend itself against disease.
9. List the body's protective mechanisms to infection.
10. Identify and describe conditions that promote the growth and spread of microorganisms. Differentiate between direct and indirect transmission and give an example of each.
11. Identify and describe conditions that promote the growth of pathogens.
12. List, in order, the six links in the chain of infection.
13. Differentiate between medical and surgical asepsis.
14. Devise a workplace information sheet on the levels of infection control.
15. Explain how proper hand washing helps prevent the spread of microorganisms and when hand washing should be performed.
16. List several guidelines to follow in order to maintain medical asepsis.
17. List selected infectious diseases, including the mode of transmission, signs, and symptoms of each.
18. Discuss the purpose, concerns, and selected regulations as related to infection control and the medical assistant.

19. Differentiate, identify, list and discuss the principles essential to safely, accurately, and efficiently prepare clients for examinations.
20. Differentiate, identify, list and discuss the principles essential to safely, accurately, and efficiently perform clinical laboratory testing.
21. Differentiate, identify, list and discuss the principles essential to safely, accurately, and efficiently assist the physician with special procedures.
22. Differentiate, identify, list and discuss the principles essential to safely, accurately, and efficiently assist the physician with minor surgery.
23. Calculate, identify, list, and discuss the principles essential to pharmacology and medication administration.
24. List, define, identify, and discuss principles of pharmacology necessary to safely provide medications to clients.
25. State three factors that influence receipt of a message.
26. Identify each of the five levels of Maslow's Hierarchy of Needs.
27. Identify defense mechanisms.
28. Describe the types of telephone communication and special features.
29. Describe techniques used for effective telephone communications.
30. List nine factors that will enhance customer service and discuss the issue of perception in multiculturalism.
31. Discuss issues related to multicultural personal contact.
32. Identify the dynamics of prejudice.
33. Explain why cultural bias (stereotyping) affects the quality of patient care.
34. List cultural factors that may affect patient care.
35. Identify the major responsibilities of the medical assistant student.
36. Discuss the value of high standards for the medical assistant student.
37. Describe the relationship between achievement standards as a student and future standards as a medical assistant.
38. Outline effective study habits that improve student learning.
39. Develop power reading skills that will lead to better methods of memorizing material for long-term recall.

40. Discuss attitudes toward studying and current study skills habits.
41. Identify learning styles.
42. Demonstrate calculation skills.
43. Calculate a correct sum when adding whole numbers.
44. Calculate a correct difference when using subtraction of whole numbers.
45. Calculate a correct product when using multiplication of whole numbers.
46. Calculate a correct quotient when using division of whole numbers.
47. Demonstrate competency in obtaining correct answers when working with decimals.
48. Define symbols and terms
49. Act professionally and respectfully towards faculty, staff, clinical agency staff, clients / patients, and other students at **all times**. (Please refer to The Medical Assisting Student Handbook for specific information regarding class rules, behavior, attendance and tardiness policies, and other mandatory classroom, lab and clinical externship and observation requirements.)

#### **METHODS OF INSTRUCTION WILL INCLUDE:**

- ◆ Lecture and discussion
- ◆ PowerPoint and video presentations
- ◆ Small group presentations and discussion
- ◆ Computer-based tutorials and interactive training
- ◆ Guest lecturers
- ◆ Student projects
- ◆ Role play
- ◆ Worksheets

#### **OUT OF CLASS ASSIGNMENTS:**

In addition to the 5 units of lecture (5 hours a week) students must devote to over 10 hours/week on assignments including which include but limited to:

- ◆ Assigned text readings and related health articles.

- ◆ Workbook assignments.
- ◆ Computer tutorials.
- ◆ Practice exams.
- ◆ Project Preparation
- ◆ Report Preparation
- ◆ Written Assignments
- ◆ Study
- ◆ Reading and Workbook assignment. Below you will find a class schedule. Please read the chapters prior to the date that the chapter is calendared. Please complete the study guide assignments for each chapter after you have read the chapter. Please be sure to bring your Study Guide with the chapters completed on each of the quiz days with the chapters completed that you will be tested on. If you do not turn in your completed study guide prior to the administration of the quiz, you will receive a 20% reduction in the credit you would have earned had the quiz been completed and submitted prior to the quiz.

#### **PROGRAM AND CLASS POLICIES, PROCEDURES, AND RULES:**

Please refer to the Medical Assisting Program Handbook for a detailed list of Program and classroom policies, procedures, and rules. Students must comply with all program policies, procedures, and rules. Please note that the student must demonstrate professional behavior at all times while on campus. This course/program incorporates observations and an externship in clinics and doctor's office. Students must demonstrate that they have the ability to perform all the student learning outcomes before they enter the clinical areas. Students who do not follow the policies, procedures, and rules or act unprofessionally will not be able to satisfactorily meet course objectives and will fail this course

#### **GRADING:**

A grade of "C" or 2.0 GPA or 75% or better in all courses must be attained in order to progress to the next semester of externship, COPED 470F.

A student who has withdrawn or failed a semester should contact the Program Director if he/she is interested in returning. The student is not re-accepted automatically into the program without re-evaluation, faculty approval, and space available for repeating students. See Readmission Policy

A theory examination schedule will be given to the student at the beginning of the semester. An instructor may choose to add short written quizzes, written papers, student presentation, etc. and assign points to them. Theory grades are calculated on a point system and converted to a percent score.

$$\frac{\text{Your Total Points Earned}}{\text{Set Total Points Possible}} = \text{Your percentage}$$

EXAMPLE:  $\frac{\text{Your total points } 653}{\text{Total points poss } 800} = 0.816 = .82 = 82\% = \text{B (Overall Grade)}$

To calculate each exam you divide your points scored correctly by the total points possible: for example if 40 points is the # of points you answered correctly and the possible maximum score is 50 points. This 40 is divided by 50 then your grade is 40/50 or 0.80 which translates to 80% which would be a B.

Important: The MEDAS program maintains strict scholastic standards. The grading standard of the MEDAS program is on an ABSOLUTE SCALE as follows:

<u>Theory</u>	<u>Clinical/Skills Lab</u>	<u>Grade</u>	<u>Grade Point Average</u>
100 – 90	Satisfactory	A	4.0
89 – 80	Satisfactory	B	3.0
79 – 75	Satisfactory	C	2.0
74 - 60	Unsatisfactory	D	not pass
59 - below	Unsatisfactory	F	fail

A grade of "C" or better is necessary to pass any given course. At the midterm, a student doing less than "C" work in theory will be given notification of academic deficiency. A student whose clinical performance is not satisfactory may be given a remediation plan noting areas needing improvement and by what date the improvement must be made.

Reading and Workbook assignment. Below you will find a class schedule. Please read the chapters prior to the date that the chapter is calendared. Please complete the study guide assignments for each chapter after you have read the chapter. Please bring your Study Guide with the chapters completed on each of the quiz days with the chapters completed that you will be tested on. If you do not turn in your completed study guide prior to the administration of the quiz, you will receive a 20% reduction in the credit you would have earned had the quiz been completed and submitted prior to the quiz.

- ◆ If a student does not take an exam or quiz at the scheduled time and make up is required, 10% will be the points will be deducted from the student's grade.

(\* ) THE GRADING POLICY MAY CHANGE PER INSTRUCTOR DISCRETION TO A TOTAL POINTS EARNED SYSTEM. THE STUDENT GRADE WILL BE THE TOTAL POINTS EARNED ON ALL EXAMS AND ASSIGNMENTS DIVIDED BY THE TOTAL POINTS POSSIBLE, WHICH WILL YIELD A PERCENTAGE. STUDENTS NEED TO EARN 74.5% OVERALL (IN 201A AND 201B) IN ORDER TO SUCCESSFULLY COMPLETE THIS COURSE/PROGRAM AND TO MOVE ONTO THE CLINICAL EXTERNSHIP.

**REQUIRED TEXTBOOKS:**

Authors	Title & Edition	Publisher	*Publication Date
Bonewit-West & Hunt & Applegate ISBN: 9781455701506	Text Book: Today's Medical Assistant: Clinical and Administrative Procedures, 2 <sup>nd</sup> Edition	Saunders – Elsevier	2013
Bonewit-West & Hunt ISBN: 9781455701513	Study Guide: Today's Medical Assistant: Clinical and Administrative Procedures, 2 <sup>nd</sup> Edition	Saunders - Elsevier	2013

**CLASS SCHEDULE**

Please see the calendar from each instructor. It will lay out the lecture topics and exam schedules. While we try to maintain this schedule, it is subject to changes and adjustments as necessary to successfully meet the course objectives. 201A and 201B Chapter Reading Assignments: will be announced in the syllabus for each of these courses and will be explained by respective instructors.

**Medical Assistant Program Schedule**

Mondays (MEDAS 201A) 9:00 AM – 11:30AM  
 (from 9/16/13 to 11/18/13) 12:00 PM – 1:50 PM  
 Tuesdays & Wednesdays 8:30 AM – 3:30 PM  
 Thursday(MEDAS 201A) 9:00 AM – 11:30 AM

**Course Lecture**

Mondays 9:00 AM to 11:30 AM  
 from 9/16/13 to 11/18/13) 12:00 PM – 1:50 PM  
 Tuesdays & Wednesdays: 8:30 AM to 10:20 AM  
 Thursdays: 9:00 AM to 11:30 AM

**Clinical Skills Lab**

Tuesday & Wednesday: 10:30 to 12:20 & 1:00 to 3:20 PM  
 Learning Resources (Often in Computer Lab)

**Externship (second Semester)**

Monday – Friday  
 The schedule may be as short as 40 hours per week times 4 weeks to equal 160 hours. However schedules may vary widely depending on facilities' accommodations and needs. For example the externship may also be 8 weeks of 20 hours per week or 10 weeks of 16 hours per week. Students must be flexible with variable schedules.

Please see the calendar below for the class and exam schedule. While we try to maintain this schedule, it is subject to changes and adjustments as necessary to successfully meet the course objectives.

## Theory for MEDAS 201A and 201B (T&W 830-1020 AM)

<b>Wk #</b>	<b>MEDAS 201A Lecture Ms. Idowu Monday &amp; Thursday 9-1120 AM</b>	<b>Exam Dates MEDAS 201A Ms. Idowu Mondays @9-10AM</b>	<b>MEDAS 201B Lecture Mr. Murphy Tuesday Wednesday 830-1030</b>	<b>Exam Dates MEDAS 201B Wednesdays at 8:30-930</b>	<b>Study Guide Chapter # and Due Dates Every Wed at 1220 PM</b>
#1 Aug 19-22	Orientation to Syllabus MEDAS 201A Chapter 1		Orientation to Syllabus MEDAS 201B & Review Handbook; Chapter 2 &17		
#2 Aug 26-29	Chapter 3	<b>Chapter 1</b>	Chapter 4 &18	<b>Ch 2 &amp;17</b>	Ch 1, 2&17
#3 Sept 2-5	Chapter 5 <b>Labor Day September 2</b>		Chapter 19	<b>Chapter 4 &amp;18</b>	Chapter 3, 4 &18
#4 Sept 9-12	Chapter 6	<b>Chapter 3</b>	Chapter 20	<b>Chapter 19</b>	Chapter 5, 19
#5 Sept 16-19	Chapter 7	<b>Chapter 5</b>	Chapter 21	<b>Chapter 20</b>	Chapter 6, 20
6 Sept 23-26	Chapter 8	<b>Chapter 6</b>	Chapter 22	<b>Chapter 21</b>	Chapter 8, 21
7 Sep30- Oct 3	Chapter 9		Chapter 23		Ch 9 & 10
8 Oct 7-10	Chapter 10	<b>Chapters 7 &amp; 8 Mid-Term</b>	Read Chapter 24 on own	<b>Mid Term Chapter 22 &amp;23</b>	Mid Term Chapter 22 &23
9 Oct 14-17	Chapter 11	<b>Chapter 9</b>	Chapter 24 &25	<b>Chapter 24</b>	Chapter 11 & 24
10 Oct 21-24	Chapter 12	<b>Chapter 10</b>	Chapter 26	<b>Chapter 25</b>	Chapter 12 & 25
11 Oct 28-31	Chapter 13	<b>Chapter 11</b>	Chapter 27	<b>Chapter 26</b>	Chapter 13 & 26
12 Nov 4-7	Chapter 14	<b>Chapter 12</b>	Chapter 28	<b>Chapter 27</b>	Chapter 14 & 27
#13 Nov 11-14	Chapter 15	<b>Chapter 13</b>	Chapter 29	<b>Chapter 28</b>	Chapter 15 & 28
14 Nov 18-21	Chapter 16	<b>Chapter 14</b>	Chapter 30	<b>Chapter 29</b>	Chapter 16 & 29

15 Nov 25-28	Chapter 31	<b>Chapter 15</b>	Chapter 32	<b>Chapter 30</b>	Chapter 30 & 31
16 Dec 2-5	Chapter 34		Chapter 33 Presentations Tues & Wed		Chapter 32 & 34
17 Dec 9-12	<b>Skills Lab Check Off Tuesday 830-12</b>	<b>Final Exam Ch 16,31,34 Monday 9-1130 AM</b>	<b>Externship Placement and final Skills Check-off</b>	<b>Final Theory Exam MEDAS 201B Ch 19, 33 &amp; 34 Wed 9-1130</b>	

### Skills Labs MEDAS 201B 10:30AM until 3:30 PM

<b>Wk #/ Dates T&amp;W</b>	<b>Alternating betw Idowu/Murphy 1030-1230 Tuesdays MA Student Handbook(Math) Workshops</b>	<b>Alternating between Idowu/Murphy 1030-1230 Wednesdays Online/SG Workshops</b>	<b>Ms. Idowu D119 Skills Tu &amp; Wed 130 PM-320PM</b>	<b>Mr. Murphy D130 Skills Tuesday Wednesday 830-1030</b>
1 Aug 20-21	Pages 30- 48	Online Activity f/b Study Guide In-Class	Ch 17 Skills starting w. Handwashing	Chapter 2 &17
2 Aug 27-28	Pages 49-67	Online Activity f/b Study Guide In-Class	Skills Chapter 18	Skills Chapter 18
3 Sept 3-4	Pages 68-89	Online Activity f/b Study Guide In-Class	Skills Chapter 19	Skills Chapter 19
4 Sept 10-11	Pages 90-128	Online Activity f/b Study Guide In-Class	Skills Chapter 20	Skills Chapter 20
5 Sept 17-18	Pages 128-39	Online Activity f/b Study Guide In-Class	Skills Chapter 21	Skills Chapter 21
6 Sept 24-25	Pages 140-154	Online Activity f/b Study Guide In-Class	Skills Chapter 22	Skills Chapter 22
7 Oct 1-2	Pages 154-75	Online Activity f/b Study Guide In-Class	Skills Chapter 23	Skills Chapter 23
8 Oct 8-9	Pages 175 - 95	Online Activity f/b Study Guide In-Class	Skills Chapter 24	Skills Chapter 24
9 Oct 15-16	Pages 195-216	Online Activity f/b Study Guide In-Class	Skills Chapter 25	Skills Chapter 25
10 Oct 22-23	Pages 217-230	Online Activity f/b Study Guide In-Class	Skills Chapter 26	Skills Chapter 26
11 Oct 29-30	Pages 230-55	Online Activity f/b Study Guide In-Class	Skills Chapter 27	Skills Chapter 27



12 Nov 5-6	Pages 255-274	Online Activity f/b Study Guide In-Class	Skills Chapter 28	Skills Chapter 28
13 Nov 12-13	Pages 275 - 301	Online Activity f/b Study Guide In-Class	Skills Chapter 30 ID, SQ,	Skills Chapter 30 ID, SQ,
14 Nov 19-20	Pages 275 -301	Online Activity f/b Study Guide In-Class	Skills Chapter 31 ID, SQ,	Skills Chapter 31 ID, SQ,
15 Nov 26-27	Pages 301-320	Ch 33 ID, SQ,, IM	Skills Chapter 32 ID, SQ,, IM	Skills Chapter 32 ID, SQ,, IM
16 Dec 3-4	Skills Check off/Study Guide Exam	Ch 34 ID, SQ,, IM	Skills Chapter 33 ID, SQ,, IM	Skills Chapter 33 ID, SQ,, IM
17 Dec 10-11	Final Skills Check-Off MEDAS 201B	Final Skills Check-Off MEDAS 201B	Final Theory Exam MEDAS 201A	Final Theory Exam MEDAS 201B

### **MEDAS 201B**

#### **► Lecture**

Tuesday: 8:30 to 10:20

Wednesday: 8:30 to 10:20

#### **► Lab**

Tuesday: 10:30 to 12:20 & 1:00 to 3:30

Wednesday: 10:30 to 12:20 & 1:00 to 3:30

#### **► Learning Resources D180**

Wednesday 10:30 to 11:20 (Often we will try to go here for online learning exercises)  
11:30 to 12:20

<p style="text-align: center;"><b>COURSE LEVEL STUDENT LEARNING OUTCOMES</b></p>	<p style="text-align: center;"><b>ASSESSMENT METHODS</b></p>
<p><b>8. Communication Skills:</b></p> <ul style="list-style-type: none"> <li>● Listen actively and respectfully to analyze the substance of others comments.</li> <li>● Speak in an understandable and organized fashion to explain their ideas, express their feelings, or support a conclusion.</li> <li>● Utilize therapeutic communication when interacting with clients.</li> <li>● Maintain confidentiality and privacy of clients in all communication.</li> <li>● Write in an organized and grammatically correct fashion utilizing principles of health care documentation.</li> </ul>	<ul style="list-style-type: none"> <li>● Group discussion.</li> <li>● Classroom observation of profession behavior.</li> <li>● Essay exam and written projects.</li> <li>● Participation in class discussions and response to questions.</li> <li>● Response to interactive computer situational simulations.</li> <li>● Role playing.</li> </ul>
<p><b>9. Thinking and Reasoning:</b></p> <ul style="list-style-type: none"> <li>● Demonstrate critical thinking by logically solving problems and explaining their rationale.</li> </ul>	<ul style="list-style-type: none"> <li>● Group discussion.</li> <li>● Classroom observation of profession behavior.</li> <li>● Essay exam and written projects.</li> <li>● Participation in class discussions and response to questions.</li> <li>● Response to interactive computer situational simulations.</li> <li>● Role playing.</li> </ul>

<p><b>10. Information Competency:</b></p> <ul style="list-style-type: none"> <li>● Use technology effectively and responsibly at a level that is necessary to achieve personal, professional and educational success.</li> <li>● Maintain confidentiality and privacy of patient records, both hard copy and electronic.</li> </ul>	<ul style="list-style-type: none"> <li>● Group discussion.</li> <li>● Classroom observation of profession behavior.</li> <li>● Essay exam and written projects.</li> <li>● Participation in class discussions and response to questions.</li> <li>● Response to interactive computer situational simulations.</li> <li>● Role playing.</li> <li>● Computer assignments relating to health care informatics.</li> </ul>
<p><b>11. Diversity:</b></p> <ul style="list-style-type: none"> <li>● Demonstrate individual responsibility, personal integrity, and respect for diverse peoples and cultures including those with different cultural and linguistic backgrounds and different abilities.</li> </ul>	<ul style="list-style-type: none"> <li>● Group discussion.</li> <li>● Classroom observation of profession behavior.</li> <li>● Essay exam and written projects.</li> <li>● Participation in class discussions and response to questions.</li> <li>● Response to interactive computer situational simulations.</li> <li>● Role playing.</li> </ul>
<p><b>12. Civic Responsibility:</b></p> <ul style="list-style-type: none"> <li>● Show accountability for making ethical and legal decisions as they relate to the delivery of care in the medical assistant role.</li> <li>● Demonstrate personal integrity and professional accountability.</li> </ul>	<ul style="list-style-type: none"> <li>● Group discussion.</li> <li>● Classroom observation of profession behavior.</li> <li>● Essay exam and written projects.</li> <li>● Participation in class discussions and response to questions.</li> <li>● Response to interactive computer situational simulations.</li> <li>● Role playing.</li> </ul>

<p><b>13. Life Skills:</b></p> <ul style="list-style-type: none"> <li>● Work effectively in a group.</li> <li>● Demonstrate time management and organizational skills.</li> <li>● Demonstrate work ethic and customer service skills.</li> </ul>	<ul style="list-style-type: none"> <li>● Group discussion.</li> <li>● Classroom observation of profession behavior.</li> <li>● Essay exam and written projects.</li> <li>● Participation in class discussions and response to questions.</li> <li>● Response to interactive computer situational simulations.</li> <li>● Role playing.</li> </ul>
<p><b>14. Career Development:</b></p> <ul style="list-style-type: none"> <li>● Develop commitment to lifelong learning.</li> </ul>	<ul style="list-style-type: none"> <li>● Group discussion.</li> <li>● Classroom observation of profession behavior.</li> <li>● Essay exam and written projects.</li> <li>● Participation in class discussions and response to questions.</li> <li>● Response to interactive computer situational simulations.</li> <li>● Role playing.</li> </ul>

## **COUN 207C: Job Search Skills**

Instructor: Mary Ciddio  
Email: mciddio@peralta.edu  
Phone: 510.436.\_\_\_\_\_

Semester: Fall 2013  
Office: R-\_\_\_\_\_  
Office Hours: By Arrangement

### **Course Description**

This course will provide Medical Assisting students with effective job search strategies. Through lectures and interactive group activities, students will learn about diverse strategies to obtain employment as a Medical Assistant. Special emphasis will be placed on resume and cover letter writing, job search strategies, networking and interviewing techniques. All students will develop a career portfolio, which will include a resume, cover letter, and reference list.

### **Course Objectives:**

After successfully completing this course, students will be able to:

- Articulate personal strengths, values and interests as it relates to their personal and professional development
- Accurately complete a Job Application that incorporates education and training, previous employment and transferable skills
- Create a resume and cover letter for a Medical Assistant position that incorporates education, skills and abilities
- Identify behavioral interview questions and use the STAR interviewing method to articulate Medical Assisting qualifications
- Utilize diverse job search strategies to obtain employment as a Medical Assistant

### **Required Text**

*TBA*

3 ring binder with course handouts

### **Course Enrollment**

This course is a part of the Healthcare Sector Career Initiatives program, a collaboration between Merritt College and The Unity Council. Students who enroll in this course must meet the following criteria: 1) be admitted into the Medical Assistant Program through The Unity Council, 2) successfully complete Bridge to Success program, 3) attend MA New Student Orientation, and 4) maintain concurrent enrollment in MEDAS 201A + MEDAS 201B + COUN 207C.

### **Dress Code**

Students are expected to dress in appropriate Medical Assistant attire, including scrubs, white leather shoes, and the Medical Assisting patch. Refer to the *Medical Assistant Student Handbook* for additional information.

## **Attendance**

Students are expected to adhere to the Medical Assistant attendance policy. Refer to the *Medical Assistant Student Handbook* for more information.

## **Academic Dishonesty Policy**

Students are expected to conduct themselves with a high level of professionalism, honesty and integrity. Plagiarism, cheating, or any other form of academic dishonesty will not be tolerated in the course. Any student who is found violating the *Academic Dishonesty Policy* will automatically receive an F in the course. Such information will be immediately sent to the Medical Assisting Program Director as well.

If a student is unclear about an assignment, he or she should meet with instructor for further clarification.

## **Professionalism Policy**

Students must interact with faculty and classmates in a respectful, courteous and professional manner. The classroom should be treated and respected as a professional environment, and students should conduct themselves with dignity and respect. Students are expected to attend every day of class on time, complete all assigned work, be supportive of their classmates and take responsibility for their own learning. Furthermore, students are expected to become active learners by giving 100% of their attention during class sessions.

## **Course Assignments**

**Resume** – Students will develop a hybrid resume, which incorporates their previous work experience, education, training, and medical assisting skills. Student's resumes will be assessed on the following criteria: format, appearance, spelling, quality of accomplishment statements, skills desired in job announcement, and the use of medical assistant/healthcare industry terminology. The resume should be Times New Roman or Arial and 11-12 point font. (Special note: only .doc, .docx, and/or pdf formats will be accepted) The resume should be 1 page, unless approved by the course instructor.

**Cover Letter** – Students will write a cover letter speaking to their knowledge of the medical assistant profession, as well as their desire to work with patients from diverse ethnic and cultural backgrounds. Student's cover letters will be assessed on the following criteria: format, appearance, grammar, use of medical assistant/healthcare industry terminology, and their interest in the medical assisting profession. Students must also articulate which transferable skills they acquired in their previous work/volunteer experience. The cover letter should be no more than 1 page, single or double-spaced, 11-12 point font, .75"-1" margins,

and Times New Roman or Arial. (Special note: only .doc, .docx, and/or pdf formats will be accepted)

**Reference List** – Students will need to create a reference list with three professional references. References must be former supervisors, former instructors/professors, or colleagues. References cannot be relatives or friends. Student’s reference lists must follow the guidelines in the *Job Search Success Workbook*. (Special note: only .doc, .docx, and/or pdf formats will be accepted)

**MA Job Announcement Analysis Worksheet** – Students will thoroughly analyze requirements listed on a job announcement. Students who understand how to complete such an analysis will have an advantage in writing a competitive resume and cover letter. Students must provide a job announcement from an online job search database (i.e. indeed.com, craigslist.com) Students will be assessed on the following criteria: understanding of the mission of the organization, ability to connect current education with skills listed in the job announcement.

**Job Application** – Students will need to complete a Job Application, incorporating accurate information about employment history, skills, abilities Medical Assistant qualifications, and education and training. Students must complete and submit typed Job Application. Students will be assessed on the following criteria: spelling, grammar, whether it is neat in appearance, education, training, certifications, and the incorporation of medical assistant skills and abilities.

### **Grading**

- 05 Resume Peer Review
- 20 Final Resume
- 05 Cover Letter Peer Review
- 20 Final Cover Letter
- 10 Reference List
- 05 DA Job Announcement Analysis
- 15 Job Application
- 20 Participation

90-100 = A            80-89 = B            75-79 = C            60-74=D            0-59=F

## **Course Topic Schedule**

Welcome to the Job Search Success Course

Psychology of the Job Search Process

Personal Strengths & Career Decision-Making

Personal Values & Career Decision-Making

Career Goal Setting

**Due: Completed Job Application**

Dental Assistant Job Announcement Analysis

Job Search Strategies

**Due: DA Job Announcement Analysis Worksheet**

Job Search & Networking Strategies

Resume Development

Spring Break

Resume Peer Review

**Due: 2 Copies of Resume (Peer Review)**

Cover Letter Development

**Due: Final Resume**

Cover Letter Peer Review

**Due: 2 Copies of Cover Letter (Peer Review)**

Interview Skills

**Due: Final Cover Letter**

Interview Skills



Thank You Letter Development

**Due: Reference List**

Professionalism in the Workplace

\* The course schedule is subject to change without notice.