

### Basic Course Information

Semester:	<b>Fall 2019</b>	Instructor Name:	<b>Rebecca Agundez</b>
Course Title & #:	<b>MA 071 Introduction to Medical Assisting</b>	Email:	<b>rebecca.agundez@imperial.edu</b>
CRN #:	<b>11674</b>	Webpage (optional):	
Classroom:	<b>2139</b>	Office #:	<b>2130</b>
Class Dates:	<b>08/19/16 to 10/08/19</b>	Office Hours:	<b>2 – 4 pm Mondays and Tuesdays</b>
Class Days:	<b>Mondays and Tuesdays</b>	Office Phone #:	<b>760-355-6176</b>
Class Times:	<b>4:20 to 6:30 pm</b>	Emergency Contact:	<b>Beatriz Trillas Staff Support Technician 760-355-6346</b>
Units:	<b>2</b>		

### 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 settings, 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, clinical and 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 (Medical Terminology) 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. (ILO1, ILO2, ILO3, ILO4, ILO5)
2. Develop an effective study guide to assist in content mastery. (ILO2, ILO3, ILO4)
3. Describe Professional practice of the medical assistant, physician and various medical professionals. (ILO1, ILO2, ILO3)

## 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 (HIPAA).
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

1. Today's Medical Assistant: Clinical and Administrative Procedures by Kathy Bonewit-West, Sue A. Hunt, Edith Applegate. Saunders Elsevier. 3rd Edition ISBN: 978-0-323-31127-4
2. Study Guide for Today's Medical Assistant. 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

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 **200 points**:

3 Quizzes (10 points each) =	30 points
Midterm=	50 points
Final Exam=	50 points
Reflection Paper on personal and professional ethics=	10 points
Essay on mandatory reporting=	10 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 students who are absent on the day of the exam.

Participation points will be added to the final for students who turn in the following:

Daily and 4-month time management calendar (1 point)

Flash card with one complementary/alternative/traditional treatment to discuss (1 point)

Flash cards with key terms for medical ethics and law (3 points)

### Grading System:

A= 180 to 200 points

B= 160 to 179 points

C= 140 to 159 points (the minimum requirement to pass the class is 140 points)

### 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 or phone (760-355-6176) and leave a message 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.
- Absences attributed to the representation of the college at officially approved events (conferences, contests, and field trips) will be counted as 'excused' absences.

### 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.
- 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.

### **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 importance 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. **You are responsible for turning in the Faculty Notification of Accommodation Sheet to your Instructor.**

### 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](mailto: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](mailto: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

Date or Week	Activity, Assignment, and/or Topic	Course Objective or SLO
Week 1 August 19-20	<p>Syllabus &amp; expectations for this class. Introduction to MA pathway. What is a Medical Assistant?</p> <ol style="list-style-type: none"> <li>Describe principles of effective time management (discuss procrastination pitfalls).</li> <li>Develop effective study skills including computer assisted instruction skills.</li> <li>Discuss the history of the health care.</li> <li>Describe components of the Health Insurance Portability and Accountability Act (HIPPA).</li> <li>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.</li> <li>Describe the historical development of managed care.</li> </ol> <p>HOMEWORK: *Read Chapter 1 *Design daily calendar and 4-month calendar (Due Aug. 26<sup>th</sup>) *Study for 10 -question quiz (Aug. 26<sup>th</sup>)</p>	Obj. 1, 6, 7, 23, 24, 31 SLO # 2
Week 2 August 26-27	<ol style="list-style-type: none"> <li>Describe the philosophy of the patient-centered medical office.</li> <li>List current trends in medicine as it impacts the medical assistant profession.</li> <li>Describe the role of the medical office care in the health care system.</li> <li>Identify the various types of health care professionals and describe the job responsibilities for each professional.</li> <li>Discuss licensure and certification as they apply to healthcare providers.</li> <li>Identify the various types of medical specialties.</li> </ol>	Obj. 2, 8, 9, 26, 32, 33 SLO # 3



Date or Week	Activity, Assignment, and/or Topic	Course Objective or SLO
	<p>HOMEWORK: *Identify and turn in one complementary, alternative or traditional treatment you would like to discuss in class next week (Due Aug. 27)</p> <p>*Team presentation: Notes on 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. Poster board or Power point illustrating the medical office team members and specialists (Due Sept. 3)</p>	
<p>Week 3</p> <p>Sept. 2 Labor Day – No School</p> <p>Sept. 3 Ticketing for not displaying parking pass begins</p>	<p>Sept. 3 Team Presentations</p> <p>13. Compare and contrast various complementary, alternative and traditional medical treatments.</p> <p>HOMEWORK: * Read Chapter 2</p> <p>*Study for 10-question quiz (Sept. 9)</p>	<p>Obj. 34</p>
<p>Week 4</p> <p>September 9-10</p>	<ol style="list-style-type: none"> <li>1. List character and personality traits of effective medical assistants.</li> <li>2. Describe professionalism vs. casual working positions.</li> <li>3. Explain components of medical assisting educational programs, educational requirements of the medical assistant and how programs are accredited.</li> <li>4. Describe scope of practice for the medical assistant.</li> <li>5. Differentiate between scope of practice and standards of care for medical assistants.</li> <li>6. Compare and contrast provider and medical assistant roles in terms of standards of care.</li> </ol> <p>HOMEWORK: Study for 10-question quiz (Sept. 16) and Midterm (Sept. 17)</p>	<p>Obj. 3, 4, 5, 10, 18, 19</p>
<p>Week 5</p> <p>September 16-17</p>	<ol style="list-style-type: none"> <li>7. Describe how various national professional organizations support the profession of medical assisting.</li> <li>8. Discuss the medical assistant role in the operation of the medical office and patient education.</li> <li>9. List major employment opportunities for medical assistants.</li> </ol> <p>MIDTERM Sept. 17</p> <p>HOMEWORK: Read Chapter 3</p>	<p>Obj. 11, 12, 30</p> <p>SLO # 1</p>

Date or Week	Activity, Assignment, and/or Topic	Course Objective or SLO
<p>Week 6 September 23-24 Sept. 24: Deadline to drop with a "W"</p>	<ol style="list-style-type: none"> <li>1. Define and differentiate ethics and morals.</li> <li>2. Differentiate between personal and professional ethics. Define bioethics and its impact on medical care.</li> <li>3. Identify the effects of personal morals on professional performance.</li> <li>4. Recognize the impact personal ethics and morals have on the delivery of healthcare.</li> <li>5. Develop a plan for separation of personal and professional ethics.</li> <li>6. Demonstrate appropriate response(s) to ethical issues.</li> </ol> <p>HOMEWORK; *Reflection paper describing your plan to separate personal and professional ethics (Due Sept. 30)</p> <p>*Team presentations on ethical and moral issues (Due Sept. 30 and Oct. 1)</p>	<p>Obj. 13, 14, 15, 27, 28, 29</p>
<p>Week 7 Sept. 30 and Oct. 1</p>	<ol style="list-style-type: none"> <li>7. Compare criminal and civil law as they apply to the practicing medical assistant.</li> <li>8. Summarize the Patient Bill of Rights.</li> <li>9. 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.</li> <li>10. 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.</li> </ol> <p>HOMEWORK: *Prepare flash cards for Jeopardy with key terms from page 35, 36 and Box 3-2 (Due Oct. 7).</p> <p>*Study for Final Exam.</p>	<p>Obj. 16, 17, 20, 21</p>
<p>Week 8 October 7-8</p>	<p>Jeopardy with key terms for Medical Ethics and Law</p> <ol style="list-style-type: none"> <li>11. Describe compliance with public health statutes: a. communicable diseases; b. abuse, neglect, and exploitation; c. wounds of violence.</li> <li>12. Describe the process in compliance reporting: a. unsafe activities b. errors in patient care; c. conflicts of interest; d. incident reports.</li> </ol> <p>HOMEWORK: *Essay: List and explain situations where mandatory reporting is required by the medical office (Due Oct. 8).</p> <p>*October 8 – Final Exam</p>	<p>Obj. 22, 25</p>

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