Certified Clinical Medical Assistant A.S.
## MED K 111

No Prerequisite

Course Description:
This course covers the theory, practice and techniques of fundamental medical office management and an overview of the profession of medical assisting and its role in providing quality health care will be discussed. Healthcare administrative functions, including office responsibilities, safety in the office environment, communication techniques, medical records management, schedule management, professionalism and legal and ethical issues will be emphasized.

Required Text:
Booth, K., Whicker, L., and Wyman, T. (2017). *Medical Assisting – Administrative and Clinical Procedures w/Anatomy and Physiology, 6e.* New York, NY: McGraw-Hill Higher Education.
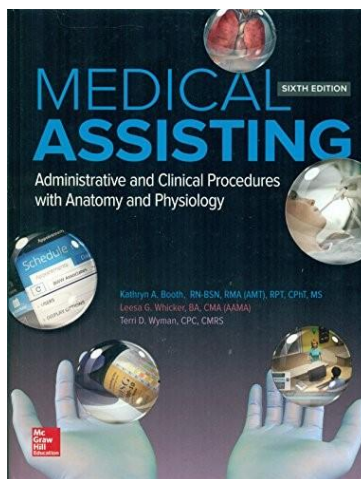
Recommended Text: N/A

Course Goal:
Upon successful completion of this course, the student will learn about the basic functions of the medical office. How to become an integral part of the health care environment. Student will be exposed to communication skills, office management, professionalism skills and how to be successful.

Chapters Covered:
CHAPTER 1 Introduction to Medical Assisting
CHAPTER 2 Healthcare and the Healthcare Team
CHAPTER 3 Professionalism and Success
CHAPTER 4 Interpersonal Communication
CHAPTER 5 Legal and Ethical Issues CHAPTER
CHAPTER   7 Safety and Patient Reception
CHAPTER 8 Office Equipment and Supplies
CHAPTER 16 Scheduling Appointments
CHAPTER 9 Examination and Treatment Areas
CHAPTER 10 Written and Electronic Communication
CHAPTER 11 Medical Records and Documentation
CHAPTER 12 Electronic Health Records
CHAPTER 13 Managing Medical Records
CHAPTER 14 Telephone Techniques

Evaluation:
This course is a core course for Medical Assisting majors. For Medical Assisting students, in
Failure to achieve a final grade of 73 (C) or better and/or failure to pass the competency skills identified within this course will result in the student being required to repeat the course.

Grade Scale

Grade	Points	Explanation	Grade	Points	Explanation
A (93-100)	4.0	Excellent	**C (73-76)**	2.0	Satisfactory
A- (90-92)	3.7	Excellent	**C- (70-72)**	1.7	Below Average
B+ (87-89)	3.3	Good	**D+ (67-69)**	1.3	Poor
B (83-86)	3.0	Good	**D (63-66)**	1.0	Poor
B- (80-82)	2.7	Good	**D- (60-62)**	0.7	Poor
C+ (77-79)	2.3	Satisfactory	**F (below 60)**	0.0	Fail

Grading Policy:

The assessment and grading of student performance in this course is based on the following activities.

Tests/Quizzes	**20%**
Project	**25%**
Homework Assignments & Case Studies	**20%**
Class Participation/Attendance	**15%**
Final Examination	**20%**
Total	**100%**

Coursework Expectations:

Below are descriptions of the methods of assessment. Additional instructions and rubrics with be provided by your instructor and listed in Blackboard.

This is an intense course requiring a significant commitment on behalf of the student. In order to do well, there is an expectation that students will spend a significant time outside of the class dedicated to studying the material and working on homework assignments and/or projects. **You should plan for a MINIMUM of 9 hours outside class per week** completing your assignments not including preparation for class.

Course Policies:

1. All assignments and the final exam <u>must</u> be completed. Your participation in the classroom projects is vital to the learning process and attendance is a key ingredient of your success in the workplace. Students are required to bring their student workbook/clinical skills competency book with them to EVERY class. Each student must conduct themselves in a manner reflecting the professionalism of a medical assistant and come to the first lab dressed appropriately.

Excused absences are:
- You or your child is sick as **documented by a doctor's note**.
- A death in the family that is **documented by a clergy member, funeral home, or death certificate**.
- A graduation in your immediate family (mother, father, son, daughter, brother, sister, husband, and/or wife) that is **documented with a graduation program or letter from the school**.

- You have a court date that cannot be changed **and you provide a copy of the summons**.
  - ☐ Extenuating circumstances at the discretion of the instructor.

Tutoring and Academic Success Center (TASC) C117
www.trcc.commnet.edu/learning-resources/tutoring-tasc

TASC provides free academic support to TRCC students primarily through face-to-face tutoring. Additionally, handouts, books, and other academic resources are available for loan. Visit TASC's website for information about hours and online workshops.

Tutoring Center

The Tutoring Center provides free one-to-one and group tutoring for most courses and is available by appointment or walk-in; appointments are suggested and can be made in person or by phone. Contact us at **TASC@threerivers.edu**.

Writing Center

Writing reviews are available on a walk-in basis, by appointment, or by e-mail. Services are intended to help students learn to improve their writing, edit, and revise their own work successfully. Send questions or paper submissions to:
TRWritingCenter@threerivers.edu.

Online tutoring is also available! Ask TASC consists of two components: the Ask TASC discussion board and a link to the Writing Center's e-mail instructions. All currently-enrolled students can access "Ask TASC" by logging into "Blackboard" and selecting "Ask TASC" from their course list.

Library Services C119
Please refer to the following link:
www.threerivers.edu/Div_IT/Library/Library.shtml

Monday - Thursday, 8:30 am – 8:00 pm; Friday, 8:30 am – 3:00 pm The Donald R. Welter Library is committed to supporting the research and information needs of faculty, staff and students and providing quality library services and resources for the diverse community of TRCC.

Counseling Services / Student Support Services

 Please refer to the following link:
www.threerivers.edu/student-life/support-services/disability-servicesaccommodations/

Academic Integrity

The effective operation of any organization is dependent on the honesty and goodwill of its members. In an organization devoted to the pursuit of knowledge, acting with integrity is essential to effective teaching and learning. Furthermore, academic dishonesty erodes the legitimacy of every degree awarded by the College. To emphasize the importance of academic integrity, Three Rivers Community College adheres to the Student Code of Conduct and Discipline Policy, as provided by the Connecticut State Colleges and Universities (CSCU) - Board of Regents for Higher Education. Since collaboration is central to the 54 learning community, Three Rivers wishes to emphasize that this policy is not intended to discourage collaboration when appropriate, approved, and disclosed. **www.trcc.commnet.edu/wp-content/uploads/2017/06/trccstudenthandbook.pdf**

Important Dates www.threerivers.edu/admissions/important-dates-contacts/

Book Store www.trcc.commnet.edu/learning-resources/bookstore/