

2011-2012

**Florida Department of Education
Curriculum Framework**

Program Title: Medical Assisting
Program Type: Career Preparatory
Career Cluster: Health Science

PSAV	
Program Number	H170503
CIP Number	0317050300
Grade Level	30, 31
Standard Length	1300 hours
Teacher Certification	See Certification Matrix
CTSO	HOSA
SOC Codes (all applicable)	31-9099, 43-4171, 31-9092
Facility Code	[253] http://www.fldoe.org/edfacil/sref.asp (State Requirements for Educational Facilities)
Targeted Occupation List	http://www.labormarketinfo.com/wec/TargetOccupationList.htm
Perkins Technical Skill Attainment Inventory	http://www.fldoe.org/workforce/perkins/perkins_resources.asp
Industry Certifications	http://www.fldoe.org/workforce/fcpea/default.asp
Basic Skills Level	Mathematics: 10 Language: 10 Reading: 10

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Health Science career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Health Science career cluster.

The content includes but is not limited to communication, transcultural communication in healthcare, interpersonal skills, legal and ethical responsibilities, health-illness concepts, administrative and clinical duties, emergency procedures including CPR and first aid, emergency preparedness, safety and security procedures, medical terminology, anatomy and physiology, and employability skills.

This program focuses on broad, transferable skills and stresses understanding and demonstration of the following elements of the health care industry: planning, management,

finance, technical and production skills, underlying principles of technology, labor issues, community issues and health, safety, and environmental issues.

Program Structure

This program is a planned sequence of instruction consisting of five occupational completion points.

When offered at the post secondary adult career and technical level, this program is comprised of courses which have been assigned course numbers in the SCNS (Statewide Course Numbering System) in accordance with Section 1007.24 (1), F.S. Career and Technical credit shall be awarded to the student on a transcript in accordance with Section 1001.44(3)(b), F.S.

The following table illustrates the program structure:

OCP	Course Number	Course Title	Course Length	SOC Code
A	HSC0003	Basic Healthcare Worker	90 hours	31-9099
B	MEA0500	Medical Office Receptionist	100 hours	43-4171
C	MEA0521	Phlebotomist, MA	75 hours	31-9099
D	MEA0543	EKG Aide, MA	75 hours	31-9099
E	MEA0550	Medical Assistant 1	320 hours	31-9092
	MEA0551	Medical Assistant 2	320 hours	31-9092
	MEA0552	Medical Assistant 3	320 hours	31-9092

TEACHER CERTIFICATION					
	Medical Office Receptionist	Phlebotomist, MA	EKG Aide, MA	Medical Assistant	CORE
MED ASST @7 G	X	X	X	X	X
*PRAC NURSE @ 7 G	X	X	X	X	X
TEC MED !7 G	X	X	X	X	X
LAB TECH @7 G	X	X	X	X	X
REG NURSE 7 G	X	X	X	X	X
BUS ED @4 1@2	X				
VOE @7	X				
TEACH CBE 27	X				
STENOGRAPH @4	X				
SECRETAR @7 G	X				
CLERICAL @7 G	X				

* This certification is no longer issued at the district or state level.

Laboratory Activities

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

Special Notes

This program is designed to prepare students for employment as medical assistants SOC 31-9092. The program should meet the Standards and Guidelines of an Accredited Educational Program for the Medical Assistant adopted by the American Association of Medical Assistants and the Commission on Accreditation of Allied Health Education Programs (CAAHEP) 2008 or the American Medical Technologist and the Accrediting Bureau of Health Education Schools (ABHES) 2008.

For further information contact:

CAAHEP
1361 Park Street
Clearwater, FL 33756
(727) 210-2350

ABHES
777 Leesburg Pike, Suite 312
N. Falls, VA 22043
(703) 917-9503

This Program Will Also Be In Accordance With Florida Statute Medical Assistants, 458.3485 F.S.

This program meets the Department of Health HIV/AIDS Domestic Violence and Prevention of Medical Errors education requirements. Upon completion of this program, the instructor will provide a certificate to the student verifying that these requirements have been met.

If students in this program are seeking a licensure, certificate or registration through the Department of Health, please refer to 456.0635 F.S. for more information on disqualification for a license, certificate, or registration through the Department of Health.

Program completers of a CAAHEP or ABHES accredited program are eligible to take the American Association of Medical Assistants' Certification Examination (CMA) or the American Medical Technologists' Certification Examination (RMA). For further information contact:

American Association of Medical Assistants (CMA)
20 North Wacker Drive, Suite 1575
Chicago, Illinois 60606 (800 228-2262)

Or

American Medical Technologist (RMA)
10700 West Higgins Road, Suite 150
Rosemont, Illinois 60018 (800 275-1268)

The Medical Assistant graduate may be prepared to take the Basic X-Ray Machine Operator State exam. Contact Office of Radiation Control; DHRS; 1317 Winewood Boulevard; Tallahassee, Florida 32399; 850/487-3451.

Outcomes 01-16 are referred to as the Health Science Core and do not have to be completed if the student has previously completed the Core in another health occupations program at any level. The Core should be taken first or concurrently with the first course in the program. Following the successful completion of the core, the student is eligible to take the National Health Care Foundation Skill Standards Assessment with instructor approval and the completion of a portfolio.

Career and Technical Student Organization (CTSO)

Health Occupations Students of America, (HOSA) Inc. is the appropriate career and technical student organization for providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered. The activities of such organizations are defined as part of the curriculum in accordance with Rule 6A-6.065, F.A.C.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the program-specific OJT framework apply.

Essential Skills

Essential skills identified by the Division of Career and Adult Education have been integrated into the standards and benchmarks of this program. These skills represent the general knowledge and skills considered by industry to be essential for success in careers across all career clusters. Students preparing for a career served by this program at any level should be able to demonstrate these skills in the context of this program. A complete list of Essential Skills and links to instructional resources in support of these Essential Skills are published on the CTE Essential Skills page of the FL-DOE website (http://www.fldoe.org/workforce/dwdframe/essential_skills.asp).

Basic Skills

In PSAV programs offered for 450 hours or more, in accordance with Rule 6A-10.040, F.A.C. the minimum basic skills grade levels required for postsecondary adult career and technical students to complete this program are: Mathematics 10.0, Language 10.0, and Reading 10.0. These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination. Students may be exempt from meeting the Basic Skills requirements by earning an eligible industry certification. See the Basic Skills Exemption List document for a list of eligible industry certifications (<http://www.fldoe.org/workforce/dwdframe/rtf/basic-skills.rtf>).

Adult students with disabilities, as defined in Section 1004.02(7), Florida Statutes, may be exempted from meeting the Basic Skills requirements (Rule 6A-10.040). Students served in exceptional student education (except gifted) as defined in s. 1003.01(3)(a), F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College

must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91(3), F.S.

Students who possess a college degree at the Associate of Applied Science level or higher; who have completed or are exempt from the college entry-level examination pursuant to Section 1008.29, F.S.; or who have passed a state, national, or industry licensure exam are exempt from meeting the Basic Skills requirement (Rule 6A-10.040, F.A.C.)

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's IEP or 504 plan or postsecondary student's accommodations plan to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their postsecondary service provider. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (ESE) will need modifications to meet their special needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note postsecondary curriculum cannot be modified.

Some secondary students with disabilities (ESE) may need additional time (i.e., longer than the regular school year), to master the student performance standards associated with a regular occupational completion point (OCP) or a modified occupational completion point (MOCP). If needed, a student may enroll in the same career and technical course more than once. Documentation should be included in the IEP that clearly indicates that it is anticipated that the student may need an additional year to complete an OCP/MOCP. The student should work on different competencies and new applications of competencies each year toward completion of the OCP(s)/MOCP. After achieving the competencies identified for the year, the student earns credit for the course. It is important to ensure that credits earned by students are reported accurately. The district's information system must be designed to accept multiple credits for the same course number (for eligible students with disabilities).

Articulation

This program has no statewide articulation agreement approved by the Articulation Coordinating Committee. However, this does not preclude the awarding of credits by any college through local agreements.

For details on statewide articulation agreements which correlate to programs and industry certifications, refer to http://www.fldoe.org/workforce/dwdframe/artic_frame.asp.

Standards

After successfully completing this program, the student will be able to perform the following:

- 01.0 Demonstrate knowledge of the health care delivery system and health occupations
- 02.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas.
- 03.0 Describe the importance of professional ethics and legal responsibilities
- 04.0 Demonstrate an understanding of and apply wellness and disease concepts.
- 05.0 Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance.
- 06.0 Recognize and respond to emergency situations
- 07.0 Recognize and practice infection control procedures
- 08.0 Use information technology tools.
- 09.0 Explain the importance of employability skill and entrepreneurship skills.
- 10.0 Demonstrate knowledge of blood borne diseases, including HIV/AIDS
- 11.0 Demonstrate mathematics and science knowledge and skills.
- 12.0 Demonstrate language arts knowledge and skills.
- 13.0 Demonstrate personal money-management concepts, procedures, and strategies.
- 14.0 Solve problems using critical thinking skills, creativity and innovation.
- 15.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.
- 16.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives.
- 17.0 Demonstrate basic clerical/medical office duties.
- 18.0 Demonstrate accepted professional, communication and interpersonal skills
- 19.0 Discuss phlebotomy in relation to the health care setting.
- 20.0 Identify the anatomic structure and function of body systems in relation to services performed by a phlebotomist.
- 21.0 Recognize and identify collection reagents, supplies, equipment and interfering chemical substances.
- 22.0 Demonstrate skills and knowledge necessary to perform phlebotomy.
- 23.0 Practice infection control following universal (standard) precautions.
- 24.0 Practice accepted procedures of transporting, accessioning, and processing specimens.
- 25.0 Practice quality assurance and safety.
- 26.0 Describe the cardiovascular system
- 27.0 Identify legal and ethical responsibilities of an EKG Aide.
- 28.0 Demonstrate knowledge of, apply and use medical instrumentation modalities.
- 29.0 Perform patient care techniques in the health care facility
- 30.0 Demonstrate communication skills used by medical assistants.
- 31.0 Demonstrate knowledge of legal responsibilities for medical assistants.
- 32.0 Demonstrate an understanding of anatomy and physiology concepts.
- 33.0 Demonstrate knowledge of the fundamentals of microbial control and use aseptic techniques.
- 34.0 Demonstrate knowledge of emergency preparedness and protective practices.
- 35.0 Perform basic and diagnostic clinical laboratory procedures.
- 36.0 Demonstrate basic office examination procedures.
- 37.0 Demonstrate minor treatments.
- 38.0 Demonstrate knowledge of basic diagnostic medical assisting procedures.
- 39.0 Demonstrate knowledge of pharmaceutical principles and administer medications.
- 40.0 Demonstrate basic X-Ray procedures.
- 41.0 Perform administrative office duties.

2011 - 2012

**Florida Department of Education
Student Performance Standards**

Program Title: Medical Assisting
PSAV Number: H170503

Course Number: HSC0003
Occupational Completion Point: A
Basic Healthcare Worker – 90 Hours – SOC Code 31-9099

Health Careers Core: The Health Science Core is a core of basic knowledge necessary for any health occupations career. Students who have previously completed the Health Careers Science in any other health occupations program do not have to repeat intended outcomes 01-16.

01.0 Demonstrate knowledge of the health care delivery system and health occupations. – The student will be able to:

- 01.01 Identify the basic components of the health care delivery system including public, private, government and non-profit.
- 01.02 Identify common methods of payment for healthcare services.
- 01.03 Describe the various types of health care providers and the range of services available including resources to victims of domestic violence.
- 01.04 Describe the composition and functions of a health care team
- 01.05 Identify the general roles and responsibilities of the individual members of the health care team.
- 01.06 Identify the roles and responsibilities of the consumer within the healthcare system.
- 01.07 Explain the cause and effects of factors that influence the current delivery system of healthcare.
- 01.08 Explain the impact of emerging issues including technology, epidemiology, bioethics and socioeconomics on healthcare delivery systems.

02.0 Use oral and written communication skills in creating, expressing and interpreting information and ideas. – The student will be able to:

- 02.01 Apply basic speaking and active listening skills including reflection, restatement, and clarification techniques.
- 02.02 Develop basic observational skills and related documentation strategies in written and oral form.
- 02.03 Identify characteristics of successful and unsuccessful communication including communication styles and barriers.
- 02.04 Compose written communication using correct spelling, grammar, a formatting and confidentiality and specific formats of letter writing.
- 02.05 Use appropriate medical terminology and abbreviations.
- 02.06 Recognize the importance of courtesy and respect for patients and other health care workers and maintain good interpersonal relationships.
- 02.07 Recognize the importance of patient/client education regarding health care.
- 02.08 Adapt communication skills to varied levels of understanding and cultural orientation including diverse age, cultural, economic, ethnic and religious groups.

- 02.09 Analyze elements of communication using a sender-receiver model.
- 02.10 Distinguish between and report subjective and objective information.
- 02.11 Report relevant information in order of occurrence.
- 02.12 Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace. CM 1.0
- 02.13 Locate, organize and reference written information from various sources. CM 3.0
- 02.14 Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences. CM 5.0
- 02.15 Interpret verbal and nonverbal cues/behaviors that enhance communication. CM 6.0
- 02.16 Apply active listening skills to obtain and clarify information. CM 7.0
- 02.17 Develop and interpret tables and charts to support written and oral communications. CM 8.0
- 02.18 Exhibit public relations skills that aid in achieving customer satisfaction. CM 10.0

- 03.0 Describe the importance of professional ethics and legal responsibilities. – The student will be able to:
 - 03.01 Discuss the legal framework of the healthcare occupations including scope of practice legislation
 - 03.02 Explain practices that could result in malpractice, liability, negligence, abandonment, false imprisonment and fraud.
 - 03.03 Demonstrate procedures for accurate documentation and record keeping.
 - 03.04 Interpret healthcare facility policy and procedures.
 - 03.05 Explain the patients' "Bill of Rights."
 - 03.06 Identify and implement standards of the Health Insurance Portability and Accountability Act (HIPAA).
 - 03.07 Describe advance directives.
 - 03.08 Distinguish between express, implied and informed consent.
 - 03.09 Explain the laws governing harassment, labor and employment.
 - 03.10 Differentiate between legal and ethical issues in healthcare.
 - 03.11 Describe a Code of Ethics consistent with the health care occupation.
 - 03.12 Identify and compare personal, professional and organizational ethics.
 - 03.13 Recognize the limits of authority and responsibility of health care workers including legislated scope of practice.
 - 03.14 Recognize and report illegal and/or unethical practices of health care workers.
 - 03.15 Recognize and report abuse including domestic violence and neglect.
 - 03.16 Evaluate and justify decisions based on ethical reasoning. ELR 1.0
 - 03.17 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies. ELR 1.1
 - 03.18 Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace. ELR 1.2
 - 03.19 Interpret and explain written organizational policies and procedures. ELR 2.0
 - 03.20 Distinguish among the five schedules of controlled substances.

- 04.0 Demonstrate an understanding of and apply wellness and disease concept. – The student will be able to:
 - 04.01 Describe and apply strategies for prevention of diseases including health screenings and examinations.
 - 04.02 Identify personal health practices and environmental factors which affect optimal function of each of the major body systems.

- 04.03 Identify psychological reactions to illness including defense mechanisms.
- 04.04 Identify complementary and alternative health practices including biomedical therapies
- 04.05 Discuss the adverse effects of the use of alcohol, tobacco, and both legal and illegal drugs on the human body and apply safety practices related to these and other high risk behaviors.
- 04.06 Explain basic concepts of positive self image, wellness and stress.
- 04.07 Develop a wellness and stress control plan that can be used in personal and professional life.
- 04.08 Explain the nutrition pyramid.
- 04.09 Recognize the steps in the grief process.

- 05.0 Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance. – The student will be able to:
 - 05.01 Describe personal and jobsite safety rules and regulations that maintain safe and healthy work environments. SHE 1.0
 - 05.02 Demonstrate the safe use of medical equipment.
 - 05.03 Explain and apply the theory of root- cause analysis
 - 05.04 Identify and describe methods in medical error reduction and prevention in the various healthcare settings.
 - 05.05 Identify and practice security procedures for medical supplies and equipment.
 - 05.06 Demonstrate personal safety procedures based on Occupations Safety and Health Administration (OSHA) and Centers for Disease Control (CDC) regulations (including standard precautions).
 - 05.07 Recognize Materials Data Safety Sheets (MSDS) and comply with safety signs, symbols and labels.
 - 05.08 Demonstrate proper body mechanics and ergonomics.
 - 05.09 Demonstrate the procedure for properly identifying patients.
 - 05.10 Demonstrate procedures for the safe transport and transfer of patients.
 - 05.11 Describe fire safety, disaster and evacuation procedures.
 - 05.12 Create a disaster and/or emergency response plan. SHE 2.3
 - 05.13 Discuss The Joint Commission patient safety goals. (www.jointcommission.org)
 - 05.14 Explain emergency procedures to follow in response to workplace accidents. SHE 2.0

- 06.0 Recognize and respond to emergency situations. – The student will be able to:
 - 06.01 Monitor and record vital signs.
 - 06.02 Describe legal parameters relating to the administration of emergency care.
 - 06.03 Obtain and maintain training or certification in cardiopulmonary resuscitation (CPR), automated external defibrillator (AED), foreign body airway obstruction (FBAO) and first aid.
 - 06.04 Recognize adverse drug related emergencies and take appropriate first aid action.

- 07.0 Recognize and practice infection control procedures. – The student will be able to:
 - 07.01 Define principles of infection control including standard and transmission based precautions.

- 07.02 Demonstrate knowledge of medical asepsis and practice procedures such as handwashing and isolation.
- 07.03 Demonstrate knowledge of surgical asepsis.
- 07.04 Describe how to dispose correctly of biohazardous materials, according to appropriate government guidelines such as OSHA.
- 08.0 Use information technology tools. – The student will be able to:
 - 08.01 Describe technology applications in healthcare.
 - 08.02 Define terms and demonstrate basic computer skills.
 - 08.03 Interpret information from electronic medical documents.
 - 08.04 Employ technological tools to expedite workflow including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendar, contacts, email, and internet applications. IT 2.0
 - 08.05 Use personal information management (PIM) applications to increase workplace efficiency. IT 1.0
 - 08.06 Employ computer operations applications to access, create, manage, integrate, and store information. IT 3.0
 - 08.07 Employ collaborative/groupware applications to facilitate group work. IT 4.0
- 09.0 Explain the importance of employability skill and entrepreneurship skills. – The student will be able to:
 - 09.01 Identify personal traits or attitudes desirable in a member of the healthcare team.
 - 09.02 Exemplify basic professional standards of healthcare workers as they apply to hygiene, dress, language, confidentiality and behavior (i.e. telephone etiquette, courtesy and self-introductions).
 - 09.03 Identify documents that may be required when applying for a job. Maintain a career portfolio to document knowledge, skills, and experience. ECD 5.0
 - 09.04 Write an appropriate resume.
 - 09.05 Conduct a job search and complete a job application form correctly.
 - 09.06 Demonstrate competence in job interview techniques.
 - 09.07 Examine levels of education, credentialing requirements including licensure and certification, employment opportunities, workplace environments and career growth potential.
 - 09.08 Identify and demonstrate positive work behaviors needed to be employable. ECD 1.0
 - 09.09 Compare careers within the health science career pathways (diagnostic services, therapeutic services, health informatics, support services or biotechnology research and development).
 - 09.10 Develop personal career plan that includes goals, objectives, and strategies. ECD 2.0
 - 09.11 Examine licensing, certification, and industry credentialing requirements. ECD 3.0
 - 09.12 Evaluate and compare employment opportunities that match career goals. ECD 6.0
 - 09.13 Identify and exhibit traits for retaining employment. ECD 7.0
 - 09.14 Identify opportunities and research requirements for career advancement. ECD 8.0
 - 09.15 Research the benefits of ongoing professional development. ECD 9.0
 - 09.16 Examine and describe entrepreneurship opportunities as a career planning option. ECD 10.0
- 10.0 Demonstrate knowledge of blood borne diseases, including HIV/AIDS. – The student will be able to:

- 10.01 Recognize emerging diseases and disorders.
- 10.02 Distinguish between fact and fallacy about the transmission and treatment of diseases caused by blood borne pathogens including Hepatitis B.
- 10.03 Identify "at risk" behaviors that promote the spread of diseases caused by blood borne pathogens and the public education necessary to combat the spread of these diseases.
- 10.04 Identify community resources and services available to the individuals with diseases caused by blood borne pathogens.
- 10.05 Apply infection control techniques designed to prevent the spread of diseases caused by blood borne pathogens to the care of all patients following Centers for Disease Control (CDC) guidelines.
- 10.06 Demonstrate knowledge of the legal aspects of AIDS, including testing.
- 11.0 Demonstrate mathematics and science knowledge and skills. – The student will be able to:
 - 11.01 Construct charts/tables/graphs to interpret health care practices using functions and data. AF 3.5
 - 11.02 Measure time, temperature, distance, capacity, and mass/weight.
 - 11.03 Make, use and convert using both traditional and metric units.
 - 11.04 Make estimates and approximations and judge the reasonableness of the result.
 - 11.05 Convert from regular time to the 24-hour clock.
 - 11.06 Demonstrate ability to evaluate and draw conclusions.
 - 11.07 Formulate scientifically investigable questions, construct investigations, collect and evaluate data, and develop scientific recommendations based on findings. AF 4.3
 - 11.08 Demonstrate knowledge of arithmetic operations. AF 3.2
 - 11.09 Analyze and apply data and measurements to solve problems and interpret documents. AF 3.4
 - 11.10 Discuss the role of creativity in constructing scientific questions, methods and explanations. AF 4.1
- 12.0 Demonstrate language arts knowledge and skills. –The students will be able to:
 - 12.01 Locate, comprehend and evaluate key elements of oral and written information. AF 2.4
 - 12.02 Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary. AF 2.5
 - 12.03 Present information formally and informally for specific purposes and audiences. AF 2.9
- 13.0 Demonstrate personal money-management concepts, procedures, and strategies. – The students will be able to:
 - 13.01 Identify and describe the services and legal responsibilities of financial institutions. FL 2.0
 - 13.02 Describe the effect of money management on personal and career goals. FL 3.0
 - 13.03 Develop a personal budget and financial goals. FL 3.1
 - 13.04 Complete financial instruments for making deposits and withdrawals. FL 3.2
 - 13.05 Maintain financial records. FL 3.3
 - 13.06 Read and reconcile financial statements. FL 3.4
 - 13.07 Research, compare and contrast investment opportunities. FL 4.0

- 14.0 Solve problems using critical thinking skills, creativity and innovation. – The students will be able to:
- 14.01 Employ critical thinking skills independently and in teams to solve problems and make decisions. PS 1.0
 - 14.02 Employ critical thinking and interpersonal skills to resolve conflicts. PS 2.0
 - 14.03 Identify and document workplace performance goals and monitor progress toward those goals. PS 3.0
 - 14.04 Conduct technical research to gather information necessary for decision-making. PS 4.0
- 15.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. – The students will be able to:
- 15.01 Describe the nature and types of business organizations. SY 1.0
 - 15.02 Explain the effect of key organizational systems on performance and quality. SY 1.0
 - 15.03 List and describe quality control systems and/or practices common to the workplace. SY 2.0
 - 15.04 Explain the impact of the global economy on business organizations. SY 2.0
- 16.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. – The students will be able to:
- 16.01 Employ leadership skills to accomplish organizational goals and objectives. LT 1.0
 - 16.02 Establish and maintain effective working relationships with others, in order to accomplish objectives and tasks. LT 3.0
 - 16.03 Conduct and participate in meetings to accomplish work tasks. LT 4.0
 - 16.04 Employ mentoring skills to inspire and teach others. LT 5.0
 - 16.05 Analyze attributes and attitudes of an effective leader.
 - 16.06 Recognize factors and situations that may lead to conflict. .
 - 16.07 Demonstrate effective techniques for managing team conflict.

Course Number: MEA0500

Occupational Completion Point: B

Medical Office Receptionist – 100 Hours – SOC Code 43-4171

- 17.0 Demonstrate basic clerical/medical office duties. – The student will be able to:
- 17.01 Perform effective communication skills essential to the medical office.
 - 17.02 Maintain filing systems.
 - 17.03 Operate office equipment and perform clerical office procedures.
 - 17.04 Prepare and maintain medical records.
 - 17.05 Screen and process mail.
 - 17.06 Schedule routine appointments.
 - 17.07 Adhere to current government regulations.
 - 17.08 Maintain office inventory.
 - 17.09 Inform patients of office policies.
 - 17.10 Perform general housekeeping duties.
 - 17.11 Perform daily office activities.
 - 17.12 Receive patients and visitors.
 - 17.13 Identify and maintain office security policies/procedures.

Course Number: MEA0521
Occupational Completion Point: C
Phlebotomist, MA – 75 Hours – SOC Code 31-9099

- 18.0 Demonstrate accepted professional, communication, and interpersonal skills. – The student will be able to:
- 18.01 Demonstrate the appropriate professional behavior of a phlebotomist.
 - 18.02 Explain to the patient the procedure to be used in specimen collection.
 - 18.03 Follow approved procedure for labeling of specimens.
 - 18.04 Explain in detail the importance of identifying patients correctly when drawing blood.
 - 18.05 Implement appropriate Joint Commission patient safety goals.
- 19.0 Discuss phlebotomy in relation to the health care setting. – The student will be able to:
- 19.01 List, classify and discuss various departments and services within the health care setting with which the phlebotomist must interact to obtain laboratory specimens from patients.
 - 19.02 Identify the major departments/sections within the clinical laboratory, the major types of procedures run in each department/section, and their specimen requirements.
 - 19.03 Describe roles of the major classifications of clinical laboratory personnel (i.e., pathologist, chief/administrative technologist, CLS, MT, phlebotomist, etc.).
- 20.0 Identify the anatomic structure and function of body systems in relation to services performed by a phlebotomist. – The student will be able to:
- 20.01 Describe and define major body systems with emphasis on the circulatory system.
 - 20.02 List and describe the main superficial veins used in performing venipuncture.
 - 20.03 Identify appropriate sites for capillary/venipuncture and name/find the most desirable one(s).
 - 20.04 Describe the function of the following blood components: erythrocytes, thrombocytes, leukocytes, plasma, and serum.
- 21.0 Recognize and identify collection reagents supplies, equipment and interfering chemical substances. – The student will be able to:
- 21.01 Identify and discuss proper use of appropriate types of equipment needed to collect various clinical laboratory blood specimens by venipuncture.
 - 21.02 Explain the special precautions and types of equipment needed to collect blood from a neonate.
 - 21.03 Identify and discuss proper use of supplies used in collecting microspecimens.
 - 21.04 Identify and discuss the proper use of the various types of anticoagulants, preservatives and gels used in blood collection and the vacuum tube color-codes for these additives.
 - 21.05 Describe the types of patient's specimens that are analyzed in the clinical laboratory and the phlebotomist's role in collecting and/or transporting these specimens to the laboratory.

- 21.06 Describe substances potentially encountered during phlebotomy which can interfere in analysis of blood constituents.
- 21.07 Define and utilize correct medical terminology and metric measurement needed for specimen collection.
- 22.0 Demonstrate skills and knowledge necessary to perform phlebotomy. – The student will be able to:
 - 22.01 Recognize a properly completed requisition and apply established protocol for patient and specimen identification.
 - 22.02 Discuss methods for facilitating capillary/venipuncture collection.
 - 22.03 Demonstrate knowledge of established protocol for patient and specimen identification.
 - 22.04 List appropriate antiseptic agents useful in preparing sites for capillary/venipuncture.
 - 22.05 Discuss appropriate methods for preparing a site for capillary or venipuncture.
 - 22.06 Perform venipuncture by evacuated tube and syringe systems, demonstrating appropriate use of supplies, proper handling of equipment and specimens, and appropriate patient care.
 - 22.07 Describe the correct order of draw during capillary and venipuncture.
 - 22.08 Perform a capillary puncture using appropriate supplies and techniques.
 - 22.09 Describe the most common complications associated with capillary and venipuncture, their causes, prevention and treatment.
 - 22.10 Perform appropriate procedures for disposing of used or contaminated capillary/venipuncture supplies.
 - 22.11 Perform appropriate techniques for making a peripheral blood smear for hematologic evaluation.
- 23.0 Practice infection control following universal (standard) precautions. – The student will be able to:
 - 23.01 Define the term "nosocomial infection."
 - 23.02 Describe/practice procedures for infection prevention.
 - 23.03 Discuss/perform isolation procedures.
 - 23.04 Identify potential routes of infection.
- 24.0 Practice accepted procedures of transporting, accessioning and processing specimens. – The student will be able to:
 - 24.01 Describe routine procedures for transporting and processing specimens.
 - 24.02 Describe the significance of time constraints for specimen collection and delivery.
 - 24.03 Demonstrate knowledge of accessioning procedures.
 - 24.04 Aliquot samples for testing.
 - 24.05 Follow protocol for accepting verbal test orders.
 - 24.06 Identify personal safety precautions as established by the Occupational Safety and Health Administration (OSHA)
- 25.0 Practice quality assurance and safety. – The student will be able to:
 - 25.01 Distinguish and perform procedures which ensure reliability of test results when collecting blood specimens.

- 25.02 Demonstrate knowledge of and practice appropriate patient safety.
- 25.03 Practice safety in accordance with established procedures.
- 25.04 Follow documentation procedures for work related accidents.
- 25.05 Identify the role of the Center for Disease Control (CDC) regulations in healthcare settings

Course Number: MEA0543

Occupational Completion Point: D

EKG Aide, MA – 75 Hours – SOC Code 31-9099

26.0 Describe the cardiovascular system. – The student will be able to:

- 26.01 Locate the heart and surrounding structures.
- 26.02 Diagram and label the parts of the heart and list the functions of each labeled part.
- 26.03 Trace the flow of blood through the cardiopulmonary system.

27.0 Identify legal and ethical responsibilities of an EKG aide. – The student will be able to:

- 27.01 Recognize and practice legal and ethical responsibilities as they relate to an EKG aide.
- 27.02 Maintain a safe and efficient work environment.
- 27.03 Maintain EKG equipment so it will be safe and accurate.

28.0 Demonstrate knowledge of, apply and use medical instrumentation modalities. – The student will be able to:

- 28.01 Calibrate and standardize the cardiograph instrument.
- 28.02 Identify three types of lead systems.
- 28.03 State Einthoven's triangle.
- 28.04 Demonstrate proper lead placement including lead placement for patients with special needs.
- 28.05 Identify artifacts and mechanical problems.
- 28.06 Perform a 12 lead EKG.
- 28.07 Perform a rhythm strip.
- 28.08 Recognize normal sinus rhythm.
- 28.09 Calculate atrial and ventricular rate and rhythm.
- 28.10 Calculate the QRS complex and PR Interval.
- 28.11 Trace and mount an EKG strip.
- 28.12 Report any rhythm that is not normal sinus rhythm.
- 28.13 Recognize a cardiac emergency as seen on the EKG.
- 28.14 Use documentation skills to identify electrocardiographs.

29.0 Perform patient care techniques in the health care facility. – The student will be able to:

- 29.01 Describe the physical and mental preparation of the patient for EKG testing.
- 29.02 Identify patient and verify the requisition order.
- 29.03 Prepare patient for EKG testing.
- 29.04 State precautions required when performing an EKG.

Course Number: MEA0550
Occupational Completion Point: E
Medical Assistant 1 – 320 Hours – SOC Code 31-9092

- 30.0 Demonstrate communication skills used by medical assistants. – The student will be able to:
- 30.01 Organize and express ideas in a concise, precise and logical manner.
 - 30.02 Use medical terminology as appropriate for a medical assistant.
 - 30.03 Instruct patients regarding health care practices.
 - 30.04 Describe the role of the medical assistant.
- 31.0 Demonstrate knowledge of legal responsibilities for medical assistants. – The student will be able to:
- 31.01 Provide health care within the framework of the medical assistant.
 - 31.02 Distinguish between the liability of the physicians and staff members in the medical office.
 - 31.03 Explain the principles for preventing medical liability.
 - 31.04 List the principles in the Codes of Ethics for Medical Assistants as stated by the American Association of Medical Assistants.
- 32.0 Demonstrate an understanding of anatomy and physiology concepts. – The student will be able to:
- 32.01 Identify and describe the structural units and anatomical positions of body systems in providing patient care.
 - 32.02 Identify and describe body systems including structure, function, related conditions and diseases and their interrelationships.
 - 32.03 Identify and define terms related to pediatrics, geriatrics and medical specialties.
 - 32.04 Create a patient teaching plan which addresses dietary guidelines and special needs.
- 33.0 Demonstrate knowledge of the fundamentals of microbial control and use aseptic techniques. – The student will be able to:
- 33.01 Demonstrate competence in sanitation, disinfection and sterilization.
 - 33.02 Sterilize and maintain instruments and supplies.
 - 33.03 Sanitize instruments.
 - 33.04 Wrap articles for autoclave.
 - 33.05 Sterilize articles in autoclave.
 - 33.06 Chemically disinfect articles.
 - 33.07 Practice infection control and contamination prevention.
 - 33.08 Safely handle contaminated equipment and supplies.
 - 33.09 Create and maintain sterile fields for dressings and minor surgery.
 - 33.10 Prepare for minor surgical procedures including surgical hand wash.
 - 33.11 Remove sutures.
 - 33.12 Correctly dispose of contaminated materials.

Course Number: MEA0551
Occupational Completion Point: E
Medical Assistant 2 – 320 Hours – SOC Code 31-9092

- 34.0 Demonstrate knowledge of emergency preparedness and protective practices. --The student will be able to:
- 34.01 Maintain and operate emergency equipment and supplies.
 - 34.02 Comply with safety signs, symbols, and labels.
 - 34.03 Evaluate the work environment to identify safe vs. unsafe working conditions.
 - 34.04 Develop a personal (patient and employee) safety plan.
 - 34.05 Develop an environmental safety plan.
 - 34.06 Participate in a mock environmental exposure event and document steps taken.
 - 34.07 Explain an evacuation plan for a physician's office.
 - 34.08 Maintain a current list of community resources for emergency preparedness.
- 35.0 Perform basic and diagnostic clinical laboratory procedures. --The student will be able to:
- 35.01 Identify disease processes that are indications or CLIA waived tests
 - 35.02 Perform occult blood tests.
 - 35.03 Prepare specimens for outside lab tests.
 - 35.04 Test urine specimens.
 - 35.05 Assess color and turbidity of urine specimen.
 - 35.06 Measure specific gravity of urine specimen.
 - 35.07 Use and record results of Multistix Reagent Strip.
 - 35.08 Instruct patients in how to obtain a specimen for fecal, urine, and sputum tests.
 - 35.09 Perform urinalysis.
 - 35.10 Collect specimens and prepare and perform microbiological tests.
 - 35.11 Demonstrate the operation of a compound microscope using direct and oil immersion lens.
 - 35.12 Type blood for ABO and Rh.
 - 35.13 Perform hematocrit determination.
 - 35.14 Perform hemoglobin tests.
 - 35.15 Perform serum cholesterol test.
 - 35.16 Perform blood glucose test using glucometer test.
 - 35.17 Perform urine pregnancy slide agglutination test.
 - 35.18 Separate serum from whole blood using centrifuge.
 - 35.19 Perform selected CLIA Waved tests including the following: hematological and blood chemistry procedures.
- 36.0 Demonstrate basic office examination procedures. – The student will be able to:
- 36.01 Prepare patients for and assist the physician with physical examinations including, but not limited to, pre and post-natal, male and female reproductive, rectal, and pediatric.
 - 36.02 Measure and record vital signs, recognizing abnormalities and danger signs.
 - 36.03 Record patient data.
 - 36.04 Instruct patient on breast or testicular self-examinations.
 - 36.05 Assist with pediatric procedures, including, but not limited to, weighing, measuring, and collecting specimens.

36.06 Prepare patients for diagnostic procedures.

37.0 Demonstrate minor treatments. – The student will be able to:

- 37.01 Instruct patients regarding self administration of medications.
- 37.02 Perform minor treatments as directed by the physician including hot and cold therapy, (which includes, but is not limited to the following: hot water bag, heating pad, hot soaks and compresses, ice bag, cold compresses and packs.)
- 37.03 Assist the physician with examination, treatment, and/or minor surgery.
- 37.04 Organize examination and treatment areas before, during, and after patient care.
- 37.05 Perform orthopedic procedures, including but not limited to the following: crutch measurements and instruction in use of canes, crutches, walkers, and wheelchairs.
- 37.06 Apply all types of roller bandages using turns as appropriate.
- 37.07 Perform eye irrigations and instillations.
- 37.08 Perform ear irrigations and instillations.

38.0 Demonstrate knowledge of basic diagnostic medical assisting procedures. – The student will be able to:

- 38.01 Perform visual and auditory screening.
- 38.02 Demonstrate knowledge of ultrasound treatment.
- 38.03 Demonstrate knowledge of spirometry.
- 38.04 Demonstrate knowledge of oximetry.

Course Number: MEA0552

Occupational Completion Point: E

Medical Assistant 3 – 320 Hours – SOC Code 31-9092

39.0 Demonstrate knowledge of pharmaceutical principles and administer medications. – The student will be able to:

- 39.01 Identify commonly administered drugs, their uses and effects.
- 39.02 Use correct pharmaceutical abbreviations and terminology.
- 39.03 Identify various methods and routes of drug administration.
- 39.04 Calculate dosage and administer pharmaceuticals to correct anatomical sites, to correct patient, by correct route of administration, at the correct time and chart correctly.
- 39.05 Demonstrate knowledge of the legal and ethical standards related to the administration and the dispensing of drugs in the office setting under the doctor's supervision.
- 39.06 Demonstrate appropriate techniques to:
 - 39.06.01 Prepare and administer non-parenteral medications (solid & liquids).
 - 39.06.02 Prepare and administer parenteral medications.
 - 39.06.03 Reconstitute powdered drugs.
 - 39.06.04 Prepare injections from ampules and vials.
 - 39.06.05 Administer intradermal injections.
 - 39.06.06 Administer subcutaneous injections.
 - 39.06.07 Administer intramuscular injections.
 - 39.06.08 Administer z-track intramuscular injections.

40.0 Demonstrate basic X-Ray procedures. – The student will be able to:

- 40.01 Position patients for basic x-rays.
- 40.02 Demonstrate awareness of operation and maintenance of X-Ray equipment/accessories.
- 40.03 Demonstrate a knowledge of how to process X-Ray film and maintain film files.
- 40.04 Evaluate X-Ray film quality.
- 40.05 Describe X-Ray principles and safety practices.
- 40.06 Instruct patient in preparation for basic X-Ray examinations.
- 40.07 Describe X-Ray equipment operation.
- 40.08 Use precautions and provide appropriate protection for patients and staff in the presence of ionizing radiation.
- 40.09 Maintain a safe working environment in radiological work areas.

41.0 Perform administrative office duties. – The student will be able to:

- 41.01 Identify appropriate methods of preparing, organizing and maintaining medical records.
- 41.02 Select appropriate procedure and diagnostic codes.
- 41.03 Process insurance data and claims.
- 41.04 Develop and maintain billing and collection system.
- 41.05 Keyboard documents using Medical Office software.
- 41.06 Perform various financial procedures, including, but not limited to, billing and collection procedures, payroll procedures, checkbook procedures, and related medical office software.