

**NEOSHO COUNTY COMMUNITY COLLEGE
MASTER COURSE SYLLABUS**

COURSE IDENTIFICATION

Course Code/Number: ALMA 110

Course Title: Medical Professional Issues

Division: Applied Science (AS) Liberal Arts (LA) Workforce Development (WD)
 Health Care (HC) Lifetime Learning (LL) Nursing Developmental

Credit Hour(s): 2

Effective Date: Fall 2014

Assessment Goal Per Outcome: 70%

COURSE DESCRIPTION

This course focuses on the basic concept of the professional practice of medicine and the scope of practice of the Medical Assistant. Students discuss the personal and professional characteristics and legal and ethical standards for Medical Assistants, explore professional and personal therapeutic communication, and address time management and goal setting; reviews the role and function of the Medical Assistant.

MINIMUM REQUIREMENTS/PREREQUISITES AND/OR COREQUISITES

Prerequisite: Admission to the medical assistant program or program coordinator permission

TEXTS

The official list of textbooks and materials for this course is found on *myNeosho*.

<http://www.neosho.edu/ProspectiveStudents/Registration/CourseSyllabi.aspx>

GENERAL EDUCATION OUTCOMES

1. Practice Responsible Citizenship through:
 - identifying rights and responsibilities of citizenship,

- identifying how human values and perceptions affect and are affected by social diversity,
 - identifying and interpreting artistic expression.
2. Live a healthy lifestyle (physical, intellectual, social) through:
 - listing factors associated with a healthy lifestyle and lifetime fitness,
 - identifying the importance of lifetime learning,
 - demonstrating self-discipline, respect for others, and the ability to work collaboratively as a team.
 3. Communicate effectively through:
 - developing effective written communication skills,
 - developing effective oral communication and listening skills.
 4. Think analytically through:
 - utilizing quantitative information in problem solving,
 - utilizing the principles of systematic inquiry,
 - utilizing various information resources including technology for research and data collection.

COURSE OUTCOMES/COMPETENCIES (as Required)

At the end of this course, a student should be able to do the following:

1. Evaluate the medical assistant scope of practice.

Domain: Affective Level: Valuing

A. Medical Assistant scope of practice

Domain: Cognitive Level: Evaluation

You will demonstrate your competence:

A1.a. on a written test

Your performance will be successful when:

A1.a. you identify the legal and ethical administrative responsibilities of a medical assistant

A1.b. you identify the legal and ethical clinical responsibilities of a medical assistant

A1.c. you identify activities outside the medical assistant scope of practice

A1.d. you list state and government agencies that define the role of the medical assistant

B. Practice patient advocacy

Domain: Cognitive Level: Application

You will demonstrate your competence:

B1.a. on a written test

B1.b. in a role play

Your performance will be successful when:

B1.a. you define advocacy and the role of an advocate

B1.b. you determine when to present a clients questions and concerns to appropriate healthcare provider

B1.c. you advocate to the appropriate person

B1.d. you problem solve for the patient as appropriate

C. Develop a plan a plan for professional credentialing

Domain: Affective Level: Valuing

You will demonstrate your competence:

C1.a. on a written test

C2.b. by developing a plan

Your performance will be successful when:

C1.a. you identify personal attributes that are important for a professional medical assistant

C1.b. you discuss the history of medical assisting

C1.c. you describe the AAMA and list its three major functions

C1.d. you explain accreditation, certification and continuing education as they pertain to the professional medical assistant

C1.e. you list educational continuing credits

C1.f. you identify the importance of the accreditation process to an educational institution

C1.g. you recall two methods to obtain recertification

C1.h. you describe the externship experience

C1.i. you list 3 benefits of externship to student / clinical site

C1.j. you state the importance of remaining within the scope of practice for the medical assistant

D. Examine the role of the Medical Assistant as part of the healthcare team

Domain: Cognitive Level: Application

You will demonstrate your competence:

D1.a. on a written test

Your performance will be successful when:

D1.a. you analyze the benefits and limitations of working in the different health care settings

D1.b. you describe the function of the health care team and the role of the medical assistant

D1.c. you list and describe a minimum of twelve physician specialists, on physician healthcare specialists and allied health professionals

D1.d. you compare and contrast the types of nurses

E. Utilize coping techniques for the medical assistant

Domain: Cognitive Level: Application

You will demonstrate your competence:

E1.a. on a written test

E1.b. by developing written goal plan

Your performance will be successful when:

E1.a. you identify characteristics associated with burnout

E1.b. you differentiate between stress/stressors

E1.c. you identify steps to coping with stressors

E1.d. you develop a written short and long-term goal plan

E1.e. you integrate time management skills into personal and professional goals

2. Utilize Professional Communications in the Medical Office

A. Demonstrate active listening skills

Domain: Cognitive Level: Application

You will demonstrate your competence:

A2.a. in a roleplay

A2.b. on a written test

Your performance will be successful when:

A2.a. you face the speaker when listening

- A2.b. you display nonverbal communication appropriate to the speaker's message
- A2.c. you maintain appropriate eye contact
- A2.d. you paraphrase accurately and succinctly
- A2.e. you ask questions to clarify

B. Demonstrate respect for individual diversity

Domain: Affective Level: Valuing

You will demonstrate your competence:

B2.a. on a written examination

B2.b. in a case study response

Your performance will be successful when:

B2.a. you analyze how your own personal factors influence your ability to communicate effectively

B2.b. you display age appropriate verbal and nonverbal communication techniques

B2.c. you consider cultural differences

B2.d. you provide support for individuals with disabilities

C. Demonstrate professional and therapeutic communication skills

Domain: Cognitive Level: Application

You will demonstrate your competence:

C1.a. on a written test

C1.b. role play

Your performance will be successful when:

C2.a. you identify influences on therapeutic communication, related to culture

C2.b. you avoid significant roadblocks to therapeutic communication

C2.c. you avoid defense mechanisms

C2.d. you utilize and interpret verbal and non verbal communications

C2.e. you avoid common biases/prejudices in today's society

C2.f. you maintain congruency in communication

C2.g. you adapt communications to individual patient needs

D. Adapt communications based on patient's life cycle

Domain: Cognitive Level: Application

You will demonstrate your competence:

D2.a. on a written test

D2.b. role play

Your performance will be successful when:

D2.a. you communicate in language the speaker can understand

D2.b. you speak at an appropriate rate

D2.c. you ask questions to clarify

D2.d. you restate information if necessary

D2.e. you involve family members as appropriate

E. Apply nonverbal skills

Domain: Cognitive Level: Application Difficulty: Medium Importance: Essential

You will demonstrate your competence:

- E2.a. in an oral presentation
- E2.b. in a peer observation
- E2.c. in the development of a plan for improving nonverbal skills

Your performance will be successful when:

- E2.a. you analyze nonverbal messages in various communication situations
- E2.b. analysis accounts for cultural and gender differences
- E2.c. analysis characterizes the type of nonverbal communication used
- E2.d. analysis determines whether nonverbal cues reinforced any related verbal message
- E2.e. analysis assesses the impact of nonverbal skills on communication

F. Prepare a list of community resources

Domain: Cognitive Level: Application

You will demonstrate your competence:

- F2.a. in the list

Your performance will be successful when:

- F2.a. list includes names, addresses, contact information for resources specific to your area
- F2.b. list is professional in quality

3. Utilize Legal Concepts in the Medical Office

A. Comply with legal and ethical standards related to healthcare

Domain: Affective Level: Responding

You will demonstrate your competence:

- A3.a. on a written test

Your performance will be successful when:

- A3.a. you compare and contrast civil and criminal law
- A3.b. you define the medical assistant's role in legal and ethical issues
- A3.c. you describe the use of contracts in the ambulatory care setting
- A3.d. you discuss the standard of care for healthcare professionals
- A3.e. you explain the 4 "D" of negligence
- A3.f. you define and give examples of torts
- A3.g. you explain the necessity of informed consent
- A3.h. you describe the subpoena process
- A3.i. you recall the special consideration for patients related to the issues of confidentiality, statute of limitations, public duties and AIDS
- A3.j. you describe procedures to follow in documenting and reporting abuse
- A3.k. you discuss the Good Samaritan Laws, physicians directives, allocation of scarce medical resources, abortion fetal tissue research, genetic engineering, artificial insemination, and death and dying
- A3.l. you compare and contrast the AAMA and AMA Code of Ethics

B. Apply Health Insurance Portability and Accountability Act (HIPAA) rules and regulations for medical assisting in various medical settings

Domain: Cognitive Level: Application

You will demonstrate your competence:

- 3B.a. by responding to case studies or scenarios

Your performance will be successful when:

- 3B.a. you describe the characteristics of confidentiality in a health care setting
- 3B.b. you explain how and when a minor's health status and medical treatment is a confidentiality issue
- 3B.c. you analyze when considerations are involved in regards to confidentiality for specialty cases including AIDS and HIV, substance abuse, mental health, sexual assault, STDs, and child abuse
- 3B.d. you explain the procedures to follow when a patient's medical record is subpoenaed
- 3B.e. you list the requirements for rescinding consent to release medical records

- C. Identify where to report illegal and/or unsafe activities and behaviors that affect health, safety and welfare of others.
 - D. Identify agencies to report illegal and/or unsafe activities
 - E. Identify how the Americans with Disabilities Act (ADA) applies to the medical assisting profession
 - F. Identify how OSHA regulations apply to the medical assisting profession
 - G. Complete incident reports
- Domain: Cognitive Level: Application

You will demonstrate your competence:

4D.a. by completing simulated incident reports

Your performance will be successful when:

4D.a. report is complete

4D.b. report is accurate

4D.c. report uses correct spelling, medical terminology, and abbreviations

4D.d. report is objective rather than subjective

- 4. Describe insurance practices, clerical functions and bookkeeping procedures**
 - A. Scheduling and documenting missed appointments for liability.
 - B. Organizing and filing a patient's medical records.
 - C. Describe billing and collection procedures.
 - D. Describe ethical practices in coding and billing procedures.
 - E. Describe audit trails and releasing personal health information (PHI).

MINIMUM COURSE CONTENT

The following topics must be included in this course. Additional topics may also be included.

COURSE OUTLINE

- I. Workplace Setting
 - A. Stress in the workplace
 - B. Scope of practice for the medical assistant
 - C. Certification/credentialing examination

- II. Communication with the patient
 - A. Verbal
 - B. Nonverbal
 - C. Diversity and Bias
 - D. Disabilities

- III. Legal and Ethical Standards in Healthcare
 - A. HIPAA rules and regulations
 - B. Ethical decision making
 - C. Criminal and civil law
 - D. Subpoenas and depositions
 - E. AAMA and AMA Code of ethics
 - F. Incident

- IV. Insurance practices, clerical functions and bookkeeping procedures
 - A. Scheduling and documenting missed appointments for liability.
 - B. Organizing and filing a patient's medical records.
 - C. Describe billing and collection procedures.
 - D. Describe ethical practices in coding and billing procedures.

STUDENT REQUIREMENTS AND METHOD OF EVALUATION

Students will be required to complete online assignments, reading assignments, chapter reviews, and case studies as assigned, participate in discussions with other classmates on topics determined by instructor, complete assignments and examinations of knowledge, and demonstrate skill competency.

The student must participate in all activities, as well as accurately complete assignments and examinations in order to receive a passing grade in this course. The comprehensive final examination for this course will take place during the scheduled finals week of the enrolled semester. Further details and information will be provided closer to time of exam.

GRADING SCALE

90-100%	=	A
80-89%	=	B
70-79%	=	C
60-69%	=	D
59% or less	=	F

ASSESSMENT OF STUDENT GAIN

The purpose of assessing student learning at Neosho County Community College is to ensure the educational purposes of the institution are met and appropriate changes are made in program development and classroom instruction to allow for student success. The instructor(s) of this course will

determine the methods of assessment most appropriate and complete an assessment report at the end of the course.

Attendance Policy

1. NCCC values interactive learning which promotes student engagement in the learning process. To be actively engaged, the student must be present in the learning environment.
2. Unless students are participating in a school activity or are excused by the instructor, they are expected to attend class. If a student's absences exceed one-eighth of the total course duration, (which equates to one hundred (100) minutes per credit hour in a face-to-face class) the instructor has the right, but is not required, to withdraw a student from the course. Once the student has been dropped for excessive absences, the registrar's office will send a letter to the student, stating that he or she has been dropped. A student may petition the chief academic officer for reinstatement by submitting a letter stating valid reasons for the absences within one week of the registrar's notification. If the student is reinstated into the class, the instructor and the registrar will be notified. Please refer to the Student Handbook/Academic Policies for more information
3. Absences that occur due to students participating in official college activities are excused except in those cases where outside bodies, such as the State Board of Nursing, have requirements for minimum class minutes for each student. Students who are excused will be given reasonable opportunity to make up any missed work or receive substitute assignments from the instructor and should not be penalized for the absence. Proper procedure should be followed in notifying faculty in advance of the student's planned participation in the event. Ultimately it is the student's responsibility to notify the instructor in advance of the planned absence.

ACADEMIC INTEGRITY

NCCC expects every student to demonstrate ethical behavior with regard to academic pursuits. Academic integrity in coursework is a specific requirement. Definitions, examples, and possible consequences for violations of Academic Integrity, as well as the appeals process, can be found in the College Catalog, Student Handbook, and/or Code of Student Conduct and Discipline.

ELECTRONIC DEVICE POLICY

Student cell phones and other personal electronic devices not being used for class activities must not be accessed during class times unless the instructor chooses to waive this policy.

NOTE

Information and statements in this document are subject to change at the discretion of NCCC. Students will be notified of changes and where to find the most current approved documents.

ACCOMMODATIONS

If you are a student with a disability who may need accommodation(s), in compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) of 1990, please notify the Dean of Student Services in the Student Services Office, Sanders Hall, 620-432-0304, on the Chanute Campus, or the Dean for the Ottawa and Online Campuses, 785-248-2798, on the Ottawa Campus as soon as possible. You will need to bring your documentation for review in order to determine reasonable accommodations, and then we can assist you in arranging any necessary accommodations.

NON-DISCRIMINATION POLICY

The following link provides information related to the non-discrimination policy of NCCC, including persons with disabilities. Students are urged to review this policy.

<http://www.neosho.edu/Departments/NonDiscrimination.aspx>

SEXUAL MISCONDUCT POLICY (TITLE IX)

At NCCC, it is the responsibility of an instructor to help create a safe learning environment in the classroom, including both physical and virtual classrooms. All instructors are considered mandatory reporters at NCCC, therefore any information regarding sexual misconduct that is shared by a student in one-on-one meetings with the instructor must be reported to appropriate personnel at the College. Instructors will keep the information private to the greatest extent possible, but it is not confidential. Generally, climate surveys, classroom writing assignments or discussions, human subjects research, or events such as Take Back the Night events do not provide notice that must be reported to the Coordinator by employees, unless the reporting party clearly indicates that they wish a report to be made.

The following link provides information related to the sexual misconduct policy of NCCC, including resources, reporting options, and student rights. Students are urged to review this policy.

<http://www.neosho.edu/TitleIX.aspx>

COURSE NOTES

Please see Syllabus Supplement for any additional course details