Course Syllabus

CISCO COLLEGE
Abilene Education Center
Abilene, TX

SYLLABUS
FOR

HITT-1313 Coding & Insurance

INSTRUCTOR: Ann Looper
OFFICE: 242
PHONE: (325) 518-0143
OFFICE HOURS: By Appointment Only

COURSE DESCRIPTION:
An overview of skills and knowledge in ICD and CPT coding and claim forms for reimbursement of medical services.

TIME ALLOTMENT: Second Semester 3 Semester Credit Hours
Lecture Hours: 3 Clinical / Lab Hours: 0

PURPOSE AND LEARNING OUTCOMES OF THE COURSE:
The Program will introduce the student to the professional medical office billing systems. The learner will:
• Apply ICD and CPT rules and guidelines to complete claims forms for submission.

COURSE OBJECTIVES:
Upon completion of the course the student will be able to:
1. Identify the specific volumes of International Classification of Disease, Ninth Revision and Tenth, Clinical Modification (ICD-9-CM) as they pertain to medical practice
2. Apply the five basic steps used to code diagnosis
3. Recognize the various applications of numerical codes, V codes, and E codes
4. Correctly enter ICD-9-CM and ICD-10-CM Codes on a claim form
5. Explain the structure, format, and conventions used in CPT (Current Procedural Terminology)
6. Assign correct Evaluation and Management (E & M) codes
7. Understand the application of HCPCS modifiers
8. Describe carrier reimbursement systems
9. Determine allowed amounts under a UCR method
10. Understand the purpose of Workers’ Compensation laws
11. Define the two parts to the Medicare System
12. Describe the Medicare payment system and payment formulas
13. Use a patient information sheet
14. Complete CMS-1500 claim forms
PREREQUISITES:
None.

COURSE STRUCTURE:
The students will meet for this course online in Canvas.

REQUIRED TEXTBOOKS AND MATERIALS:
2016 Step-By-Step Medical Coding; Buck, 2016.

Helpful site: Electronic ICD-10-CM resource online, at http://www.icd10data.com/Indexes/

RECOMMENDED OPTIONAL MATERIALS AND RESOURCES:
None.

COURSE REQUIREMENTS:
1. Complete all assignments.
2. Take all examinations.
3. Pass all required competencies.

EVALUATION METHODS INCLUDING GRADING:
The following traditional scale will determine a letter grade from a compilation of all required homework, examinations and competencies:

Final Grade Comprised of:
1. 13 Chapter Quizzes = 100%
2. Final Comprehensive Exam = 0% (Must make a 75%)

A 90-100%
B 80-89%
C 70-79%
D 60-69%
F 59-00%

• Regardless of your semester average, you must make at least a 75 on the final competency or the highest grade awarded in this course will be a D.

Summary of Criteria for Assignment of the letter grade for the course:
1. Thirteen Chapter Exams are worth 100% of your grade.
2. The student must have an average in the course of at least a 70 in order to take the required final examination.
3. There is a mandatory Competency Exam (Post-Test) given at the conclusion of the course.
4. The Comprehensive final does not count toward your final grade, with the exception that the student must achieve a minimum of 75 on the Exam to be given a C or better in the course. Failure to achieve at least a 75 on this exam will result in a grade of “D” for the course.
5. A grade of D or lower in the Allied Health program can lead to dismissal from the program.
ATTENDANCE POLICY:
Students who miss more than three weeks on Canvas will be dropped from the course.

POLICY ON MAKE-UP WORK AND RE-TESTS:
1. All examinations must be taken: No exam will be omitted or grades dropped. If a student is absent for an exam, the student must discuss the reason for the absence with the instructor.
2. It is within the instructor’s right to decide if a make-up examination is possible.
3. With the exception of Final Examination, no other examinations can be retaken.

COURSE CONTENT:
College-level courses may include controversial, sensitive, and/or adult material. Students are expected to have the readiness for college-level rigor and content.

ACADEMIC INTEGRITY:
It is the intent of Cisco College to foster a spirit of complete honesty and a high standard of integrity. The attempt of students to present as their own any work they have not honestly performed is regarded by the faculty and administration as a serious offense and renders the offender liable to serious consequences, possibly suspension.

STUDENT CONDUCT:
Students are expected to take responsibility in helping to maintain a classroom environment that is conducive to learning. In order to assure that all students have the opportunity to gain from the time spent in class, students are prohibited from using cell phones or beepers, making offensive remarks, reading material not related to class, sleeping, or engaging in any other form of distraction. Inappropriate behavior in the classroom shall result, at a minimum, in a request to leave class. A more detailed list of inappropriate behaviors is found in the current student handbook.

CHANGES TO THE SYLLABUS:
The schedule and procedures in this syllabus are subject to change if deemed appropriate by the instructor.

STUDENTS WITH SPECIAL NEEDS:
Students who qualify for specific accommodations under the Americans with Disabilities Act (ADA) should notify the instructor the first week of class. It is the student’s responsibility to provide the necessary documentation to the Special Populations Coordinator.

STUDENT TECHNOLOGY USE IN CLASSROOM POLICY:
Use of communication devices, which include but is not limited to cell phones, palm devices, and laptops, is prohibited. All devices must be turned off and should not be taken out during class. Use of any communication device or data storage device during a test, unless express permission has been granted by the instructor, may result in a charge of academic dishonesty. Exceptions to this policy may be granted at the discretion of the instructor.
SCANS Competencies: A description of all SCANS Competencies is attached.

Resources
1.1 Manages time by following course schedule.
1.2 Manages Money: Prepares and keeps track of medical office finances and patient billing information.

Interpersonal
2.1 Participates as a Member of a Team: Completes in class group activities cooperatively with others.
2.3 Serves Clients/Customers: Understands the importance of correct office billing and third party reimbursement procedures.
2.5 Negotiates: Learns to work with patients and third party insurance to reach an agreement on financial circumstances.

Information
3.1 Acquires and evaluates information in class and through reading assignments.
3.2 Organizes and Maintains information: Organizes, process and maintain medical data in a systematic fashion.
3.3 Uses Computers to Process information: Utilizes office computers to manage office billing, collections, and retrieving health care data.

Technology
5.1 Selects Technology: Utilizes medical office software in the business of billing, reimbursement, collections and of payments, and medical office budget.
5.2 Applies Technology: Learns the appropriate procedures for operating medical office machines and their billing systems.
5.3 Maintains andTroubleshoots Technology: Identify and solve problems in medical office machines, computers and other technology. Basic Skills
6.1 Reading: Carefully assimilates materials including all reading assignments and prioritizes and interprets information.
6.2 Writing: Communicates thoughts, ideas and messages through the completion of chapter assignments.
6.5 Listening: Student will listen to lectures, and respond utilizing both verbal and nonverbal communication. Student will critically analyze information presented in classroom for clarity and accuracy.
6.6 Speaking: Organizes ideas for presentation and communicates thoughts orally.

Thinking Skills
7.1 Creative Thinking: Connects theory with practice and formulates new personal goals.
7.2 Decision Making: Considers risks in communication channels and determines most appropriate alternatives.
7.5Knowing How to Learn: Recognizes and can use learning techniques to apply and adapt new knowledge through personal learning styles.
7.6 Reasoning: Understand the importance coding, billing and insurance plans, and keeping track of the office budget.

Personal Qualities
8.1 Responsibility: Displays high standards of attendance and punctuality in class.

8.2 Self Esteem: Leaves course with confidence in the ability to communicate with other health care professionals and customers/clients.

8.4 Self-Management: Assess own knowledge, skills, and abilities accurately through completion of course work assignments.

SCANS COMPETENCIES

SCANS COMPETENCIES WITH DEFINITIONS

1.0 RESOURCES
• 1.1 Manages Time: Selects relevant, goal-related activities, ranks them in order of importance, allocates time to activities, and understands, prepares, and follows schedules.
• 1.2 Manages Money: Uses or prepares budgets, including making cost and revenue forecasts, keeps detailed records to track budget performance, and makes appropriate adjustments.
• 1.3 Manages Materials and Facility Resources: Acquires, stores, and distributes materials, supplies, parts, equipment, space, or final products in order to make the best use of them.
• 1.4 Manages Human Resources: Assesses knowledge and skills and distributes work accordingly, evaluates performance, and provides feedback.

2.0 INTERPERSONAL
• 2.1 Participates as a Member of a Team: Works cooperatively with others and contributes to group with ideas, suggestions, and effort.
• 2.2 Teaches Others: Helps others to learn.
• 2.3 Serves Clients/Customers: Works and communicates with clients and customers to satisfy their expectations.
• 2.4 Exercises Leadership: Communicates thoughts, feelings, and ideas to justify a position, encourages, persuades, convinces, or otherwise motivates an individual or groups; including responsibility challenging existing procedures, policies, or authority.
• 2.5 Negotiates: Works toward an agreement that may involve exchanging specific resources or resolving divergent interests.
• 2.6 Works with Cultural Diversity: Works well with men and women and with a variety of ethnic, social, or educational backgrounds.

3.0 INFORMATION
• 3.1 Acquires and Evaluates Information: Identifies need for data, obtains it from existing sources or
creates it and evaluates its relevance and accuracy.

• 3.2 Organizes and Maintains Information: Organizes, processes, and maintains written or computerized reports an other forms of information in a systematic fashion.

• 3.3 Uses Computers to Process Information: Employs computers to acquire, organize, analyze, and communicate information.

4.0 SYSTEMS

• 4.1 Understands Systems: Knows how social, organizational, and technological systems work and operates effectively within them.

• 4.2 Monitors and Corrects Performance: Distinguishes trends, predicts impact of actions on system operations, diagnoses deviations in the function of a system/organization, and takes necessary action to correct performance.

• 4.3 Improves and Designs Systems: Makes suggestions to modify existing systems to improve products or services, and develops new or alternative systems.

5.0 TECHNOLOGY

• 5.1 Selects Technology: Judges which set of procedures, tools, or machines, including computers and their programs will produce the desired results.

• 5.2 Applies Technology to Task: Understands the overall intent and the proper procedures for setting up and operating machines, including computers and their programming systems.

• 5.3 Maintains and Troubleshoots Technology: Prevents, identifies, or solves problems in machines, computers and other technologies.

SCANS FOUNDATION SKILLS

6.0 BASIC SKILLS

• 6.1 Reading: Locates, understands, and interprets written information in prose and documents – including manuals, graphs, and schedules to perform tasks. Learns from text by determining the main idea or essential message; identifies relevant details, facts, and specifications: infers or locates the meaning of unknown or technical vocabulary, and judges the accuracy, appropriateness, style, and plausibility of reports, proposals, or theories of other writers.

• 6.2 Writing: Communicates thoughts, ideas, information, and messages in writing; records information completely and accurately; composes and creates documents such as letters, directions, manuals, reports, proposals, graphs, flow charts; uses language, style, organization, and format appropriate to the subject-matter, purpose, and audience. Includes supporting documentation and attends to level of detail; checks, edits, and revises for correct information, appropriate emphasis, form, grammar, spelling, and punctuation.

• 6.3 Arithmetic: Performs basic computations; uses basic numerical concepts such as whole numbers and percentages in practical situations; makes reasonable estimates of arithmetic results without a calculator, and uses tables, graphs, diagrams, and charts to obtain or convey quantitative information.

• 6.4 Mathematics: Approaches practical problems by choosing appropriately from a variety of mathematical techniques; uses quantitative data to construct logical explanations for real world situations; expresses mathematical ideas and concepts orally and in writing; and understands the role of chance in the occurrence and prediction of events.

• 6.5 Listening: Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to the purpose; for example, to comprehend; to learn, to critically evaluate; to appreciate, or to support the speaker.

• 6.6 Speaking: Organizes ideas and communicates oral messages appropriate to listeners and situations; participates in conversation, discussion and group presentations; selects an appropriate medium for conveying a message; uses verbal language and other cues such as body language appropriate in style, tone, and level of complexity to the audience and the occasion; speaks clearly and communicates a message; understands and responds to listener feedback; and asks questions when needed.
7.0 THINKING SKILLS
• Creative Thinking: Uses imagination freely, combines ideas or information in new ways, makes connections between seemingly unrelated ideas, and reshapes goals in ways that reveal new possibilities.
• 7.2 Decision Making: Specifies goals and constraints, generates alternatives, considers risks and evaluates and chooses best alternatives.
• 7.3 Problem Solving: Recognizes that a problem exists (i.e., there is a discrepancy between what is and what should or could be), identifies possible reasons for the discrepancy, and devises and implements a plan of action to resolve it. Evaluates and monitors progress, and revises plan as indicated by findings.
• 7.4 Mental Visualization: Organizes and processes symbols, pictures, graphs, objects, or other information; for example, sees a building from a blueprint, a system’s operation from schematics, the flow of work activities from narrative descriptions, or the taste of food from reading a recipe.
• 7.5 Knowing How To Learn: Recognizes and can use learning techniques to apply and adapt new knowledge and skills in both familiar and changing situations. Involves being aware of learning tools such as personal learning styles (visual, aural, etc.), formal learning strategies (note taking or clustering items that share some characteristics), and informal learning strategies (awareness of unidentified false assumptions that may lead to faulty conclusions).
• 7.6 Reasoning: Discovers a rule or principle underlying the relationship between two or more objects and applies it in solving a problem. For example, uses logic to draw conclusions from available information, extracts rules or principles from a set of objects or written text; applies rules and principles to a new situation, or determines which conclusions are correct when given a set of facts and a set of conclusions.

8.0 PERSONAL QUALITIES
• 8.1 Responsibility: Exerts a high level of effort and perseverance towards goal attainment. Works hard to become excellent at doing tasks by setting high standards. Works hard to become excellent at doing tasks by setting high standards, paying attention to details, working well and displaying a high level of concentration even when assigned an unpleasant task. Displays high standards of attendance, punctuality, enthusiasm, vitality, and optimism in approaching and completing tasks.
• 8.2 Self-Esteem: Believes in own self-worth and maintains a positive view of self; demonstrates knowledge of own skills and abilities; is aware of impact on others; and knows own emotional capacity and needs and how to address them.
• 8.3 Sociability: Demonstrates understanding, friendliness, adaptability, empathy, and politeness in new and ongoing group settings. Asserts self in familiar and unfamiliar social situations; relates well to others; responds appropriately as the situation requires; and takes an interest in what others say and do.
• 8.4 Self-Management: Assesses own knowledge, skills, and abilities accurately; sets well-defined and realistic personal goals, monitors progress goal attainment and motivates self through goal achievement; exhibits self-control and responds to feedback unemotionally and non-defensively, is a "self-starter."
• 8.5 Integrity/Honesty: Can be trusted. Recognizes when faced with making a decision or exhibiting behavior that may break with commonly held personal or societal values; understands the impact of violating these beliefs and codes on an organization, self, and others; and chooses an ethical course of action.
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<thead>
<tr>
<th>Date</th>
<th>Details</th>
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<tbody>
<tr>
<td>Sat Jan 30, 2016</td>
<td>Quiz 1 - Chapter 1 due by 11:59pm</td>
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<tr>
<td>Sat Feb 6, 2016</td>
<td>Quiz 2 - Chapters 2 and 3 due by 11:59pm</td>
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<td>Sat Feb 13, 2016</td>
<td>Quiz 3 - Chapters 4 and 5 due by 11:59pm</td>
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<td>Sat Feb 20, 2016</td>
<td>Quiz 4: Chapters 6 and 7 due by 11:59pm</td>
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<td>Sat Feb 27, 2016</td>
<td>Quiz 5 - Chapters 8, 9 and 10 due by 11:59pm</td>
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<td>Sat Mar 5, 2016</td>
<td>Quiz 6 - Chapter 11 due by 11:59pm</td>
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<td>Sat Mar 12, 2016</td>
<td>Quiz 7 - Chapters 12, 13 and 14 due by 11:59pm</td>
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<td>Sat Mar 19, 2016</td>
<td>Quiz 8 - Chapters 15 and 16 due by 11:59pm</td>
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<td>Sat Mar 26, 2016</td>
<td>Quiz 9 - Chapters 17, 18 and 19 due by 11:59pm</td>
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<td>Sat Apr 2, 2016</td>
<td>Quiz 10 - Chapters 20 and 21 due by 11:59pm</td>
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<td>Sat Apr 9, 2016</td>
<td>Quiz 11 - Chapters 22 and 23 due by 11:59pm</td>
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<td>Sat Apr 16, 2016</td>
<td>Quiz 12 - Chapters 24 and 25 due by 11:59pm</td>
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<td>Sat Apr 23, 2016</td>
<td>Quiz 13 - Chapters 26 and 27 due by 11:59pm</td>
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<td>Sat May 7, 2016</td>
<td>Class Discussion due by 11:59pm</td>
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<td>Final due by 11:59pm</td>
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INSTRUCTOR:  
Angelia Torrez

OFFICE: 242

PHONE: (325) 794-4575
Angelia.torrez@cisco.edu

OFFICE HOURS: By Appointment Only

COURSE DESCRIPTION:
A preparation for one of the National Commission for Certifying Agencies (NCCA) recognized credentialing exams.

TIME ALLOTMENT: First Semester 3 Semester Hours Credit
Lecture Hours: 2 Clinical/Laboratory Hours: 0

PURPOSE AND LEARNING OUTCOMES OF THE COURSE:
The student will acquire a basic understanding of the professional career of the Medical Assistant.
The learner will:

- Develop time-management skills
- Apply study techniques
- Perform testing strategies for exams covering content of medical assisting courses.

COURSE OBJECTIVES:
- Identify the structure and function of the systems of the human body
- Identify word parts, medical terms, abbreviations and symbols
- Compare and contrast various laws relevant to the medical assistant profession
- Evaluate effective communication skills with patients and co-workers
- Understand cultural diversity in effective communication skills
- Illustrate patient education in health promotion and disease prevention
- Describe the operational functions of a medical office (inventory, equipment and supplies, computer techniques)
- Identify the various forms of insurance plans, claim forms and coding systems
- Perform basic clerical functions (scheduling, billing, records management, patient charts)
- Understand the importance of records maintenance in biohazard waste, and chemicals and comply with OSHA protocols to maintain office safety.
- Identify banking protocols (payables, bank statements, checks)
- Understand basic medical office accounting procedures (billing and collections)
• Demonstrate clinical knowledge in asepsis and sterilization, sanitization, and disinfection
• Identify usage, care and handling of common surgery instruments for a variety of surgical procedures
• Distinguish therapeutic modalities, clinical pharmacology and administration of medications
• Understands laboratory procedures, safety, quality control, lab equipment, specimen procurement and handling, records management, microbiological procedures
• Recognizes electrocardiography protocols, procedures and readings
• Identifies emergency procedures in ambulatory care, first aid and triage procedures

Co-REQUISITES:
MDCA-2460

COURSE STRUCTURE:
The course will be online using Canvas from the Cisco College main website.

CAAHEP Core Curriculum for Medical Assistant:
I.C Cognitive (Knowledge Base)
I. Anatomy & Physiology
1. Describe structural organization of the human body
2. Identify body systems
3. Describe body planes, directional terms, quadrants, and cavities
4. List major organs in each body system
5. Describe the normal function of each body system
6. Identify Common pathology related to each body system
7. Analyze pathology as it relates to the interaction of body systems
8. Discuss implications for disease and disability when homeostasis is not maintained
9. Describe implications for treatment related to pathology
10. Compare body structure and function of the human body across the life span
11. Identify the classification of medications, including desired effects, side effects and adverse reactions.
12. Describe the relationship between anatomy and physiology of all body systems and medications used for treatment in each

II. Applied Mathematics
1. Demonstrate knowledge of basic math computations
2. Apply mathematical computations to solve equations
3. Identify measurement systems
4. Define basic units of measurement in metric, apothecary and household systems
5. Convert among measurement systems
6. Identify both abbreviations and symbols used in calculating medication dosages
7. Analyze charts, graphs and/or tables in the interpretation of healthcare results

III. Applied Microbiology/Infection Control
1. Describe the infection cycle, including the infectious agent, reservoir, susceptible host, means of transmission, portals of entry, and portals of exit
2. Define asepsis
3. Discuss infection control procedures
4. Identify personal safety precautions as established by the Occupational Safety and Health Administration (OSHA)
5. List major types of infectious agents
6. Compare different methods of controlling the growth of microorganisms
7. Match types and uses of personal protective equipment (PPE)
8. Differentiate between medical and surgical asepsis used in ambulatory care settings, identifying when each is appropriate
9. Discuss quality control issues related to handling microbiological specimens
10. Identify disease processes that are indications for CLIA waived tests
11. Describe Standard Precautions, including:
   a. Transmission based precautions
   b. Purpose
   c. Activities regulated
12. Discuss the application of Standard Precautions in regard to:
   a. All body fluids, secretions and excretions
   b. Blood
   c. Non intact skin
   d. Mucous membranes
13. Identify the role of the Center for Disease Control (CDC) regulations in healthcare settings

IV. Concepts of Effective Communication
1. Identify styles and types of verbal communication
2. Identify nonverbal communication
3. Recognize communication barriers
4. Identify techniques for overcoming communication barriers
5. Recognize the elements of oral communication using a sender-receiver process
6. Differentiate between subjective and objective information
7. Identify resources and adaptations that are required based on individual needs, i.e., culture and environment, developmental life stage, language, and physical threats to communication
8. Recognize elements of fundamental writing skills
9. Discuss applications of electronic technology in effective communication
10. Diagram medical terms, labeling the word parts
11. Define both medical terms and abbreviations related to all body systems
12. Organize technical information and summaries
13. Identify the role of self boundaries in the healthcare environment
14. Recognize the role of the patient advocacy in the practice of medical assisting
15. Discuss the role of assertiveness in effective professional communication
16. Differentiate between adaptive and non-adaptive coping mechanisms

V. Administrative Functions
1. Discuss pro and cons of various types of appointment management systems
2. Describe scheduling guidelines
3. Recognize office policies and protocols for handling appointments
4. Identify critical information required for scheduling patient admissions and/or procedures
5. Identify systems for organizing medical records
6. Describe various types of content maintained in a patient’s medical records
7. Discuss pros and cons of various filing methods
8. Identify both equipment and supplies needed for filing medical records
9. Describe indexing rules
10. Discuss filing procedures
11. Discuss principles of using Electronic Medical Record (EMR)
12. Identify types of records common to the healthcare setting
13. Identify time management principles
14. Discuss the importance of routine maintenance of office equipment

VI. Basic Practice Finances
1. Explain basic bookkeeping computations
2. Differentiate between bookkeeping and accounting
3. Describe banking procedures
4. Discuss precautions for accepting checks
5. Compare types of endorsement
6. Differentiate between accounts payable and accounts receivable
7. Compare manual and computerized bookkeeping systems used in ambulatory healthcare
8. Describe common periodic financial reports
9. Explain both billing and payment options
10. Identify procedure for preparing patient accounts
11. Discuss procedures for collecting outstanding accounts
12. Describe the impact of both the Fair Debt Collection Act and the Federal Truth and Lending Act of 1968 as they apply to collections
13. Discuss types of adjustments that may be made to a patient’s account

VII. Managed Care/Insurance
1. Identify types of insurance plans
2. Identify models of managed care
3. Discuss workers’ compensation as it applies to patients
4. Describe procedures for implementing both managed care and insurance plans
5. Discuss utilization review principles
6. Discuss referral process for patients in a managed care program
7. Describe how guidelines are used in processing an insurance claim
8. Compare processes for filing insurance claims both manually and electronically
9. Describe guidelines for third-party claims
10. Discuss types of physician fee schedules
11. Describe the concept of RBRVS
12. Define Diagnosis-Related Groups (DRGs)

VIII. Procedural and Diagnostic Coding
1. Describe how to use the most current procedural coding system
2. Define upcoding and why it should be avoided
3. Describe how to use the most current diagnostic coding classification system
4. Describe how to use the most current HCPCS coding

IX. Legal Implications
1. Discuss legal scope of practice for medical assistants
2. Explore issue of confidentiality as it applies to the medical assistant.
3. Describe the implication of HIPAA for the medical assistant in various medical settings
4. Summarize the Patient Bill of Rights
5. Discuss licensure and certification as it applies to healthcare providers
6. Describe liability, professional, personal injury, and third party insurance
7. Compare and contrast physician and medical assistant roles in terms of standard of care
8. Compare criminal and civil law as it applies to the practicing medical assistant
9. Provide an example of tort law as it would apply to a medical assistant
10. Explain how the following impact the medical assistant’s practice and give examples
   a. Negligence
   b. Malpractice
   c. Statute of Limitations
   d. Good Samaritan Act(s)
   e. Uniform Anatomical Give Act
   f. Living will/Advanced directives
   g. Medical durable power of attorney
11. Identify how the Americans with Disabilities Act (ADA) applies to the medical assisting profession
12. List and discuss legal and illegal interview questions
13. Discuss all levels of governmental legislation and regulation as they apply to medical assisting practice, including FDA and DEA regulations
14. Describe the process to follow if an error is made in patient care

X. Ethical Considerations
1. Differentiate between legal, ethical, and moral issues affecting healthcare
2. Compare personal, professional and organization ethics
3. Discuss the role of cultural, social, and ethnic diversity in ethical performance of medical assisting practice
4. Identify where to report illegal and/or unsafe activities and behaviors that affect health, safety and welfare of others.
5. Identify the effect personal ethics may have on professional performance

XI. Protective Practices
1. Describe personal protective equipment
2. Identify safety techniques that can be used to prevent accidents and maintain a safe work environment
3. Describe the importance of Materials Safety Data Sheets (MSDS) in a healthcare setting
4. Identify safety signs, symbols and labels
5. State principles and steps of professional/provider CPR
6. Describe basic principles of first aid
7. Describe fundamental principles for evacuation of a healthcare setting
8. Discuss fire safety issues in a healthcare environment
9. Discuss requirements for responding to hazardous material disposal
10. Identify principles of body mechanics and ergonomics
11. Discuss critical elements of an emergency plan for response to a natural disaster or other emergency
12. Identify emergency preparedness plan in your community
13. Discuss potential role(s) of the medical assistant in emergency preparedness

REQUIRED TEXTBOOKS AND MATERIALS:
Medical Assisting Review, Moini, Jahangir, 5th ed, McGraw Hill

RECOMMENDED OPTIONAL MATERIALS AND RESOURCES:
None.

COURSE REQUIREMENTS:
1. Log onto canvas
2. Take all chapter quizzes
3. Final Exam is required. (Must Make a 75% on Final to pass the course, anything below a 75% will be a D in the course.)

EVALUATION METHODS INCLUDING GRADING:
The following traditional scale will determine a letter grade:
A 90-100%
B 80-89%
C 70-79%
D 60-69%
F 59-00%

• Regardless of your semester average, you must make at least a 75 on the final competency or the highest grade awarded in this course will be a D.
The students must pass 100% of the psychomotor and affective competencies in order to pass the course and graduate from the medical assistant program.

ATTENDANCE POLICY:
If a student fails to have an online presence (Blackboard) for more than two weeks, they will be dropped. The student should contact the instructor if they are having a problem with their/our computer system.

STUDENT CONTRIBUTIONS:
Since this is an on-line class, it is the responsibility of the student to check Blackboard daily for emails from the instructor, to take exams at the scheduled times, and complete all assignments on time. Since there are not “formal” class-meetings, student must be very self-disciplined and spend time on the course each day. Expect to spend 8 hours or more per week reading and studying the textbook material, completing suggested textbook assignments, completing chapter material and quizzes, posting discussion questions, responding to posted discussion questions from the instructor, and preparing for exams. It is the utmost importance that students stay current with their assignments and turn them in on time.

STUDENT RESPONSIBILITIES:
The excuse of not having a computer will not be accepted. It is totally your responsibility that you have access to a working computer with an internet connection. If your computer malfunctions during the semester, the Cisco College Abilene Library is available.

DON’T WAIT UNTIL THE LAST MINUTE TO COMPLETE YOUR EXAMS AND ASSIGNMENTS.

COURSE CONTENT:
College-level courses may include controversial, sensitive, and/or adult material. Students are expected to have the readiness for college-level rigor and content.

ACADEMIC INTEGRITY:
It is the intent of Cisco College to foster a spirit of complete honesty and a high standard of integrity. The attempt of students to present as their own any work they have not honestly performed is regarded by the faculty and administration as a serious offense and renders the offender liable to serious consequences, possibly suspension.

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SCANS COMPETENCIES

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- 1.2 Manages Money: Uses or prepares budgets, including making cost and revenue forecasts, keeps detailed records to track budget performance, and makes appropriate adjustments.
- 1.3 Manages Materials and Facility Resources: Acquires, stores, and distributes materials, supplies, parts, equipment, space, or final products in order to make the best use of them.
- 1.4 Manages Human Resources: Assesses knowledge and skills and distributes work accordingly, evaluates performance, and provides feedback.

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- 2.1 Participates as a Member of a Team: Works cooperatively with others and contributes to group with ideas, suggestions, and effort.
- 2.2 Teaches Others: Helps others to learn.
- 2.3 Serves Clients/Customers: Works and communicates with clients and customers to satisfy their expectations.
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- 2.5 Negotiates: Works toward an agreement that may involve exchanging specific resources or resolving divergent interests.
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- 3.1 Acquires and Evaluates Information: Identifies need for data, obtains it from existing sources or creates it and evaluates its relevance and accuracy.
- 3.2 Organizes and Maintains Information: Organizes, processes, and maintains written or computerized reports an other forms of information in a systematic fashion.
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- 4.1 Understands Systems: Knows how social, organizational, and technological systems work and operates effectively within them.
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- 5.1 Selects Technology: Judges which set of procedures, tools, or machines, including computers and their programs will produce the desired results.
- 5.2 Applies Technology to Task: Understands the overall intent and the proper procedures for setting up and operating machines, including computers and their programming systems.
- 5.3 Maintains and Troubleshoots Technology: Prevents, identifies, or solves problems in machines, computers and other technologies.

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6.0 BASIC SKILLS

- 6.1 Reading: Locates, understands, and interprets written information in prose and documents – including manuals, graphs, and schedules to perform tasks. Learns from text by determining the main idea or essential message; identifies relevant details, facts, and specifications: infers or locates the meaning of unknown or technical vocabulary, and judges the accuracy, appropriateness, style, and plausibility of reports, proposals, or theories of other writers.
- 6.2 Writing: Communicates thoughts, ideas, information, and messages in writing; records information completely and accurately; composes and creates documents such as letters, directions, manuals, reports, proposals, graphs, flow charts; uses language, style, organization, and format appropriate to the subject-matter, purpose, and audience. Includes supporting documentation and attends to level of detail; checks, edits, and revises for correct information, appropriate emphasis, form, grammar, spelling, and punctuation.
- 6.3 Arithmetic: Performs basic computations; uses basic numerical concepts such as whole numbers and percentages in practical situations; makes reasonable estimates of arithmetic results without a calculator, and uses tables, graphs, diagrams, and charts to obtain or convey quantitative information.
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- 7.1 Creative Thinking: Uses imagination freely, combines ideas or information in new ways, makes connections between seemingly unrelated ideas, and reshapes goals in ways that reveal new possibilities.
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8.1 Responsibility: Exerts a high level of effort and perseverance towards goal attainment. Works hard to become excellent at doing tasks by setting high standards. Works hard to become excellent at doing tasks by setting high standards, paying attention to details, working well and displaying a high level of concentration even when assigned an unpleasant task. Displays high standards of attendance, punctuality, enthusiasm, vitality, and optimism in approaching and completing tasks.

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Revised 11/15 klm
INSTRUCTOR: Ann Looper
OFFICE: 242
PHONE: (325) 518-0143
OFFICE HOURS: By Appointment Only

COURSE DESCRIPTION:
Emphasis on the application of basic psychological principles and the study of behavior as they apply to special populations. Topics include procedures or self-understanding and social adaptability in interpersonal communication with patients and co-workers in an ambulatory care setting.

TIME ALLOTMENT: First Semester 3 Semester Hours Credit
Lecture Hours: 3 Clinical/Laboratory Hours: 0

PURPOSE AND LEARNING OUTCOMES OF THE COURSE:
The student will acquire a basic understanding of the professional career of the Medical Assistant. The learner will:
- Explain basic psychological principles and developmental stages of life
- Differentiate between verbal and non-verbal communication
- Identify behaviors that interfere with effective communication
- Identify elements of active listening
- Discuss the stages of grief
- Identify relationships among various health care professions
- Describe and demonstrate professionalism of an effective health care worker

COURSE OBJECTIVES:
- Develop communication skills and the interpersonal process
- Apply basic psychological principles applied in a clinical setting
- Uses effective communication with the various traits in different cultures
- Identify the issues related to the relationship dynamics and conflict management
- Uses effective communication skills for effective patient education
- Understands communication skills in professional boundaries
- Distinguishes the different forms of interdisciplinary communication
PREREQUISITES:
None.

COURSE STRUCTURE:
The course will meet on Canvas.

REQUIRED TEXTBOOKS AND MATERIALS:

RECOMMENDED OPTIONAL MATERIALS AND RESOURCES:
None.

EVALUATION METHODS INCLUDING GRADING:
The following traditional scale will determine a letter grade:
- A  90-100%
- B  80-89%
- C  70-79%
- D  60-69%
- F  59-00%

- Regardless of your semester average, you must make at least a 75 on the final competency or the highest grade awarded in this course will be a D.

ATTENDANCE POLICY:
If a student fails to have an online presence (Canvas) for more than two weeks, they will be dropped. The student should contact the instructor if they are having a problem with their/our computer system.

STUDENT CONTRIBUTIONS:
Since this is an on-line class, it is the responsibility of the student to check Canvas daily for emails from the instructor, to take exams at the scheduled times, and complete all assignments on time. Since there are not “formal” class-meetings, student must be very self-disciplined and spend time on the course each day. Expect to spend 8 hours or more per week reading and studying the textbook material, completing suggested textbook assignments, completing chapter material and quizzes, posting discussion questions, responding to posted discussion questions from the instructor, and preparing for exams. It is the utmost importance that students stay current with their assignments and turn them in on time.

STUDENT RESPONSIBILITIES:
The excuse of not having a computer will not be accepted. It is totally your responsibility that you have access to a working computer with an internet connection. If your computer malfunctions during the semester, the Cisco College Abilene Library is available. DON’T WAIT UNTIL THE LAST MINUTE TO COMPLETE YOUR EXAMS AND ASSIGNMENTS.
POLICY ON MAKE-UP WORK AND RE-TESTS:
1. All examinations must be taken: no exam will be omitted nor grades dropped. If a student is absent for an exam, the student must discuss the reason for the absence with the instructor.
2. It is within the instructor’s right to decide if a make-up examination is possible.
3. With the exception of Competency Examinations, no other examinations can be retaken.

COURSE CONTENT:
College-level courses may include controversial, sensitive, and/or adult material. Students are expected to have the readiness for college-level rigor and content.

ACADEMIC INTEGRITY:
It is the intent of Cisco College to foster a spirit of complete honesty and a high standard of integrity. The attempt of students to present as their own any work they have not honestly performed is regarded by the faculty and administration as a serious offense and renders the offender liable to serious consequences, possibly suspension.

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Revised 1/2016
CISCO COLLEGE  
Abilene Education Center  
Abilene, TX  

SYLLABUS  
FOR  

MDCA 1313 MEDICAL TERMINOLOGY  
3 CREDIT HOURS  

INSTRUCTOR:  Kelly Meyer  
OFFICE:  239  
PHONE:  (325)794-4441  
kelly.meyer@cisco.edu  

OFFICE HOURS:  By Appointment Only  

COURSE DESCRIPTION:  
Medical Terminology is a study and practical application of medical vocabulary system.  
Includes structure, recognition, analysis, definition, spelling, pronunciation, and  
combination of medical terms from prefixes, suffixes, roots, and combining forms.  

TIME ALLOTMENT:  
First Semester 3 Semester Hours Credit  
Lecture Hours:  3  Clinical/Laboratory Hours:  0  

PURPOSE AND LEARNING OUTCOMES OF THE COURSE:  
The purpose of this course is to provide students a foundation in which to utilize medical  
language in a health care setting.  
The learner will:  
- Define terms and abbreviation which apply to structural organization of the body  
- Analyze and identify terms and their components from a list, including prefixes, suffixes, roots, and combining forms  
- Pronounce, spell, and define medical terms  
- Interpret the contents of a written patient medical scenario  

COURSE OBJECTIVES:  
Upon completion of the course the student will:  
- Master the basic elements in forming medical words.  
- Categorize both major prefixes and suffixes in the following groups: position, number and measurement, negation and direction.  
- Understand all rules surrounding combining forms.  
- Possess a general knowledge of basic human anatomy and physiology.  
- Possess necessary professional communication skills.  
- Understand the interpretation of medical terms in reports, records, correspondence and documentation.  
- Be able to provide narrated medical instruction to patients, using both correct terminology and familiar lay terminology.  
- Pronounce basic medical terms correctly.
PREREQUISITES:
None.

COURSE STRUCTURE:
The course will meet every Tuesday and Thursday mornings from the hours of 9:35 to 11:00 AM for lecture.

FINAL EXAM:  May 10, 2015 (at regular class time 9:35am)

EXIT COMPETENCIES:
The students are expected to complete a total of six (6) competency examinations. These examinations will cover the following skills:
- Prefixes
- Suffixes
- Combining Forms
- Spelling (both by memory and by sound)
- Abbreviations

REQUIRED TEXTBOOKS AND MATERIALS:
Exploring Medical Language, A Student Directed Approach (9th ed.)

#882 Scantron Cards for examinations (x7)
#2 Pencils
Blue / Black Ink Pen

RECOMMENDED OPTIONAL MATERIALS AND RESOURCES:
None.

COURSE REQUIREMENTS:
1. Students must read the previous chapter(s) and be prepared to participate in class discussions.
2. Completion of all six (6) Competency Examinations with a grade of 90%.
3. Students must have an average in the course of at least 70% in order to take the required final competency examination.
4. Completion of the Final Examination with a score of 75% or better.

EVALUATION METHODS INCLUDING GRADING:
The final grade for the course will be based upon the following criteria:
- Competency Examinations (x6)
- Unit Tests (x7)
- Final Examination
- Attendance and participation in class discussions and activities

- All missed exams will be made up before the next class day immediately following the scheduled exam date. No extra credit allowed.
- Failure to make up the exam on the scheduled make-up day will result in a zero.
• It is your responsibility to notify the instructor prior to the testing date and/or the make-up date if you are unable to be present.
• Failure to notify the instructor in a timely manner will result in exam point deduction.
• Regardless of your semester average, you must make at least a 75 on the final competency or the highest grade awarded in this course will be a F.

The following traditional scale will determine a letter grade:

- A  90-100%
- B  80-89%
- C  70-79%
- D  60-69%
- F  59-00%

ATTENDANCE POLICY:
1. No more than three (3) unexcused classroom absences. Exceptions will be made at the instructor discretion.
2. Three (3) tardies will equal one (1) absence. Tardy is defined as being more than 15 minutes late for class/lab.
3. If a student misses more than three (3) unexcused class periods, and the instructor deems the student failing due to excessive absences and/or failure to make up work due to absences, the student will be dropped from the course.
4. Absences immediately before or after a holiday may be counted as DOUBLE absences.

POLICY ON MAKE-UP WORK AND RE-TESTS:
1. All competencies must be taken and passed with at least a 90%.
2. If the student is absent on the day of exam, the student has 1 week to make it up. If they fail to do so within the given time, the grade will be a zero (0).
3. It is within the instructor’s right to decide if a make-up examination is possible.
4. If an absence on the examination day is deemed unexcused, the student will not be able to take advantage of any extra credit questions available on the given examination.

TECHNOLOGY INTEGRATION:
Medical Assistant courses involve the use of technology in various forms including computerized training software and simulations students are required to complete. All courses involve internet based research assignments. Various courses require at least one research paper using basic computer word processing skills such as Microsoft Word. (Refer to evaluation methods on syllabi to see if research papers are required.) Medical Assistant students create patient medical records and generate billing scenarios using computer generated programs. Please see your instructor if you require assistance in the use of computers and internet, or if you need special accommodations to aid you in using our computers.

COURSE CONTENT:
College-level courses may include controversial, sensitive, and/or adult material. Students are expected to have the readiness for college-level rigor and content.

ACADEMIC INTEGRITY:
It is the intent of Cisco Junior College to foster a spirit of complete honesty and a high standard of integrity. The attempt of students to present as their own any work they have not honestly performed is regarded by the faculty and administration as a serious offense and renders the offender liable to serious consequences, possibly suspension.
STUDENT CONDUCT:
Students are expected to take responsibility in helping to maintain a classroom environment that is conducive to learning. In order to assure that all students have the opportunity to gain from the time spent in class, students are prohibited from using cell phones or beepers, making offensive remarks, reading material not related to class, sleeping, or engaging in any other form of distraction. Inappropriate behavior in the classroom shall result, at a minimum, in a request to leave class. A more detailed list of inappropriate behaviors is found in the current student handbook. **IT IS THE STUDENTS RESPONSIBILITY TO TURN OFF OR SILENT YOUR PHONE BEFORE ENTERING CLASS. IF YOUR CELL PHONE RINGS IN CLASS – 10 POINTS AUTOMATICALLY DEDUCTED FROM NEXT EXAM.**

CHANGES TO THE SYLLABUS:
The schedule and procedures in this syllabus are subject to change if deemed appropriate by the instructor.

STUDENTS WITH SPECIAL NEEDS:
Students who qualify for specific accommodations under the Americans with Disabilities Act (ADA) should notify the instructor the first week of class. It is the student’s responsibility to provide the necessary documentation to the Special Populations Coordinator.

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**SCANS Competencies:** A description of all SCANS Competencies is attached.

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<th>Interpersonal</th>
<th>Information</th>
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<td>1.1 Manages time by following course schedule.</td>
<td>2.1 Participates as a Member of a Team: Completes in class group activities cooperatively with others.</td>
<td>3.1 Acquires and evaluates information in class and through reading assignments.</td>
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<td>2.2 Teaches others: Helps other classmates to learn</td>
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<td>6.1 Reading: Carefully assimilates materials including all reading assignments and prioritizes and interprets information.</td>
<td>7.1 Creative Thinking: Connects theory with practice and formulates new personal goals.</td>
<td>8.1 Responsibility: Displays high standards of attendance and punctuality in class.</td>
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<td>6.2 Writing: Communicates thoughts, ideas and messages through the completion of chapter assignments.</td>
<td>7.2 Decision Making: Considers risks in communication channels and determines most appropriate alternatives.</td>
<td>8.2 Self Esteem: Leaves course with confidence in the ability to communicate with other health care professionals and customers/clients.</td>
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<td>6.5 Listening: Student will listen to lectures, and respond utilizing both verbal and nonverbal communication. Student will critically analyze information presented in classroom for clarity and accuracy.</td>
<td>7.5 Knowing How to Learn: Recognizes and can use learning techniques to apply and adapt new knowledge through personal learning styles.</td>
<td>8.4 Self-Management: Assess own knowledge, skills, and abilities accurately through completion of course work assignments.</td>
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<td>6.6 Speaking: Organizes ideas for presentation and communicates thoughts orally.</td>
<td>7.6 Reasoning: Understand the importance of medical terminology utilized in the medical profession.</td>
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SCANS COMPETENCIES

SCANS COMPETENCIES WITH DEFINITIONS

1.0 RESOURCES
- 1.1 Manages Time: Selects relevant, goal-related activities, ranks them in order of importance, allocates time to activities, and understands, prepares, and follows schedules.
- 1.2 Manages Money: Uses or prepares budgets, including making cost and revenue forecasts, keeps detailed records to track budget performance, and makes appropriate adjustments.
- 1.3 Manages Materials and Facility Resources: Acquires, stores, and distributes materials, supplies, parts, equipment, space, or final products in order to make the best use of them.
- 1.4 Manages Human Resources: Assesses knowledge and skills and distributes work accordingly, evaluates performance, and provides feedback.

2.0 INTERPERSONAL
- 2.1 Participates as a Member of a Team: Works cooperatively with others and contributes to group with ideas, suggestions, and effort.
- 2.2 Teaches Others: Helps others to learn.
- 2.3 Serves Clients/Customers: Works and communicates with clients and customers to satisfy their expectations.
- 2.4 Exercises Leadership: Communicates thoughts, feelings, and ideas to justify a position, encourages, persuades, convinces, or otherwise motivates an individual or groups; including responsibility challenging existing procedures, policies, or authority.
- 2.5 Negotiates: Works toward an agreement that may involve exchanging specific resources or resolving divergent interests.
- 2.6 Works with Cultural Diversity: Works well with men and women and with a variety of ethnic, social, or educational backgrounds.

3.0 INFORMATION
- 3.1 Acquires and Evaluates Information: Identifies need for data, obtains it from existing sources or creates it and evaluates its relevance and accuracy.
- 3.2 Organizes and Maintains Information: Organizes, processes, and maintains written or computerized reports and other forms of information in a systematic fashion.
- 3.3 Uses Computers to Process Information: Employs computers to acquire, organize, analyze, and communicate information.

4.0 SYSTEMS
- 4.1 Understands Systems: Knows how social, organizational, and technological systems work and operates effectively within them.
- 4.2 Monitors and Corrects Performance: Distinguishes trends, predicts impact of actions on system operations, diagnoses deviations in the function of a system/organization, and takes necessary action to correct performance.
- 4.3 Improves and Designs Systems: Makes suggestions to modify existing systems to improve products or services, and develops new or alternative systems.

5.0 TECHNOLOGY
- 5.1 Selects Technology: Judges which set of procedures, tools, or machines, including computers and their programs will produce the desired results.
- 5.2 Applies Technology to Task: Understands the overall intent and the proper procedures for setting up and operating machines, including computers and their programming systems.
- 5.3 Maintains and Troubleshoots Technology: Prevents, identifies, or solves problems in machines, computers and other technologies.
SCANS FOUNDATION SKILLS

6.0 BASIC SKILLS

- 6.1 Reading: Locates, understands, and interprets written information in prose and documents – including manuals, graphs, and schedules to perform tasks. Learns from text by determining the main idea or essential message; identifies relevant details, facts, and specifications: infers or locates the meaning of unknown or technical vocabulary, and judges the accuracy, appropriateness, style, and plausibility of reports, proposals, or theories of other writers.

- 6.2 Writing: Communicates thoughts, ideas, information, and messages in writing; records information completely and accurately; composes and creates documents such as letters, directions, manuals, reports, proposals, graphs, flow charts; uses language, style, organization, and format appropriate to the subject-matter, purpose, and audience. Includes supporting documentation and attends to level of detail; checks, edits, and revises for correct information, appropriate emphasis, form, grammar, spelling, and punctuation.

- 6.3 Arithmetic: Performs basic computations; uses basic numerical concepts such as whole numbers and percentages in practical situations; makes reasonable estimates of arithmetic results without a calculator, and uses tables, graphs, diagrams, and charts to obtain or convey quantitative information.

- 6.4 Mathematics: Approaches practical problems by choosing appropriately from a variety of mathematical techniques; uses quantitative data to construct logical explanations for real world situations; expresses mathematical ideas and concepts orally and in writing; and understands the role of chance in the occurrence and prediction of events.

- 6.5 Listening: Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to the purpose; for example, to comprehend; to learn, to critically evaluate; to appreciate, or to support the speaker.

- 6.6 Speaking: Organizes ideas and communicates oral messages appropriate to listeners and situations; participates in conversation, discussion and group presentations; selects an appropriate medium for conveying a message; uses verbal language and other cues such as body language appropriate in style, tone, and level of complexity to the audience and the occasion; speaks clearly and communicates a message; understands and responds to listener feedback; and asks questions when needed.

7.0 THINKING SKILLS

- Creative Thinking: Uses imagination freely, combines ideas or information in new ways, makes connections between seemingly unrelated ideas, and reshapes goals in ways that reveal new possibilities.

- 7.2 Decision Making: Specifies goals and constraints, generates alternatives, considers risks and evaluates and chooses best alternatives.

- 7.3 Problem Solving: Recognizes that a problem exists (i.e., there is a discrepancy between what is and what should or could be), identifies possible reasons for the discrepancy, and devises and implements a plan of action to resolve it. Evaluates and monitors progress, and revises plan as indicated by findings.

- 7.4 Mental Visualization: Organizes and processes symbols, pictures, graphs, objects, or other information; for example, sees a building from a blueprint, a system’s operation from schematics, the flow of work activities from narrative descriptions, or the taste of food from reading a recipe.

- 7.5 Knowing How To Learn: Recognizes and can use learning techniques to apply and adapt new knowledge and skills in both familiar and changing situations. Involves being aware of learning tools such as personal learning styles (visual, aural, etc.), formal learning strategies (note taking or clustering items that share some characteristics), and informal learning strategies (awareness of unidentified false assumptions that may lead to faulty conclusions).

- 7.6 Reasoning: Discovers a rule or principle underlying the relationship between two or more objects and applies it in solving a problem. For example, uses logic to draw conclusions from available information, extracts rules or principles from a set of objects or written text; applies rules and principles to a new situation, or determines which conclusions are correct when given a set of facts and a set of conclusions.
8.0 PERSONAL QUALITIES

- **8.1 Responsibility:** Exerts a high level of effort and perseverance towards goal attainment. Works hard to become excellent at doing tasks by setting high standards. Works hard to become excellent at doing tasks by setting high standards, paying attention to details, working well and displaying a high level of concentration even when assigned an unpleasant task. Displays high standards of attendance, punctuality, enthusiasm, vitality, and optimism in approaching and completing tasks.

- **8.2 Self-Esteem:** Believes in own self-worth and maintains a positive view of self; demonstrates knowledge of own skills and abilities; is aware of impact on others; and knows own emotional capacity and needs and how to address them.

- **8.3 Sociability:** Demonstrates understanding, friendliness, adaptability, empathy, and politeness in new and ongoing group settings. Asserts self in familiar and unfamiliar social situations; relates well to others; responds appropriately as the situation requires; and takes an interest in what others say and do.

- **8.4 Self-Management** Assesses own knowledge, skills, and abilities accurately; sets well-defined and realistic personal goals, monitors progress goal attainment and motivates self through goal achievement; exhibits self-control and responds to feedback unemotionally and non-defensively, is a “self-starter.”

- **8.5 Integrity/Honesty:** Can be trusted. Recognizes when faced with making a decision or exhibiting behavior that may break with commonly held personal or societal values; understands the impact of violating these beliefs and codes on an organization, self, and others; and chooses an ethical course of action.
<table>
<thead>
<tr>
<th>Institutional Goals</th>
<th>Competency Outcome</th>
<th>SCANS Competency</th>
<th>Strategies</th>
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<tbody>
<tr>
<td>Communication</td>
<td>Comprehend various types of written and spoken information.</td>
<td>Section 2.5 Negotiate to arrive at a decision. Section 6.2 Communicate thoughts, ideas, information, and messages in writing. Section 6.5 Listen and react appropriately to listeners.</td>
<td>Compose and create documents such as letters, directions, manuals, reports, graphs and flow charts; use language, style, organization, and format appropriate to the subject matter, purpose, and audience.</td>
</tr>
<tr>
<td>Communication</td>
<td>Create oral and written works that utilize research, organization, and proper editing.</td>
<td>Section 2.2 Teach others. Section 2.3 Serve clients/customers. Section 2.4 Exercise leadership. Section 3.3 Interpret and communicate information. Section 6.6 Deliver oral messages appropriately to listeners.</td>
<td>Select information to be communicated; identify best methods for research, organizations, and delivery; communicate results to others in desired format.</td>
</tr>
<tr>
<td>Communication</td>
<td>Evaluate the oral and written communication of others.</td>
<td>Section 2.1 Participate as a member of a team.</td>
<td>Contribute to group with ideas, suggestions, and efforts.</td>
</tr>
<tr>
<td>Critical Thinking</td>
<td>Embrace methods for applying both qualitative and quantitative skills for analytical purposes.</td>
<td>Section 4.1 Apply appropriate techniques to a system. Section 4.3 Improve and design systems. Section 7.3 Apply problem solving skills appropriately to situations.</td>
<td>Recognize a problem exists; identify possible reason for the problem, devise and implement a plan of action to resolve the problem, monitor the progress, revise plans, select and apply problem solving methods.</td>
</tr>
<tr>
<td>Critical Thinking</td>
<td>Use problem solving strategies to address an identified task.</td>
<td>Section 4.2 Monitor and correct performance of a system. Section 4.3 Improve and design systems. Section 7.3 Apply problem solving skills appropriately to situations.</td>
<td>Discover a rule or principle underlying the relationship between two or more objects; extract rules or principles from a set objects or a written text.</td>
</tr>
<tr>
<td>Critical Thinking</td>
<td>Evaluate arguments and construct alternative strategies.</td>
<td>Section 4.1 Apply appropriate techniques to a function within a social, organizational, and technological system to attain goals effectively and ethically. Section 7.6 Apply reasoning to finding solutions or draw conclusions.</td>
<td>Determine the desired results or outcomes and applicable restraints of technology; visualize the necessary methods and applicable technology.</td>
</tr>
<tr>
<td>Computer Literacy</td>
<td>Use computers to create, modify, retrieve, store, and output files.</td>
<td>Section 5.1 Select appropriate technology. Section 5.2 Apply technology to task. Section 5.3 Maintain and troubleshoot technology. Section 5.4 Manage human resources efficiently.</td>
<td>Communicate information using email, list serves, word processor, or other computer based communication functions.</td>
</tr>
<tr>
<td>Computer Literacy</td>
<td>Use the Internet to send or receive information.</td>
<td>Section 3.4 Process information using computer. Section 5.1 Select appropriate technology.</td>
<td>Communicate information using email, list serves, word processor, or other computer based communication functions.</td>
</tr>
<tr>
<td>Cultural Awareness</td>
<td>Interpret other cultures based on a broader world view.</td>
<td>Section 2.6 Work with cultural diversity.</td>
<td>Work with men and women, and a variety of ethnic, social, and educational backgrounds; compare one's own culture and that of others; respect the rights of others while helping them make cultural adjustments when necessary.</td>
</tr>
<tr>
<td>Cultural Awareness</td>
<td>Display an openness to different viewpoints.</td>
<td>Section 2.6 Work with cultural diversity.</td>
<td>Base impression upon individual performance, not stereotypes.</td>
</tr>
<tr>
<td>Cultural Awareness</td>
<td>Develop an appreciation for diversity and intercultural relationships.</td>
<td>Section 2.6 Work with cultural diversity.</td>
<td>Understand concerns of members of other ethnic and gender groups.</td>
</tr>
<tr>
<td>Educational Self Reliance</td>
<td>Utilize student services available at college setting.</td>
<td>Section 1.3 Manage material and facility resources effectively.</td>
<td>Understand the processes associated with educational systems; utilize the necessary offices, and/or resources for educational matriculation.</td>
</tr>
<tr>
<td>Educational Self Reliance</td>
<td>Promote his or her educational success.</td>
<td>Section 1.1 Manage time effectively. Section 1.2 Manage money effectively. Section 6.1 Read written information in prose and documents, such as manuals, graphs, and schedules with understanding.</td>
<td>Manage time, finances and other resources for educational pursuit effectively.</td>
</tr>
<tr>
<td>Educational Self Reliance</td>
<td>Enhance his or her quality of life.</td>
<td>Section 8.1 Act responsibly. Section 8.2 Exhibit effective self-esteem. Section 8.3 Employ appropriate social skills. Section 8.4 Manage self. Section 8.5 Apply integrity and honesty to all matters.</td>
<td>Persevere toward goal attainment with high level of effort; maintain a positive attitude of self and believe in own self-worth.</td>
</tr>
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<td>Educational Self Reliance</td>
<td>Develop the capacity for life-long learning.</td>
<td>Section 7.5 Apply learning strategies to support life-long learning.</td>
<td>Apply and adapt existing and new knowledge and skills, using learning techniques, in both familiar and changing situations.</td>
</tr>
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INSTRUCTOR:  Kelly Meyer
OFFICE:       239
PHONE:        (325) 794-4441
               kelly.meyer@cisco.edu
OFFICE HOURS: By Appointment Only

COURSE DESCRIPTION:
Medical Terminology is a study and practical application of medical vocabulary system. Includes
structure, recognition, analysis, definition, spelling, pronunciation, and combination of medical
terms from prefixes, suffixes, roots, and combining forms.

TIME ALLOTMENT:  First Semester  3 Semester Hours Credit
                   Lecture Hours:  3  Clinical/Laboratory Hours:  0

PURPOSE AND LEARNING OUTCOMES OF THE COURSE:
The purpose of this course is to provide students a foundation in which to utilize medical
language in a health care setting.
The learner will:
- Define terms and abbreviation which apply to structural organization of
  the body
- Analyze and identify terms and their components from a list, including
  prefixes, suffixes, roots, and combining forms
- Pronounce, spell, and define medical terms
- Interpret the contents of a written patient medical scenario

COURSE OBJECTIVES:
Upon completion of the course the student will:
1. Master the basic elements in forming medical words.
2. Categorize both major prefixes and suffixes in the following groups: position, number and
   measurement, negation and direction.
3. Understand all rules surrounding combining forms.
4. Possess a general knowledge of basic human anatomy and physiology.
5. Possess necessary professional communication skills.
6. Understand the interpretation of medical terms in reports, records, correspondence and
   documentation.
7. Be able to provide narrated medical instruction to patients, using both correct terminology
   and familiar lay terminology.
8. Pronounce basic medical terms correctly.
PREREQUISITES:
None.

COURSE STRUCTURE:
This course is set up to allow students to learn medical terminology at a set pace on-line.

EXIT COMPETENCIES:
The students are expected to complete a total of four (4) competency examinations. These examinations will cover the following skills:
- Prefixes
- Suffixes
- Combining Forms (1 & 2)

REQUIRED TEXTBOOKS AND MATERIALS:
- Exploring Medical Language, A Student Directed Approach (9th ed.)
- Online Course in Canvas

RECOMMENDED OPTIONAL MATERIALS AND RESOURCES:
None.

COURSE REQUIREMENTS:
1. Students must read the previous chapter(s) and be prepared to participate in on-line discussions.
2. Completion of all four (4) Competency Examinations with a grade of 90%.
3. Students must have an average in the course of at least 70% in order to take the required final competency examination.
4. Completion of the Final Examination with a score of 75% or better.

EVALUATION METHODS INCLUDING GRADING:
The final grade for the course will be based upon the following criteria:
- Competency Examinations (x4)
- Unit Tests (x7)
- Final Examination
- Participation in all class discussions and activities

- The exam schedule allows students to take the test in a weekly time frame
- If a student feels that they are ready to take an exam outside the set time frame, they need to contact the instructor by e-mail. The professor will respond daily to all e-mail questions within a 24 hour time.
- It is your responsibility to notify the instructor prior to the testing date and/or the make-up date if you are unable to take the exam during the allotted time frame.
- Failure to notify the instructor in a timely manner will result in exam point deduction.
- Regardless of your semester average, you must make at least a 75 on the final competency or the highest grade awarded in this course will be a D.

FINAL EXAM: May 10, 2105
The following traditional scale will determine a letter grade:

- A  90-100%
- B  80-89%
- C  70-79%
- D  60-69%
- F  59-00%

**ATTENDANCE POLICY:**
If a student fails to have an online presence (Canvas) for more than two weeks, they will be dropped. The student should contact the instructor if they are having a problem with their/our computer system.

**STUDENT CONTRIBUTIONS:**
Since this is an on-line class, it is the responsibility of the student to check Canvas daily for emails from the instructor, to take exams at the scheduled times, and complete all assignments on time. Since there are not "formal" class-meetings, student must be very self-disciplined and spend time on the course each day. Expect to spend 8 hours or more per week reading and studying the textbook material, completing suggested textbook assignments, completing chapter material and quizzes, posting discussion questions, responding to posted discussion questions from the instructor, and preparing for exams. It is the utmost importance that students stay current with their assignments and turn them in on time.

**STUDENT RESPONSIBILITES:**
The excuse of not having a computer will not be accepted. It is totally your responsibility that you have access to a working computer with an internet connection. If your computer malfunctions during the semester, the Cisco College Abilene Library is available.

**DON'T WAIT UNTIL THE LAST MINUTE TO COMPLETE YOUR EXAMS AND ASSIGNMENTS.**

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REVISED 4/2015 KLM

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<td>and can use learning techniques to</td>
<td>customers/clients.</td>
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<td>apply and adapt new knowledge through</td>
<td>8.4 Self-Management: Assess</td>
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<td>own knowledge, skills, and abilities</td>
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<td>accurately through completion of</td>
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critically analyze information presented in classroom for clarity and accuracy.

6.6 Speaking: Organizes ideas for presentation and communicates thoughts orally.

7.6 Reasoning: Understand the importance of medical terminology utilized in the medical profession.

SCANS COMPETENCIES

SCANS COMPETENCIES WITH DEFINITIONS

1.0 RESOURCES

- 1.1 Manages Time: Selects relevant, goal-related activities, ranks them in order of importance, allocates time to activities, and understands, prepares, and follows schedules.
- 1.2 Manages Money: Uses or prepares budgets, including making cost and revenue forecasts, keeps detailed records to track budget performance, and makes appropriate adjustments.
- 1.3 Manages Materials and Facility Resources: Acquires, stores, and distributes materials, supplies, parts, equipment, space, or final products in order to make the best use of them.
- 1.4 Manages Human Resources: Assesses knowledge and skills and distributes work accordingly, evaluates performance, and provides feedback.

2.0 INTERPERSONAL

- 2.1 Participates as a Member of a Team: Works cooperatively with others and contributes to group with ideas, suggestions, and effort.
- 2.2 Teaches Others: Helps others to learn.
- 2.3 Serves Clients/Customers: Works and communicates with clients and customers to satisfy their expectations.
- 2.4 Exercises Leadership: Communicates thoughts, feelings, and ideas to justify a position, encourages, persuades, convinces, or otherwise motivates an individual or groups; including responsibility challenging existing procedures, policies, or authority.
- 2.5 Negotiates: Works toward an agreement that may involve exchanging specific resources or resolving divergent interests.
- 2.6 Works with Cultural Diversity: Works well with men and women and with a variety of ethnic, social, or educational backgrounds.

3.0 INFORMATION

- 3.1 Acquires and Evaluates Information: Identifies need for data, obtains it from existing sources or creates it and evaluates its relevance and accuracy.
- 3.2 Organizes and Maintains Information: Organizes, processes, and maintains written or computerized reports in other forms of information in a systematic fashion.
- 3.3 Uses Computers to Process Information: Employs computers to acquire, organize, analyze, and communicate information.

4.0 SYSTEMS
• 4.1 Understands Systems: Knows how social, organizational, and technological systems work and operates effectively within them.
• 4.2 Monitors and Corrects Performance: Distinguishes trends, predicts impact of actions on system operations, diagnoses deviations in the function of a system/organization, and takes necessary action to correct performance.
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5.0 TECHNOLOGY
• 5.1 Selects Technology: Judges which set of procedures, tools, or machines, including computers and their programs will produce the desired results.
• 5.2 Applies Technology to Task: Understands the overall intent and the proper procedures for setting up and operating machines, including computers and their programming systems.
• 5.3 Maintains and Troubleshoots Technology: Prevents, identifies, or solves problems in machines, computers and other technologies.

SCANS FOUNDATION SKILLS

6.0 BASIC SKILLS
• 6.1 Reading: Locates, understands, and interprets written information in prose and documents – including manuals, graphs, and schedules to perform tasks. Learns from text by determining the main idea or essential message; identifies relevant details, facts, and specifications: infers or locates the meaning of unknown or technical vocabulary, and judges the accuracy, appropriateness, style, and plausibility of reports, proposals, or theories of other writers.
• 6.2 Writing: Communicates thoughts, ideas, information, and messages in writing; records information completely and accurately; composes and creates documents such as letters, directions, manuals, reports, proposals, graphs, flow charts; uses language, style, organization, and format appropriate to the subject-matter, purpose, and audience. Includes supporting documentation and attends to level of detail; checks, edits, and revises for correct information, appropriate emphasis, form, grammar, spelling, and punctuation.
• 6.3 Arithmetic: Performs basic computations; uses basic numerical concepts such as whole numbers and percentages in practical situations; makes reasonable estimates of arithmetic results without a calculator, and uses tables, graphs, diagrams, and charts to obtain or convey quantitative information.
• 6.4 Mathematics: Approaches practical problems by choosing appropriately from a variety of mathematical techniques; uses quantitative data to construct logical explanations for real world situations; expresses mathematical ideas and concepts orally and in writing; and understands the role of chance in the occurrence and prediction of events.
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• 6.6 Speaking: Organizes ideas and communicates oral messages appropriate to listeners and situations; participates in conversation, discussion and group presentations; selects an appropriate medium for conveying a message; uses verbal language and other cues such as body language appropriate in style, tone, and level of complexity to the audience and the occasion; speaks clearly and communicates a message; understands and responds to listener feedback; and asks questions when needed.

7.0 THINKING SKILLS
• Creative Thinking: Uses imagination freely, combines ideas or information in new ways, makes connections between seemingly unrelated ideas, and reshapes goals in ways that reveal new possibilities.
• 7.2 Decision Making: Specifies goals and constraints, generates alternatives, considers risks and evaluates and chooses best alternatives.
7.3 **Problem Solving**: Recognizes that a problem exists (i.e., there is a discrepancy between what is and what should or could be), identifies possible reasons for the discrepancy, and devises and implements a plan of action to resolve it. Evaluates and monitors progress, and revises plan as indicated by findings.

7.4 **Mental Visualization**: Organizes and processes symbols, pictures, graphs, objects, or other information; for example, sees a building from a blueprint, a system’s operation from schematics, the flow of work activities from narrative descriptions, or the taste of food from reading a recipe.

7.5 **Knowing How To Learn**: Recognizes and can use learning techniques to apply and adapt new knowledge and skills in both familiar and changing situations. Involves being aware of learning tools such as personal learning styles (visual, aural, etc.), formal learning strategies (note taking or clustering items that share some characteristics), and informal learning strategies (awareness of unidentified false assumptions that may lead to faulty conclusions).

7.6 **Reasoning**: Discovers a rule or principle underlying the relationship between two or more objects and applies it in solving a problem. For example, uses logic to draw conclusions from available information, extracts rules or principles from a set of objects or written text; applies rules and principles to a new situation, or determines which conclusions are correct when given a set of facts and a set of conclusions.

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### 8.0 PERSONAL QUALITIES

8.1 **Responsibility**: Exerts a high level of effort and perseverance towards goal attainment. Works hard to become excellent at doing tasks by setting high standards. Works hard to become excellent at doing tasks by setting high standards, paying attention to details, working well and displaying a high level of concentration even when assigned an unpleasant task. Displays high standards of attendance, punctuality, enthusiasm, vitality, and optimism in approaching and completing tasks.

8.2 **Self-Esteem**: Believes in own self-worth and maintains a positive view of self; demonstrates knowledge of own skills and abilities; is aware of impact on others; and knows own emotional capacity and needs and how to address them.

8.3 **Sociability**: Demonstrates understanding, friendliness, adaptability, empathy, and politeness in new and ongoing group settings. Asserts self in familiar and unfamiliar social situations; relates well to others; responds appropriately as the situation requires; and takes an interest in what others say and do.

8.4 **Self-Management**: Assesses own knowledge, skills, and abilities accurately; sets well-defined and realistic personal goals, monitors progress goal attainment and motivates self through goal achievement; exhibits self-control and responds to feedback unemotionally and non-defensively, is a “self-starter.”

8.5 **Integrity/Honesty**: Can be trusted. Recognizes when faced with making a decision or exhibiting behavior that may break with commonly held personal or societal values; understands the impact of violating these beliefs and codes on an organization, self, and others; and chooses an ethical course of action.
<table>
<thead>
<tr>
<th>Institutional Goals</th>
<th>Competency Outcome</th>
<th>SCANS Competency</th>
<th>Strategies</th>
</tr>
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<tbody>
<tr>
<td>Communication</td>
<td>Comprehend various types of written and spoken information.</td>
<td>Section 2.5 Negotiate to arrive at a decision</td>
<td>Compose and create documents such as letters, directions, manuals, reports, graphs and flow charts; use language, style, organization, and format appropriate to the subject matter, purpose, and audience</td>
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<tr>
<td>Communication</td>
<td>Create oral and written works that utilize research, organization, and proper editing.</td>
<td>Section 2.2 Teach others Sections 2.3 Serve clients/customers Section 2.4 Exercise leadership Section 3.3 Interpret and communicate information Section 6.6 Deliver oral messages appropriately to listeners</td>
<td>Select information to be communicated; identify best methods for research, organizations, and delivery; communicate results to others in desired format</td>
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<tr>
<td>Communication</td>
<td>Evaluate the oral and written communication of others.</td>
<td>Section 2.1 Participate as a member of a team</td>
<td>Contribute to group with ideas, suggestions, and efforts</td>
</tr>
<tr>
<td>Critical Thinking</td>
<td>Embrace methods for applying both qualitative and quantitative skills for analytical purposes.</td>
<td>Section 1.4 Manage human resources efficiently Section 4.2 Monitor and correct performance of a system Section 4.3 Improve and design systems Section 7.3 Apply problem solving skills appropriate to situation</td>
<td>Recognize a problem exists; identify possible reason for the problem, devise and implement a plan of action to resolve the problem, monitor the progress, revise plans, select and apply problem solving methods</td>
</tr>
<tr>
<td>Critical Thinking</td>
<td>Use problem solving strategies to address an identified task.</td>
<td>Section 3.1 Acquire and evaluate information Section 3.2 Organize and maintain information Section 3.3 Acquire and evaluate information and/or paper and pencil to solve simple work problems Section 6.4 Perform mathematics in a variety of techniques to approach practical problems appropriately Section 7.1 Generate new ideas using creative thinking Section 7.2 Make decisions Section 7.4 See things in the mind's eye</td>
<td>Discover a rule or principle underlying the relationship between two or more objects; extract rules or principles from a set objects or a written text</td>
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<td>Critical Thinking</td>
<td>Evaluate arguments and construct alternative strategies.</td>
<td>Section 3.4 Process information using computer Section 5.1 Select appropriate technology and/or paper and pencil to solve simple work problems Section 6.1 Read written information in prose and documents, such as manuals, graphs, and schedules with understanding Section 6.3 Perform arithmetic computations and concepts with appropriate technology and/or paper and pencil to solve simple work problems Section 6.4 Perform mathematics in a variety of techniques to approach practical problems appropriately Section 7.1 Generate new ideas using creative thinking Section 7.2 Make decisions Section 7.4 See things in the mind's eye</td>
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<tr>
<td>Computer Literacy</td>
<td>Use computers to create, modify, retrieve, store, and output files</td>
<td>Section 3.3 Interpret and communicate information Section 3.4 Process information using computer Section 5.1 Select appropriate technology Section 5.2 Apply technology to task Section 5.3 Maintain and troubleshoot technology</td>
<td>Communicate information using email, list serves, word processor, or other computer based communication functions</td>
</tr>
<tr>
<td>Computer Literacy</td>
<td>Use the Internet to send or receive information</td>
<td>Section 3.4 Process information using computer Section 5.2 Apply technology to task Section 5.3 Maintain and troubleshoot technology Section 5.4 Use computers to improve performance</td>
<td>Work with men and women, and a variety of ethnic, social, and educational backgrounds; compare one's own culture and that of others; respect the rights of others while helping them make cultural adjustments when necessary</td>
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<td>Cultural Awareness</td>
<td>Interpret other cultures based on a broader world view.</td>
<td>Section 2.5 Negotiate to arrive at a decision Section 3.1 Acquire and evaluate information Section 3.2 Organize and maintain information Section 3.3 Acquire and evaluate information and/or paper and pencil to solve simple work problems Section 6.1 Read written information in prose and documents, such as manuals, graphs, and schedules with understanding Section 6.3 Perform arithmetic computations and concepts with appropriate technology and/or paper and pencil to solve simple work problems Section 6.4 Perform mathematics in a variety of techniques to approach practical problems appropriately Section 7.1 Generate new ideas using creative thinking Section 7.2 Make decisions Section 7.4 See things in the mind's eye</td>
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<td>Cultural Awareness</td>
<td>Display an openness to different viewpoints.</td>
<td>Section 2.6 Work with cultural diversity</td>
<td>Base impression upon individual performance, not stereotypes.</td>
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<td>Cultural Awareness</td>
<td>Develop an appreciation for diversity and intercultural relationships.</td>
<td>Section 2.6 Work with cultural diversity</td>
<td>Understand concerns of members of other ethnic and gender groups.</td>
</tr>
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<td>Educational Self Reliance</td>
<td>Utilize student services available at college setting</td>
<td>Section 1.3 Manage material and facility resources effectively</td>
<td>Understand the processes associated with educational systems; utilize the necessary offices, and/or resources for educational matriculation</td>
</tr>
<tr>
<td>Educational Self Reliance</td>
<td>Promote his or her educational success</td>
<td>Section 1.2 Manage money effectively Section 1.3 Manage material and facility resources effectively</td>
<td>Manage time, finances and other resources for educational pursuit effectively.</td>
</tr>
<tr>
<td>Educational Self Reliance</td>
<td>Enhance his or her quality of life</td>
<td>Section 2.1 Participate as a member of a team Section 3.4 Process information using computer Section 5.1 Select appropriate technology Section 5.2 Apply technology to task Section 5.3 Maintain and troubleshoot technology Section 5.4 Use computers to improve performance</td>
<td>Persevere toward goal attainment with high level of effort; maintain a positive attitude of self and believes in own self-worth</td>
</tr>
<tr>
<td>Educational Self Reliance</td>
<td>Develop the capacity for life-long learning</td>
<td>Section 7.5 Apply learning strategies to support life-long learning</td>
<td>Apply and adapt existing and new knowledge and skills, using learning techniques, in both familiar and changing situations</td>
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</table>
CISCO COLLEGE
Abilene Education Center
Abilene, TX

SYLLABUS
FOR
On-Line Class
MDCA 1313 MEDICAL TERMINOLOGY
3 CREDIT HOURS

INSTRUCTOR:  Angelia Torrez

OFFICE:  242

PHONE:  (325) 794-4575
Angelia.torrez@cisco.edu

OFFICE HOURS:  By Appointment Only

COURSE DESCRIPTION:
Medical Terminology is a study and practical application of medical vocabulary system. Includes structure, recognition, analysis, definition, spelling, pronunciation, and combination of medical terms from prefixes, suffixes, roots, and combining forms.

TIME ALLOTMENT:  First Semester  3 Semester Hours Credit
Lecture Hours:  3  Clinical/Laboratory Hours:  0

PURPOSE AND LEARNING OUTCOMES OF THE COURSE:
The purpose of this course is to provide students a foundation in which to utilize medical language in a health care setting.
The learner will:

- Define terms and abbreviation which apply to structural organization of the body
- Analyze and identify terms and their components from a list, including prefixes, suffixes, roots, and combining forms
- Identify correct pronunciation, spelling, and definition of medical terms
- Correctly interpret the contents of a written patient medical scenario

COURSE OBJECTIVES:
Upon completion of the course the student will:
1. Master the basic elements in forming medical words.
2. Categorize both major prefixes and suffixes in the following groups: position, number and measurement, negation and direction.
3. Understand all rules surrounding combining forms.
4. Possess a general knowledge of basic human anatomy and physiology.
5. Possess necessary professional communication skills.
6. Understand the interpretation of medical terms in reports, records, correspondence and documentation.
7. Be able to provide narrated medical instruction to patients, using both correct terminology and familiar lay terminology.
8. Pronounce basic medical terms correctly.
PREREQUISITES:
None.

COURSE STRUCTURE:
This course is set up to allow students to learn medical terminology at a set pace on-line.

EXIT COMPETENCIES:
The students are expected to complete a total of four (4) competency examinations. These examinations will cover the following skills:
- Prefixes
- Suffixes
- Combining Forms (1 & 2)

REQUIRED TEXTBOOKS AND MATERIALS:
- Exploring Medical Language, A Student Directed Approach (9th ed.)
- Online Course in Canvas

RECOMMENDED OPTIONAL MATERIALS AND RESOURCES:
None.

COURSE REQUIREMENTS:
1. Students must read the previous chapter(s) and be prepared to participate in on-line discussions.
2. Completion of all four (4) Competency Examinations with a grade of 90%.
3. Students must have an average in the course of at least 70% in order to take the required final competency examination.
4. Completion of the Final Examination with a score of 75% or better.

EVALUATION METHODS INCLUDING GRADING:
The final grade for the course will be based upon the following criteria:
- Competency Examinations (x4)
- Unit Tests (x7)
- Final Examination
- Participation in all class discussions and activities

- The exam schedule allows students to take the test in a weekly time frame
- If a student feels that they are ready to take an exam outside the set time frame, they need to contact the instructor by e-mail. The professor will respond daily to all e-mail questions within a 24 hour time.
- It is your responsibility to notify the instructor prior to the testing date and/or the make-up date if you are unable to take the exam during the allotted time frame.
- Failure to notify the instructor in a timely manner will result in exam point deduction.
- Regardless of your semester average, you must make at least a 75 on the final competency or the highest grade awarded in this course will be a D.

FINAL EXAM: May 9, 2016
The following traditional scale will determine a letter grade:

- **A** 90-100%
- **B** 80-89%
- **C** 70-79%
- **D** 60-69%
- **F** 59-00%

**ATTENDANCE POLICY:**
If a student fails to have an online presence (Canvas) for more than two weeks, they will be dropped. The student should contact the instructor if they are having a problem with their/our computer system.

**STUDENT CONTRIBUTIONS:**
Since this is an on-line class, it is the responsibility of the student to check Canvas daily for emails from the instructor, to take exams at the scheduled times, and complete all assignments on time. Since there are not “formal” class-meetings, student must be very self-disciplined and spend time on the course each day. Expect to spend 8 hours or more per week reading and studying the textbook material, completing suggested textbook assignments, completing chapter material and quizzes, posting discussion questions, responding to posted discussion questions from the instructor, and preparing for exams. It is the utmost importance that students stay current with their assignments and turn them in on time.

**STUDENT RESPONSIBILITIES:**
The excuse of not having a computer will not be accepted. It is totally your responsibility that you have access to a working computer with an internet connection. If your computer malfunctions during the semester, the Cisco College Abilene Library is available.

**DON’T WAIT UNTIL THE LAST MINUTE TO COMPLETE YOUR EXAMS AND ASSIGNMENTS.**

**COURSE CONTENT:**
College-level courses may include controversial, sensitive, and/or adult material. Students are expected to have the readiness for college-level rigor and content.

**ACADEMIC INTEGRITY:**
It is the intent of Cisco College to foster a spirit of complete honesty and a high standard of integrity. The attempt of students to present as their own any work they have not honestly performed is regarded by the faculty and administration as a serious offense and renders the offender liable to serious consequences, possibly suspension.

**STUDENT CONDUCT:**
Students are expected to take responsibility in helping to maintain a classroom environment that is conductive to learning. In order to assure that all students have the opportunity to gain from the time spent in class, students are prohibited from using cell phones or beepers, making offensive remarks, reading material not related to class, sleeping, or engaging in any other form of distraction. Inappropriate behavior in the classroom shall result, at a minimum, in a request to leave class. A more detailed list of inappropriate behaviors is found in the current student handbook.

**CHANGES TO THE SYLLABUS:**
The schedule and procedures in this syllabus are subject to change if deemed appropriate by the instructor.
STUDENTS WITH SPECIAL NEEDS:
Students who qualify for specific accommodations under the Americans with Disabilities Act (ADA) should notify the instructor the first week of class. It is the student's responsibility to provide the necessary documentation to the Special Populations Coordinator.

STUDENT TECHNOLOGY USE IN CLASSROOM POLICY:
Use of communication devices, which include but is not limited to cell phones, palm devices, and laptops, is prohibited. All devices must be turned off and should not be taken out during class. Use of any communication device or data storage device during a test, unless express permission has been granted by the instructor, may result in a charge of academic dishonesty. Exceptions to this policy may be granted at the discretion of the instructor.

REVISED 5/2014 klm

SCANS Competencies: A description of all SCANS Competencies is attached.

<table>
<thead>
<tr>
<th>Resources</th>
<th>Interpersonal</th>
<th>Information</th>
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<tbody>
<tr>
<td>1.1 Manages time by following course schedule.</td>
<td>2.1 Participates as a Member of a Team: Completes in class group activities cooperatively with others.</td>
<td>3.1 Acquires and evaluates information in class and through reading assignments.</td>
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<td>2.2 Teaches others: Helps other classmates to learn</td>
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<td>Systems</td>
</tr>
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<td>4.1 Understands System: Students are able to utilize Canvas to complete their course assignments.</td>
</tr>
</tbody>
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7.3 **Problem Solving**: Recognizes that a problem exists (i.e., there is a discrepancy between what is and what should or could be), identifies possible reasons for the discrepancy, and devises and implements a plan of action to resolve it. Evaluates and monitors progress, and revises plan as indicated by findings.

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7.5 **Knowing How To Learn**: Recognizes and can use learning techniques to apply and adapt new knowledge and skills in both familiar and changing situations. Involves being aware of learning tools such as personal learning styles (visual, aural, etc.), formal learning strategies (note taking or clustering items that share some characteristics), and informal learning strategies (awareness of unidentified false assumptions that may lead to faulty conclusions).

7.6 **Reasoning**: Discovers a rule or principle underlying the relationship between two or more objects and applies it in solving a problem. For example, uses logic to draw conclusions from available information, extracts rules or principles from a set of objects or written text; applies rules and principles to a new situation, or determines which conclusions are correct when given a set of facts and a set of conclusions.

8.0 **PERSONAL QUALITIES**

8.1 **Responsibility**: Exerts a high level of effort and perseverance towards goal attainment. Works hard to become excellent at doing tasks by setting high standards. Works hard to become excellent at doing tasks by setting high standards, paying attention to details, working well and displaying a high level of concentration even when assigned an unpleasant task. Displays high standards of attendance, punctuality, enthusiasm, vitality, and optimism in approaching and completing tasks.

8.2 **Self-Esteem**: Believes in own self-worth and maintains a positive view of self; demonstrates knowledge of own skills and abilities; is aware of impact on others; and knows own emotional capacity and needs and how to address them.

8.3 **Sociability**: Demonstrates understanding, friendliness, adaptability, empathy, and politeness in new and ongoing group settings. Asserts self in familiar and unfamiliar social situations; relates well to others; responds appropriately as the situation requires; and takes an interest in what others say and do.

8.4 **Self-Management** Assesses own knowledge, skills, and abilities accurately; sets well-defined and realistic personal goals, monitors progress goal attainment and motivates self through goal achievement; exhibits self-control and responds to feedback unemotionally and non-defensively, is a “self-starter.”

8.5 **Integrity/Honesty**: Can be trusted. Recognizes when faced with making a decision or exhibiting behavior that may break with commonly held personal or societal values; understands the impact of violating these beliefs and codes on an organization, self, and others; and chooses an ethical course of action.
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<td>Communication</td>
<td>Evaluate the oral and written communication of others.</td>
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<td>Contribute to group with ideas, suggestions, and efforts</td>
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<td>Critical Thinking</td>
<td>Embrace methods for applying both qualitative and quantitative skills for analytical purposes.</td>
<td>Section 3.3 Acquire and evaluate information Section 4.1 Apply appropriate techniques to function within social, organizational, and technological systems to attain goals efficiently and ethically Section 4.2 Monitor and correct performance of a system Section 4.3 Improve and design systems Section 7.3 Apply problem solving skills appropriate to situation</td>
<td>Recognize a problem exists; identify possible reason for the problem, devise and implement a plan of action to resolve the problem, monitor the progress, revise plans, select and apply problem solving methods</td>
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<td>Critical Thinking</td>
<td>Use problem solving strategies to address an identified task.</td>
<td>Section 1.4 Manage human resources efficiently Section 1.5 Manage time effectively Section 2.5 Negotiate to arrive at a decision Section 6.5 Listen and react appropriately to listeners</td>
<td>Organize and process symbols, pictures, graphs, objects or other information to visualize actual representation; evaluate qualitative and quantitative data for implementation.</td>
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<td>Critical Thinking</td>
<td>Evaluate arguments and construct alternative strategies.</td>
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<td>Discover a rule or principle underlying the relationship between two or more objects; extract rules or principles from a set objects or a written text</td>
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<td>Computer Literacy</td>
<td>Use computers to create, modify, retrieve, store, and output files</td>
<td>Section 3.2 Organize and maintain information about job tasks Section 3.3 Acquire and evaluate information Section 4.1 Apply appropriate techniques to function within social, organizational, and technological systems to attain goals efficiently and ethically</td>
<td>Determine the desired results or outcomes and applicable elements of technology; visualize the necessary methods and applicable technology</td>
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<td>Computer Literacy</td>
<td>Use the Internet to send or receive information</td>
<td>Section 3.4 Process information using computer Section 4.1 Apply appropriate techniques to function within social, organizational, and technological systems to attain goals efficiently and ethically</td>
<td>Communicate information using email, list serves, word processor, or other computer based communication functions</td>
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<td>Cultural Awareness</td>
<td>Interpret other cultures based on a broader world view.</td>
<td>Section 2.6 Work with cultural diversity</td>
<td>Work with men and women, and a variety of ethnic, social, and educational backgrounds; compare one's own culture and that of others; respect the rights of others while helping them make cultural adjustments when necessary</td>
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<td>Cultural Awareness</td>
<td>Display an openness to different viewpoints.</td>
<td>Section 2.6 Work with cultural diversity</td>
<td>Base impression upon individual performance, not stereotypes</td>
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<td>Cultural Awareness</td>
<td>Develop an appreciation for diversity and intercultural relationships.</td>
<td>Section 2.6 Work with cultural diversity</td>
<td>Understand concerns of members of other ethnic and gender groups</td>
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<td>Educational Self Reliance</td>
<td>Utilize student services available at college setting</td>
<td>Section 1.3 Manage material and facility resources effectively</td>
<td>Understand the processes associated with educational systems; utilize the necessary offices, and/or resources for educational matriculation</td>
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<td>Educational Self Reliance</td>
<td>Promote his or her educational success</td>
<td>Section 1.1 Manage time effectively Section 1.2 Manage money effectively</td>
<td>Manage time, finances and other resources for educational pursuit effectively</td>
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<td>Educational Self Reliance</td>
<td>Enhance his or her quality of life</td>
<td>Section 8.1 Act responsibly Section 8.2 Exhibit effective self-esteem Section 8.3 Employ appropriate social skills Section 8.4 Manage self Section 8.5 Apply integrity and honesty to all matters</td>
<td>Persist in toward goal attainment with high level of effort; maintain a positive attitude of self and believes in own self-worth</td>
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<td>Educational Self Reliance</td>
<td>Develop the capacity for life-long learning</td>
<td>Section 7.5 Apply learning strategies to support life-long learning</td>
<td>Apply and adapt existing and new knowledge and skills, using learning techniques, in both familiar and changing situations</td>
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MDCA 1409
A & P for Medical Assisting
Spring 2016 Course Schedule
Thursday, 6:00 pm - 10:00 pm

Jan 21 Introduction/Syllabus Review/ Pretest
   Chapter 1 - 3 Orientation, Chemistry, Cells

28  Exam 1 Chpt 1 -3
   Chapter 4 & 5 Tissues and Integumentary

Feb 4  Exam 2 Chpt 4 &5
   Chapter 6 & 7 Bone & Bone Tissue and Skeletal

11  Exam 3 Chpt 6 & 7
   Chapter 8 & 9 Joints and Muscular

18  Exam 4 Chpt 8 & 9
   Chapter 10 Nervous System

25  Exam 5 Chpt 10
   Chapter 11 & 12 Sense Organs & Endocrine System

Mar 3  Exam 6 Chpt 11 & 12
   Chapter 13 & 14 Blood & Heart

10  Spring Break

17  Exam 7 Chpt 13 & 14

24  Chapter 15 & 16 Vascular & Lymphatic/Immune Systems

31  Exam 8 Chpt 15 & 16
   Chapter 17 Respiratory System

Apr 7  Exam 9 Chapter 17
   Chapter 18, 19 Urinary System/Fluid, Electrolyte, & Acid-Base
   Last day to drop with a W is tomorrow

14  Chapter 20 & 21 Digestive System/Nutrition & Metabolism

21  Exam 10 Chpt 18 - 21

28  REVIEW FOR FINAL

May 2  A & P COMPREHENSIVE FINAL EXAM
SYLLABUS FOR

MDCA 1452 Medical Assistant Laboratory Procedures
4 Semester Hours

INSTRUCTOR: Angelia Torrez, BSN, RN, CMA, AAS

OFFICE: email: angelia.torrez@cisco.edu

PHONE: cell: 325-428-6471 (NO text or calls after 10pm)

OFFICE HOURS: # 242 by appt only

COURSE DESCRIPTION:
Procedures depicted in the Current Clinical Laboratory Improvement Act (CLIA). Includes blood collection, specimen handling, basic urinalysis, identification of normal ranges, quality assurance, and quality control. May include electrocardiography.

TIME ALLOTMENT:
First Semester 4 Semester Credit Hours
Lecture Hours: 2 Lab/Clinical Hours: 4

PURPOSE AND LEARNING OUTCOMES OF THE COURSE:
The purpose of this course is to introduce the student to the clinical laboratory aspect of the professional field of medical assisting.
The learner will:
- Demonstrate proper venipuncture and skin puncture technique
- Demonstrate compliance with Universal/Standard Precautions and OSHA guidelines
- Properly perform hematocrit and glucose with a blood glucose meter
- Properly label and handle all biologic specimens
- Perform appropriate equipment maintenance and troubleshooting
- Demonstrate quality assurance and quality control procedures
- Perform proper 12 lead electrocardiography (if appropriate)

COURSE OBJECTIVES:
1. Explain the organization of a clinical laboratory and the medical assistant role in the laboratory.
2. Demonstrate and explain: Universal precautions; Infection control practices; Hazardous Communication Act; M.S.D.S.; various laboratory hazards and safe specimen handling.
3. Operate laboratory equipment properly and illustrate knowledge of components.
4. Explain quality assurance (QA) and demonstrate proper performance and interpretation of quality control (QC).
5. Perform venipuncture and capillary puncture using proper phlebotomy techniques.
6. Prepare, stain and perform differential, hematocrit and hemoglobin determinations and calculate indices.
7. Explain the formation of urine and define its normal components. Perform physical, biochemical and microscopic analysis of urine.
8. Perform the following testing: whole blood glucose, Monospot, pregnancy, gram stain, Rapid Strep test, blood typing.
9. Perform a 12 lead EKG and identify wave morphology with normal intervals.
10. Explain various methodologies and resulting of Diagnostic Imaging procedures and the medical assistant’s role in scheduling these procedures.

PREREQUISITES:
MDCA 1417

COURSE STRUCTURE:
The course will include the lecture, exam, and the laboratory section. Class will meet every Monday evening from the hours of 6:30 pm to 12:00 am.
EXIT COMPETENCIES:

_Educational Competencies for the Medical Assistant: AAMA_

B.III.C.3.b Clinical Competencies

1. Fundamental Procedures
   a. Perform Handwashing
   d. Dispose of biohazardous materials
   e. Practice Standard Precautions

2. Specimen Collection
   a. Perform venipuncture
   b. Perform capillary puncture
   c. Obtain specimens for microbiological testing
   d. Instruct patients in the collection of a clean-catch, mid-stream urine specimen
   e. Instruct patients in the collection of a fecal specimen

3. Diagnostic Testing
   a. *Perform electrocardiography
   b. *Perform respiratory testing
   c. CLIA Waived Tests:
      (i) *Perform urinalysis
      (ii) *Perform hematology testing
      (iii) *Perform chemistry testing
      (iv) *Perform immunology testing
      (v) *Perform microbiology testing

C. General Competencies

1. Professional Communications
   a. *Respond to and initiate written communications
   b. Recognize and respond to verbal communications
   c. Recognize and respond to nonverbal communications
   d. Demonstrate telephone techniques

2. Legal Concepts
   a. Identify and respond to issues of confidentiality
   b. Perform within legal and ethical boundaries
   c. Establish and maintain the medical record
   d. *Document appropriately
   e. Demonstrate knowledge of federal and state health care legislation and regulations

3. Patient instruction
   d. Identify community resources

4. Operational Functions
   a. *Perform an inventory of supplies and equipment
   b. *Perform routine maintenance of administrative and clinical equipment
   c. *Utilize computer software to maintain office systems
   d. *Use methods of quality control

* competencies with an asterisk require a work product

REQUIRED TEXTBOOKS AND MATERIALS:

Kinns: The Medical Assistant; An Applied Learning Approach; Young & Proctor; 12th ed.
Kinns: The Medical Assistant; An Applied Learning Approach Workbook; Young & Proctor; 12th ed.

RECOMMENDED OPTIONAL MATERIALS AND LIBRARY RESOURCES:

Index Cards, flash drive, stethoscope, scrub pants, black pen, red pen, pencil, scantrons, and a basic calculator.

COURSE REQUIREMENTS:

1. Students must read the chapter(s) and be prepared to participate in classroom discussions and laboratory portion of the course.

2. Completion of all six (6) Examinations

3. Students must have an average in the course of at least 70% in order to take the required final competency examination.

4. Completion of the Final Examination with a score of 75% or better.
EVALUATION METHODS INCLUDING GRADING:
The final grade for the course will be based upon the following criteria:

- 30 % - Unit Tests (x6)
- 30 % - Clinical Skills Lab Skills & Evaluation
- 40 % - Final Examination – 50 % Lab final / 50 % Written final

Participation in all class discussions and activities

- The student is expected to be present for all exams.
- It is your responsibility to notify the instructor if you are unable to attend class prior to the date and/or the make-up date for exams or competencies.
- Failure to notify the instructor in a timely manner will result in a 30 point deduction from the exam. Meaning the highest grade possible is a score of 70.
- During class time - participation is required: taking notes, making sure you have the power points, and making sure you have completed the workbook assignments. While in the lab, the student must be practicing skills or completing competencies. If you, the student, is engaging in gossip, texting on your phone, or working on things not pertaining to class or lab you will be ask to leave. This will count as an absence, and will not be permitted again. One warning is all the student will receive.
- If you, the student, leaves class before class is dismissed you will be counted as absent. If an exam or competency has been done/completed that class period then 30 points will be automatically taken from the exam or competency.
- ALL competencies must be completed and passed with a 85 % or higher. The student will be allowed only 3 attempts on each competency.
- Regardless of your semester average, you must make at least a 75 on the final competency or the highest grade awarded in this course will be a F.

The following traditional scale will determine a letter grade:

- A 90-100%
- B 80-89%
- C 70-79%
- D 60-69%
- F 59-00%

ATTENDANCE POLICY:
Throughout the course of the semester, if you, the student, miss more than 2 days you will be dropped from this class. It is important that you be prepared and attends classes Monday from 6:30pm – 12:00am.

COURSE CONTENT:
College-level courses may include controversial, sensitive, and/or adult material. Students are expected to have the readiness for college-level rigor and content.

ACADEMIC INTEGRITY:
It is the intent of Cisco Junior College to foster a spirit of complete honesty and a high standard of integrity. The attempt of students to present as their own any work they have not honestly performed is regarded by the faculty and administration as a serious offense and renders the offender liable to serious consequences, possibly suspension.

STUDENT CONDUCT:
Students are expected to take responsibility in helping to maintain a classroom environment that is conductive to learning. In order to assure that all students have the opportunity to gain from the time spent in class, students are prohibited from using cell phones or beepers, making offensive remarks, reading material not related to class, sleeping, or engaging in any other form of distraction. Inappropriate behavior in the classroom shall result, at a minimum, in a request to leave class. A more detailed list of inappropriate behaviors is found in the current student handbook.

CHANGES TO THE SYLLABUS:
The schedule and procedures in this syllabus are subject to change if deemed appropriate by the instructor.
STUDENTS WITH SPECIAL NEEDS:
Students who qualify for specific accommodations under the Americans with Disabilities Act (ADA) should notify the instructor the first week of class. It is the student’s responsibility to provide the necessary documentation to the Special Populations Coordinator.

STUDENT TECHNOLOGY USE IN CLASSROOM POLICY:
Use of communication devices, which include but is not limited to cell phones, palm devices, and laptops, is prohibited. All devices must be turned off and should not be taken out during class. Use of any communication device or data storage device during a test, unless express permission has been granted by the instructor, may result in a charge of academic dishonesty. Exceptions to this policy may be granted at the discretion of the instructor. ANY STUDENTS CELL PHONE THAT GOES OFF DURING CLASS WILL AUTOMATICALLY HAVE 10 POINTS DEDUCTED FROM THEIR FINAL EXAM! PLEASE SILENCE YOUR CELL PHONES BEFORE COMING TO CLASS.
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<th>Technology</th>
<th>Basic Skills</th>
<th>Thinking Skills</th>
<th>Personal Qualities</th>
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<td>1.1 Manages time by following course schedule.</td>
<td>2.1 Participates as a Member of a Team: Completes in class group activities cooperatively with others.</td>
<td>3.1 Acquires and evaluates information in class and through reading assignments.</td>
<td>5.1 Selects Technology: Utilizes medical office technology to produce the correct diagnosis of a patient.</td>
<td>6.1 Reading: Carefully assimilates materials including all reading assignments and prioritizes and interprets information.</td>
<td>7.1 Creative Thinking: Connects theory with practice and formulates new personal goals.</td>
<td>8.1 Responsibility: Displays high standards of attendance and punctuality in class.</td>
</tr>
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<td>1.3 Manages Materials and Facility Resources: Acquires appropriate materials, supplies, and equipment in the laboratory to complete class assignments.</td>
<td>2.3 Serves Clients/Customer: Works effectively with patients in obtaining culture material to help make correct health diagnosis.</td>
<td>3.2 Organizes and Maintains information: Organizes, processes and maintain medical information in a systematic fashion.</td>
<td>5.2 Applies Technology: Learns the appropriate procedures for operating medical laboratory equipment and machines found in an office setting.</td>
<td>6.2 Writing: Communicates thoughts, ideas and messages through the completion of chapter assignments.</td>
<td>7.2 Decision Making: Considers risks in communication channels and determines most appropriate alternatives.</td>
<td>8.2 Self Esteem: Leaves course with confidence in the ability to provide the best possible conditions in obtaining laboratory specimens.</td>
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<tr>
<td></td>
<td>2.6 Works with Cultural Diversity: Understand the importance on how to work with a cultural diverse group of patients.</td>
<td></td>
<td>5.3 Maintains and Troubleshoots Technology: Identify and solve problems in medical office machines, computers and other technology.</td>
<td>6.5 Listening: Student will listen to lectures, and respond utilizing both verbal and nonverbal communication. Student will critically analyze information presented in classroom for clarity and accuracy.</td>
<td>7.5 Knowing How to Learn: Recognizes and can use learning techniques to apply and adapt new knowledge through personal learning styles.</td>
<td>8.4 Self-Management: Assess own knowledge, skills, and abilities accurately through completion of course work assignments.</td>
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<td>6.6 Speaking: Organizes ideas for presentation and communicates thoughts orally.</td>
<td>7.6 Reasoning: Understand the importance of OSHA, CLIA, and other regulatory agencies in the procedures for handling, collecting and destroying medical laboratory specimens.</td>
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SCANS COMPETENCIES

SCANS COMPETENCIES WITH DEFINITIONS

1.0 RESOURCES
- 1.1 Manages Time: Selects relevant, goal-related activities, ranks them in order of importance, allocates time to activities, and understands, prepares, and follows schedules.
- 1.2 Manages Money: Uses or prepares budgets, including making cost and revenue forecasts, keeps detailed records to track budget performance, and makes appropriate adjustments.
- 1.3 Manages Materials and Facility Resources: Acquires, stores, and distributes materials, supplies, parts, equipment, space, or final products in order to make the best use of them.
- 1.4 Manages Human Resources: Assesses knowledge and skills and distributes work accordingly, evaluates performance, and provides feedback.

2.0 INTERPERSONAL
- 2.1 Participates as a Member of a Team: Works cooperatively with others and contributes to group with ideas, suggestions, and effort.
- 2.2 Teaches Others: Helps others to learn.
- 2.3 Serves Clients/Customers: Works and communicates with clients and customers to satisfy their expectations.
- 2.4 Exercises Leadership: Communicates thoughts, feelings, and ideas to justify a position, encourages, persuades, convinces, or otherwise motivates an individual or groups; including responsibility challenging existing procedures, policies, or authority.
- 2.5 Negotiates: Works toward an agreement that may involve exchanging specific resources or resolving divergent interests.
- 2.6 Works with Cultural Diversity: Works well with men and women and with a variety of ethnic, social, or educational backgrounds.

3.0 INFORMATION
- 3.1 Acquires and Evaluates Information: Identifies need for data, obtains it from existing sources or creates it and evaluates its relevance and accuracy.
- 3.2 Organizes and Maintains Information: Organizes, processes, and maintains written or computerized reports and other forms of information in a systematic fashion.
- 3.3 Uses Computers to Process Information: Employs computers to acquire, organize, analyze, and communicate information.

4.0 SYSTEMS
- 4.1 Understands Systems: Knows how social, organizational, and technological systems work and operates effectively within them.
- 4.2 Monitors and Corrects Performance: Distinguishes trends, predicts impact of actions on system operations, diagnoses deviations in the function of a system/organization, and takes necessary action to correct performance.
- 4.3 Improves and Designs Systems: Makes suggestions to modify existing systems to improve products or services, and develops new or alternative systems.

5.0 TECHNOLOGY
- 5.1 Selects Technology: Judges which set of procedures, tools, or machines, including computers and their programs will produce the desired results.
- 5.2 Applies Technology to Task: Understands the overall intent and the proper procedures for setting up and operating machines, including computers and their programming systems.
- 5.3 Maintains and Troubleshoots Technology: Prevents, identifies, or solves problems in machines, computers and other technologies.
SCANS FOUNDATION SKILLS

6.0 BASIC SKILLS

- **6.1 Reading**: Locates, understands, and interprets written information in prose and documents, including manuals, graphs, and schedules to perform tasks. Learns from text by determining the main idea or essential message; identifies relevant details, facts, and specifications; infers or locates the meaning of unknown or technical vocabulary, and judges the accuracy, appropriateness, style, and plausibility of reports, proposals, or theories of other writers.

- **6.2 Writing**: Communicates thoughts, ideas, information, and messages in writing; records information completely and accurately; composes and creates documents such as letters, directions, manuals, reports, proposals, graphs, flow charts; uses language, style, organization, and format appropriate to the subject-matter, purpose, and audience. Includes supporting documentation and attends to level of detail; checks, edits, and revises for correct information, appropriate emphasis, form, grammar, spelling, and punctuation.

- **6.3 Arithmetic**: Performs basic computations; uses basic numerical concepts such as whole numbers and percentages in practical situations; makes reasonable estimates of arithmetic results without a calculator, and uses tables, graphs, diagrams, and charts to obtain or convey quantitative information.

- **6.4 Mathematics**: Approaches practical problems by choosing appropriately from a variety of mathematical techniques; uses quantitative data to construct logical explanations for real world situations; expresses mathematical ideas and concepts orally and in writing; and understands the role of chance in the occurrence and prediction of events.

- **6.5 Listening**: Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to the purpose; for example, to comprehend; to learn, to critically evaluate; to appreciate, or to support the speaker.

- **6.6 Speaking**: Organizes ideas and communicates oral messages appropriate to listeners and situations; participates in conversation, discussion and group presentations; selects an appropriate medium for conveying a message; uses verbal language and other cues such as body language appropriate in style, tone, and level of complexity to the audience and the occasion; speaks clearly and communicates a message; understands and responds to listener feedback; and asks questions when needed.

7.0 THINKING SKILLS

- **Creative Thinking**: Uses imagination freely, combines ideas or information in new ways, makes connections between seemingly unrelated ideas, and reshapes goals in ways that reveal new possibilities.

- **7.2 Decision Making**: Specifies goals and constraints, generates alternatives, considers risks and evaluates and chooses best alternatives.

- **7.3 Problem Solving**: Recognizes that a problem exists (i.e., there is a discrepancy between what is and what should or could be), identifies possible reasons for the discrepancy, and devises and implements a plan of action to resolve it. Evaluates and monitors progress, and revises plan as indicated by findings.

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<td><strong>Communication</strong></td>
<td>Evaluate the oral and written communication of others.</td>
<td>Section 2.1 Participate as a member of a team</td>
<td>Contribute to group with ideas, suggestions, and efforts.</td>
</tr>
<tr>
<td><strong>Critical Thinking</strong></td>
<td>Embrace methods for applying both qualitative and quantitative skills for analytical purposes.</td>
<td>Section 3.2 Organize and maintain information, Section 6.3 Perform arithmetic computations and concepts with appropriate technology and/or paper and pencil to solve simple work problems, Section 6.4 Perform mathematics in a variety of techniques to approach practical problems appropriately, Section 7.1 Generate new ideas using creative thinking, Section 7.2 Make decisions, Section 7.4 See things in the mind's eye</td>
<td>Organize and process symbols, pictures, graphs, objects or other information to visualize actual representation; evaluate qualitative and quantitative data for implementation.</td>
</tr>
<tr>
<td><strong>Critical Thinking</strong></td>
<td>Use problem solving strategies to address an identified task.</td>
<td>Section 1.4 Manage human resources efficiently, Section 4.2 Monitor and correct performance of a system, Section 4.3 Improve and design systems, Section 7.3 Apply problem solving skills appropriate to situation</td>
<td>Recognize a problem exists; identify possible reason for the problem, devise and implement a plan of action to solve the problem, monitor the progress, revise plans, select and apply problem solving methods.</td>
</tr>
<tr>
<td><strong>Critical Thinking</strong></td>
<td>Evaluate arguments and construct alternative strategies.</td>
<td>Section 3.1 Acquire and evaluate information, Section 4.1 Apply appropriate techniques to function within social, organizational, and technological systems to attain goals effectively and ethically, Section 7.6 Apply reasoning to finding solutions or draw conclusions</td>
<td>Discover a rule or principle underlying the relationship between two or more objects; extract rules or principles from a set objects or a written text.</td>
</tr>
<tr>
<td><strong>Computer Literacy</strong></td>
<td>Use computers to create, modify, retrieve, store, and output files</td>
<td>Section 5.1 Select appropriate technology, Section 5.2 Apply technology to task, Section 5.3 Maintain and troubleshoot technology</td>
<td>Determine the desired results or outcomes and applicable restraints of technology; visualize the necessary methods and applicable technology.</td>
</tr>
<tr>
<td><strong>Computer Literacy</strong></td>
<td>Use the Internet to send or receive information</td>
<td>Section 3.4 Process information using computer, Section 5.1 Select appropriate technology</td>
<td>Communicate information using email, list serves, word processor, or other computer-based communication functions.</td>
</tr>
<tr>
<td><strong>Cultural Awareness</strong></td>
<td>Interpret other cultures based on a broader world view.</td>
<td>Section 2.6 Work with cultural diversity</td>
<td>Work with men and women, and a variety of ethnic, social, and educational backgrounds; compare one's own culture and that of others; respect the rights of others while helping them make cultural adjustments when necessary.</td>
</tr>
<tr>
<td><strong>Cultural Awareness</strong></td>
<td>Display an openness to different viewpoints.</td>
<td>Section 2.6 Work with cultural diversity</td>
<td>Base impression upon individual performance, not stereotypes.</td>
</tr>
<tr>
<td><strong>Cultural Awareness</strong></td>
<td>Develop an appreciation for diversity and intercultural relationships.</td>
<td>Section 2.6 Work with cultural diversity</td>
<td>Understand concerns of members of other ethnic and gender groups.</td>
</tr>
<tr>
<td><strong>Educational Self Reliance</strong></td>
<td>Utilize student services available at college setting</td>
<td>Section 1.1 Manage time effectively, Section 1.2 Manage money effectively</td>
<td>Understand the processes associated with educational systems; utilize the necessary offices, and/or resources for educational matriculation.</td>
</tr>
<tr>
<td><strong>Educational Self Reliance</strong></td>
<td>Promote his or her educational success</td>
<td>Section 1.1 Manage time effectively, Section 1.2 Manage money effectively, Section 6.1 Read written information in prose and documents, such as manuals, graphs, and schedules with understanding</td>
<td>Manage time, finances and other resources for educational pursuit effectively.</td>
</tr>
<tr>
<td><strong>Educational Self Reliance</strong></td>
<td>Enhance his or her quality of life</td>
<td>Section 8.1 Act responsibly, Section 8.2 Exhibit effective self-esteem, Section 8.3 Employ appropriate social skills, Section 8.4 Manage self, Section 8.5 Apply integrity and honesty to all matters</td>
<td>Persuasive toward goal attainment with high level of effort; maintain a positive attitude of self and believiness in own self-worth.</td>
</tr>
<tr>
<td><strong>Educational Self Reliance</strong></td>
<td>Develop the capacity for life-long learning</td>
<td>Section 7.2 Make decisions, Section 7.3 Apply problem solving skills appropriate to situation</td>
<td>Apply and adapt existing and new knowledge and skills, using learning techniques, in both familiar and changing situations.</td>
</tr>
</tbody>
</table>
Jan. 25, 2016
Introduction, Syllabus, and Pre-Test
Assignment: Read Chapter 53 - Assisting in Phlebotomy (Also reread Chapter 35 Medication Administration)
Tie tourniquet on at least 5 people & feel for veins. Write a very brief description of what you feel.

Feb. 1, 2016
Chapter 53 – Assisting in Phlebotomy
Due: Brief description on tourniquet
10 drugs given – drug cards due 4/11/16
Assignment: Read Chapter 51 – Assisting in Phlebotomy

Feb. 8, 2016
EXAM 1 – Chapter 53 – Assisting in Phlebotomy
Chapter 51 - Assisting in the Clinical Laboratory
Due Monday Feb. 16: Perform internet search on: HIPAA, CLIA, and OSHA
Write short paragraph on what the acronym stands for and what each regulates.
Assignment: Read Chapter 52 – Assisting in the Analysis of Urine (Group Project: Presentations)

Feb. 15, 2016
Chapter 51 – Group Presentations due
Due: Assignment for Chapter 51 on HIPAA, CLIA, OSHA
10 drugs given – drug cards due 4/11/16
Chapter 52 – Assisting in the Analysis of Urine

Feb. 22, 2016
Exam 2 – Chapter 51 – Assisting in the Clinical Laboratory
Chapter 52 – Assisting in the Analysis of Urine (Lab & Competencies)

Feb. 29, 2016
Exam 3 – Chapter 52 – Assisting in the Analysis of Urine
Assignment: Read Chapter 49 – Principles of Electrocardiography
10 drugs given – drug cards due 4/11/16

Mar. 7, 2016
SPRING BREAK

Mar. 14, 2016
Chapter 49 – Principles of Electrocardiography
Lecture & Power Point (Possible Guest Lecture)
Assignment: Read Chapter 55 – Assisting in Microbiology & Immunology

Mar. 21, 2016
Exam 4 – Chapter 49 – Principles of Electrocardiography
Chapter 55 – Assisting in Microbiology & Immunology
Lecture, PP, & Lab Slides
10 drugs given – drug cards due 4/11/16

Mar. 28, 2016
Chapter 55 – Assisting in Microbiology & Immunology
Assignment: Read Chapter 54 – Assisting in the Analysis of Blood

Apr. 4, 2016
Exam 5 – Chapter 55 – Assisting in Microbiology & Immunology
Chapter 54 – Assisting in the Analysis of Blood
10 drugs given – drug cards due 4/11/16

Apr. 11, 2016
Exam 6 – Chapter 54 – Assisting in the Analysis of Blood
Lab practice
Sign up for lab final
Last day to drop with W
LAST DAY FOR COMPETENCIES TO BE COMPLETED & TURNED IN

Apr. 18, 2016
Lab Final

Apr. 25, 2016
Lab Final

May 2, 2016
Final Exam – Written
INSTRUCTOR: Kelly Meyer  
OFFICE: 239  
PHONE: (325)794-4441  
OFFICE HOURS: By Appointment Only

COURSE DESCRIPTION:
A health-related work-based learning experience that enables the student to apply specialized occupational theory, skills, and concepts. Direct supervision is provided by the clinical profession. Minimum of 180 hours in the clinical setting. One (1) hour lecture, eleven (11) hours laboratory per week. Credit: 4 semester hours.

TIME ALLOTMENT:  
Final Semester 4 Semester Credit Hours  
Lecture Hours: 12hrs Clinical / Lab Hours: 180

PURPOSE AND LEARNING OUTCOMES OF THIS COURSE:
The purpose of this course is to provide a health-related work-based experience for the medical assisting student.

The learner will: (As outlined in the learning plan)

- Apply the theory, concepts, and skills involving specialized materials, tools, equipment, procedures, regulations, laws
- Apply interactions within and among political, economic, environmental, social, and legal systems associated with the occupation and the business/industry
- Demonstrate legal and ethical behavior, safety practices, interpersonal and teamwork skills
- Have appropriate written and verbal communication skills using the terminology of the occupation and the business/industry

COURSE OBJECTIVES:
Upon completion of the course the student will be able to:

- Understand and apply general knowledge of Medical Terminology, medical law & ethics, human relations for patient education
- Perform clinical duties of a medical assistant (patient history, interview, vital signs, assisting physician and collecting and processing specimens
- Perform administrative duties of a medical assistant (Date entry, records management, scheduling and monitoring appointments, policies and procedures, practice financing, accounting and banking.
PREREQUISITES:
Completion of all Medical Assisting Technology courses with at least a C average in each course.

Enrollment is contingent upon availability of a slot. The student will receive no salary / tips / compensation for this professional rotation.

COURSE STRUCTURE:
This course requires completion of 192 hours. Work experience is 180 hours in a clinical and administrative setting and 12 hours in student evaluation with the instructor. The student is required to complete the grading criteria listed in the Clinical Student Handbook. The student will also be required to take an exit competency exam at the end of their rotation.

EXIT COMPETENCIES:
MAERB Master Competency Checklist
Competency (Psychomotor & Affective)
I. Anatomy & Physiology
   1. Obtain vital signs
   2. Perform venipuncture
   3. Perform capillary puncture
   4. Perform pulmonary functioning testing
   5. Perform electrocardiography
   6. Perform patient screening using established protocols
   7. Select proper sites for administering parenteral medications
   8. Administer oral medications
   9. Administer parenteral (excluding IV) medications
   10. Assist physician with patient care
   11. Perform quality control measures
   12. Perform CLIA-Waived hematology testing
   13. Perform CLIA-Waived chemistry testing
   14. Perform CLIA-Waived urinalysis
   15. Perform CLIA-Waived immunology testing
   16. Screen test results
   17. Apply critical thinking skills in performing patient assessment and care
   18. Use language / verbal skills that enable patients’ assessment and care
   19. Demonstrate respect for diversity in approaching patients and families

II. Applied Mathematics
   1. Prepare proper dosages of medication for administration
   2. Maintain laboratory test results using flow sheets
   3. Maintain growth charts
   4. Verify ordered doses / dosages prior to administration
   5. Distinguish between normal and abnormal test results

III. Applied Microbiology / Infection Control
   1. Participate in training on Standard Precautions
   2. Practice Standard Precautions
   3. Select appropriate barrier / personal protective equipment (PPE) for potentially infectious
situations.
4. Perform handwashing
5. Prepare items for autoclaving
6. Perform sterilization procedures
7. Obtain specimens for microbiological testing
8. Perform CLIA waived microbiology testing
9. Display sensitivity to patient rights and feelings in collecting specimens
10. Explain the rationale for performance of a procedure to the patient
11. Show awareness of patients’ concerns regarding their perceptions related to the procedure being performed.

IV. Concepts of Effective Communication
1. Use reflection, restatement and clarification techniques to obtain a patient history
2. Report relevant information to others succinctly and accurately
3. Use medical terminology, pronouncing medical terms correctly, to communicate information, patient history, data and observations
4. Explain general office policies
5. Instruct patients according to their needs to promote health maintenance and disease prevention
6. Prepare a patient for procedures and/or treatments
7. Demonstrate telephone techniques
8. Document patient care
10. Compose professional/business letters
11. Respond to nonverbal communication
12. Develop and maintain a current list of community resources related to patients’ healthcare needs
13. Advocate on behalf of patients
14. Demonstrate empathy in communicating with patients, family and staff
15. Apply active listening skills
16. Use appropriate body language and other nonverbal skills in communicating with patients, family and staff
17. Demonstrate awareness of the territorial boundaries of the person with whom communicating
18. Demonstrate sensitivity appropriate to the message being delivered
19. Demonstrate awareness of how an individual’s personal appearance affects anticipated responses
20. Demonstrate recognition of the patient’s level of understanding in communications
21. Analyze communication in providing appropriate responses/feedback
22. Recognize and protect personal boundaries with others
23. Demonstrate respect for individual diversity, incorporating awareness of one’s own biases in areas including gender, race, religion, age and economic status

V. Administrative Functions
1. Manage appointment schedule, using established priorities
2. Schedule patient admissions and/or procedures
3. Organize a patient’s medical record
4. File medical records
5. Execute data management using electronic healthcare records such as the EMR
6. Use office hardware and software to maintain office systems
7. Use internet to access information related to the medical office
8. Maintain organization by filing
9. Perform routine maintenance of office equipment with documentation
10. Perform an office inventory
11. Consider staff needs and limitations in establishment of a filing system
12. Implement time management principles to maintain effective office function

VI. Basic Practice Finances
1. Prepare a bank deposit
2. Perform accounts receivable procedures, including,
   a. Post entries on a daysheet
   b. Perform billing procedures
   c. Perform collection procedures
   d. Post adjustments
   e. Process a credit balance
   f. Process refunds
   g. Post non-sufficient fund (NSF) checks
   h. Post collection agency payments
3. Utilize computerized office billing systems
4. Demonstrate sensitivity and professionalism in handling accounts receivable activities with clients

VII. Managed Care/Insurance
1. Apply both managed care policies and procedures
2. Apply third party guidelines
3. Complete insurance claim forms
4. Obtain precertification, including documentation
5. Obtain preauthorization, including documentation
6. Verify eligibility for managed care services
7. Demonstrate assertive communication with managed care and/or insurance providers
8. Demonstrate sensitivity in communicating with both providers and patients
9. Communicate in language the patient can understand regarding managed care insurance plans

VIII. Procedural and Diagnostic Coding
1. Perform procedural coding
2. Perform diagnostic coding
3. Work with physician to achieve the maximum reimbursement

IX. Legal Implications
1. Respond to issues of confidentiality
2. Perform within scope of practice
3. Apply HIPAA rules in regard to privacy/release of information
4. Practice within the standard of care for a medical assistant
5. Incorporate the Patient's Bill of Rights into personal practice and medical office policies and procedures
6. Complete an incident report
7. Document accurately in the patient record
8. Apply local, state and federal health care legislations and regulation in the practice setting
9. Demonstrate sensitivity to patient rights
10. Demonstrate awareness of the consequences of not working within the legal scope of practice setting
11. Recognize the importance of local, state, and federal legislation and regulation in the practice setting.

X. Ethical Considerations
1. Report illegal and/or unsafe activities and behaviors that affect health, safety and welfare of others to proper authorities
2. Develop a plan for separation of personal and professional ethics
3. Apply ethical behaviors, including honesty/integrity in performance of medical assisting practice
4. Examine the impact personal ethics and morals may have on the individual's practice
5. Demonstrate awareness of diversity in providing patient care

XI. Protective Practices
1. Comply with safety signs, symbols and labels
2. Evaluate the work environment to identify safe vs. unsafe working conditions
3. Develop a personal (patient and employee) safety plan
4. Develop an environmental safety plan
5. Demonstrate proper use of the following equipment:
   a. Eyewash
   b. Fire extinguishers
   c. Sharps disposal containers
6. Participate in a mock environmental exposure event with documentation of steps taken
7. Explain an evacuation plan for a physician’s office
8. Demonstrate methods of fire prevention in the healthcare setting
9. Maintain provider/professional level CPR certification
10. Perform first aid procedures
11. Use proper body mechanics
12. Maintain a current list of community resources for emergency preparedness
13. Recognize the effects of stress on all persons involved in emergency situations
14. Demonstrate self awareness in responding to emergency situations

REQUIRED TEXTBOOK AND MATERIALS:
   MA Review Note, F.A. Davis; ISBN# 0-8036-2194-4
   Clinical Handbook
   Stethoscope

COURSE REQUIREMENTS:
1. Completion of all Medical Assisting Technology courses with at least a C or better.
2. Completion of 12 hours of lecture / evaluation with the instructor.
3. Completion of 180 hours of clinical rotation at the assigned institution.
4. Completion of assigned papers and resume.
5. Pass / Fail evaluation from clinical employers / mentors.
6. Exit Competency Exam

EVALUATION METHODS INCLUDING GRADING:
Completion of all competencies and evaluation will determine a PASS / FAIL grade for the clinical rotation. If a student is removed from a clinical rotation site the grade will be an automatic F and the student will have to make an appointment to speak with the clinical coordinator about a future clinical site in the following semester.

ATTENDANCE POLICY:
1. Hours are recorded on the student’s time cards. No exceptions are made.
2. No exceptions are made on lecture / evaluation hours (12). If an absence cannot be avoided, the student is required to inform the instructor to make other arrangements.

TECHNOLOGY INTEGRATION:
Medical Assistant courses involve the use of technology in various forms including computerized training software and simulations students are required to complete. All courses involve internet based research
assignments. Various courses require at least one research paper using basic computer word processing skills such as Microsoft Word. (Refer to evaluation methods on syllabi to see if research papers are required.) Medical Assistant students create patient medical records and generate billing scenarios using computer generated programs. Please see your instructor if you require assistance in the use of computers and internet, or if you need special accommodations to aid you in using our computers.

COURSE CONTENT:
College-level courses may include controversial, sensitive, and/or adult material. Students are expected to have the readiness for college-level rigor and content.

ACADEMIC INTEGRITY:
It is the intent of Cisco College to foster a spirit of complete honesty and a high standard of integrity. The attempt of students to present as their own any work they have not honestly performed is regarded by the faculty and administration as a serious offense and renders the offender liable to serious consequences, possibly suspension.

STUDENT CONDUCT:
Students are expected to take responsibility in helping to maintain a classroom environment that is conducive to learning. In order to assure that all students have the opportunity to gain from the time spent in class, students are prohibited from using cell phones or beepers, making offensive remarks, reading material not related to class, sleeping, or engaging in any other form of distraction. Inappropriate behavior in the classroom shall result, at a minimum, in a request to leave class. A more detailed list of inappropriate behaviors is found in the current student handbook.

CHANGES TO THE SYLLABUS:
The schedule and procedures in this syllabus are subject to change if deemed appropriate by the instructor.

STUDENTS WITH SPECIAL NEEDS:
Students who qualify for specific accommodations under the Americans with Disabilities Act (ADA) should notify the instructor the first week of class. It is the student’s responsibility to provide the necessary documentation to the Special Populations Coordinator.

STUDENT TECHNOLOGY USE IN CLASSROOM POLICY:
Use of communication devices, which include but is not limited to cell phones, palm devices, and laptops, is prohibited. All devices must be turned off and should not be taken out during class. Use of any communication device or data storage device during a test, unless express permission has been granted by the instructor, may result in a charge of academic dishonesty. Exceptions to this policy may be granted at the discretion of the instructor.
SCANS Competencies: A description of all SCANS Competencies is attached.

<table>
<thead>
<tr>
<th>Resources</th>
<th>Interpersonal</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.1 Manages time</td>
<td>2.1 Participates as a Member of</td>
<td>3.1 Acquires and evaluates information</td>
</tr>
<tr>
<td>by following course</td>
<td>a Team</td>
<td>during the rotation and through</td>
</tr>
<tr>
<td>schedule and medical</td>
<td></td>
<td>interaction with the clinical</td>
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<tr>
<td>office procedures</td>
<td></td>
<td>coordinator</td>
</tr>
<tr>
<td>1.2 Manages Money</td>
<td>2.3 Serves Clients/Customers:</td>
<td>3.2 Organizes and Maintains</td>
</tr>
<tr>
<td>Prepares and keeps</td>
<td>Works and communicates with</td>
<td>information: Organizes, processes</td>
</tr>
<tr>
<td>track of medical office</td>
<td>patients and office staff in</td>
<td>and maintain medical information in a</td>
</tr>
<tr>
<td>finances and patient</td>
<td>a health care setting.</td>
<td>systematic fashion.</td>
</tr>
<tr>
<td>billing information</td>
<td></td>
<td>3.3 Uses Computers to Process</td>
</tr>
<tr>
<td>1.3 Manages Materials</td>
<td>2.5 Negotiates: Learns to work</td>
<td>Information: Utilizes computers to</td>
</tr>
<tr>
<td>and Facility Resources:</td>
<td>with patients and third party</td>
<td>acquire, organize, and</td>
</tr>
<tr>
<td>Utilizes supplies,</td>
<td>insurance to reach an agreement</td>
<td>communicate health information.</td>
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<tr>
<td>equipment, and materials</td>
<td>on financial circumstances.</td>
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<td>according to the medical</td>
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<tr>
<td>office daily procedures.</td>
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<tr>
<td>1.4 Manages Human</td>
<td>2.6 Works with Cultural</td>
<td></td>
</tr>
<tr>
<td>Resources: Assesses</td>
<td>Diversity: Works well with</td>
<td></td>
</tr>
<tr>
<td>knowledge and skills</td>
<td>individuals with a variety of</td>
<td></td>
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<tr>
<td>acquired from the</td>
<td>ethnic, social or educational</td>
<td></td>
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<tr>
<td>student’s clinical</td>
<td>background.</td>
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<tr>
<td>rotation.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Technology</th>
<th>Basic Skills</th>
<th>Thinking Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1 Selects Technology:</td>
<td>6.1 Reading: Carefully</td>
<td>7.1 Creative Thinking: Connects</td>
</tr>
<tr>
<td></td>
<td>assimilates materials including</td>
<td>theory with practice and formulates</td>
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<tr>
<td></td>
<td>all reading assignments and</td>
<td>new personal goals.</td>
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<td></td>
<td>prioritizes and interprets</td>
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<td></td>
<td>information.</td>
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<tr>
<td>5.2 Applies Technology:</td>
<td>6.2 Writing: Communicates</td>
<td>7.2 Decision Making: Considers risks</td>
</tr>
<tr>
<td></td>
<td>thoughts, ideas and messages</td>
<td>in communication channels and</td>
</tr>
<tr>
<td></td>
<td>through the completion of</td>
<td>determines most appropriate</td>
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<tr>
<td></td>
<td>clinical rotation essays.</td>
<td>alternatives.</td>
</tr>
<tr>
<td>5.3 Maintains and</td>
<td>6.5 Listening: Student will</td>
<td>7.5 Knowing How to Learn: Recognizes</td>
</tr>
<tr>
<td>Troubleshoots Technology:</td>
<td>listen and learn from office</td>
<td>and can use learning techniques to</td>
</tr>
<tr>
<td></td>
<td>personnel, and respond</td>
<td>apply and adapt new knowledge</td>
</tr>
<tr>
<td></td>
<td>utilizing both verbal and</td>
<td>through personal learning styles.</td>
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<tr>
<td></td>
<td>nonverbal communication.</td>
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<tr>
<td></td>
<td>Student will critically analyze</td>
<td>7.6 Reasoning: Understand the</td>
</tr>
<tr>
<td></td>
<td>information presented during</td>
<td>importance in the daily activities of</td>
</tr>
<tr>
<td></td>
<td>the rotation for clarity and</td>
<td>a medical office.</td>
</tr>
<tr>
<td></td>
<td>accuracy.</td>
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</tr>
<tr>
<td></td>
<td>6.6 Speaking: Organizes ideas</td>
<td></td>
</tr>
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<td></td>
<td>for presentation and</td>
<td></td>
</tr>
<tr>
<td></td>
<td>communicates thoughts orally.</td>
<td></td>
</tr>
</tbody>
</table>

| Personal Qualities      |                                |                                      |
|-------------------------|                                |                                      |
| 8.1 Responsibility:     |                                |                                      |
| Displays high standards |                                |                                      |
| of attendance and       |                                |                                      |
| punctuality during the   |                                |                                      |
| clinical rotation.      |                                |                                      |
### 8.2 Self Esteem: Leaves course with confidence in the ability to communicate with other health care professionals and customers/clients.

### 8.4 Self-Management: Assess own knowledge, skills, and abilities accurately through completion of course work assignments and rotation.

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**SCANS COMPETENCIES**

**SCANS COMPETENCIES WITH DEFINITIONS**

1.0 RESOURCES

- 1.1 Manages Time: Selects relevant, goal-related activities, ranks them in order of importance, allocates time to activities, and understands, prepares, and follows schedules.
- 1.2 Manages Money: Uses or prepares budgets, including making cost and revenue forecasts, keeps detailed records to track budget performance, and makes appropriate adjustments.
- 1.3 Manages Materials and Facility Resources: Acquires, stores, and distributes materials, supplies, parts, equipment, space, or final products in order to make the best use of them.
- 1.4 Manages Human Resources: Assesses knowledge and skills and distributes work accordingly, evaluates performance, and provides feedback.

2.0 INTERPERSONAL

- 2.1 Participates as a Member of a Team: Works cooperatively with others and contributes to group with ideas, suggestions, and effort.
- 2.2 Teaches Others: Helps others to learn.
- 2.3 Serves Clients/Customers: Works and communicates with clients and customers to satisfy their expectations.
- 2.4 Exercises Leadership: Communicates thoughts, feelings, and ideas to justify a position, encourages, persuades, convinces, or otherwise motivates an individual or groups; including responsibility challenging existing procedures, policies, or authority.
- 2.5 Negotiates: Works toward an agreement that may involve exchanging specific resources or resolving divergent interests.
- 2.6 Works with Cultural Diversity: Works well with men and women and with a variety of ethnic, social, or educational backgrounds.

3.0 INFORMATION

- 3.1 Acquires and Evaluates Information: Identifies need for data, obtains it from existing sources or creates it and evaluates its relevance and accuracy.
- 3.2 Organizes and Maintains Information: Organizes, processes, and maintains written or computerized reports and other forms of information in a systematic fashion.
• 3.3 Uses Computers to Process Information: Employs computers to acquire, organize, analyze, and communicate information.

4.0 SYSTEMS
• 4.1 Understands Systems: Knows how social, organizational, and technological systems work and operates effectively within them.
• 4.2 Monitors and Corrects Performance: Distinguishes trends, predicts impact of actions on system operations, diagnoses deviations in the function of a system/organization, and takes necessary action to correct performance.
• 4.3 Improves and Designs Systems: Makes suggestions to modify existing systems to improve products or services, and develops new or alternative systems.

5.0 TECHNOLOGY
• 5.1 Selects Technology: Judges which set of procedures, tools, or machines, including computers and their programs will produce the desired results.
• 5.2 Applies Technology to Task: Understands the overall intent and the proper procedures for setting up and operating machines, including computers and their programming systems.
• 5.3 Maintains andTroubleshoots Technology: Prevents, identifies, or solves problems in machines, computers and other technologies.

SCANS FOUNDATION SKILLS

6.0 BASIC SKILLS
• 6.1 Reading: Locates, understands, and interprets written information in prose and documents – including manuals, graphs, and schedules to perform tasks. Learns from text by determining the main idea or essential message; identifies relevant details, facts, and specifications: infers or locates the meaning of unknown or technical vocabulary, and judges the accuracy, appropriateness, style, and plausibility of reports, proposals, or theories of other writers.
• 6.2 Writing: Communicates thoughts, ideas, information, and messages in writing; records information completely and accurately; composes and creates documents such as letters, directions, manuals, reports, proposals, graphs, flow charts; uses language, style, organization, and format appropriate to the subject-matter, purpose, and audience. Includes supporting documentation and attends to level of detail; checks, edits, and revises for correct information, appropriate emphasis, form, grammar, spelling, and punctuation.
• 6.3 Arithmetic: Performs basic computations; uses basic numerical concepts such as whole numbers and percentages in practical situations; makes reasonable estimates of arithmetic results without a calculator, and uses tables, graphs, diagrams, and charts to obtain or convey quantitative information.
• 6.4 Mathematics: Approaches practical problems by choosing appropriately from a variety of mathematical techniques; uses quantitative data to construct logical explanations for real world situations; expresses mathematical ideas and concepts orally and in writing; and understands the role of chance in the occurrence and prediction of events.
• 6.5 Listening: Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to the purpose; for example, to comprehend; to learn, to critically evaluate; to appreciate, or to support the speaker.
• 6.6 Speaking: Organizes ideas and communicates oral messages appropriate to listeners and situations; participates in conversation, discussion and group presentations; selects an appropriate medium for conveying a message; uses verbal language and other cues such as body language appropriate in style, tone, and level of complexity to the audience and the occasion; speaks clearly and communicates a message; understands and responds to listener feedback; and asks questions when needed.

7.0 THINKING SKILLS
• **Creative Thinking**: Uses imagination freely, combines ideas or information in new ways, makes connections between seemingly unrelated ideas, and reshapes goals in ways that reveal new possibilities.

• **7.2 Decision Making**: Specifies goals and constraints, generates alternatives, considers risks and evaluates and chooses best alternatives.

• **7.3 Problem Solving**: Recognizes that a problem exists (i.e., there is a discrepancy between what is and what should or could be), identifies possible reasons for the discrepancy, and devises and implements a plan of action to resolve it. Evaluates and monitors progress, and revises plan as indicated by findings.

• **7.4 Mental Visualization**: Organizes and processes symbols, pictures, graphs, objects, or other information; for example, sees a building from a blueprint, a system’s operation from schematics, the flow of work activities from narrative descriptions, or the taste of food from reading a recipe.

• **7.5 Knowing How To Learn**: Recognizes and can use learning techniques to apply and adapt new knowledge and skills in both familiar and changing situations. Involves being aware of learning tools such as personal learning styles (visual, aural, etc.), formal learning strategies (note taking or clustering items that share some characteristics), and informal learning strategies (awareness of unidentified false assumptions that may lead to faulty conclusions).

• **7.6 Reasoning**: Discovers a rule or principle underlying the relationship between two or more objects and applies it in solving a problem. For example, uses logic to draw conclusions from available information, extracts rules or principles from a set of objects or written text; applies rules and principles to a new situation, or determines which conclusions are correct when given a set of facts and a set of conclusions.

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8.0 PERSONAL QUALITIES

• **8.1 Responsibility**: Exerts a high level of effort and perseverance towards goal attainment. Works hard to become excellent at doing tasks by setting high standards. Works hard to become excellent at doing tasks by setting high standards, paying attention to details, working well and displaying a high level of concentration even when assigned an unpleasant task. Displays high standards of attendance, punctuality, enthusiasm, vitality, and optimism in approaching and completing tasks.

• **8.2 Self-Esteem**: Believes in own self-worth and maintains a positive view of self; demonstrates knowledge of own skills and abilities; is aware of impact on others; and knows own emotional capacity and needs and how to address them.

• **8.3 Sociability**: Demonstrates understanding, friendliness, adaptability, empathy, and politeness in new and ongoing group settings. Asserts self in familiar and unfamiliar social situations; relates well to others; responds appropriately as the situation requires; and takes an interest in what others say and do.

• **8.4 Self-Management**: Assesses own knowledge, skills, and abilities accurately; sets well-defined and realistic personal goals, monitors progress goal attainment and motivates self through goal achievement; exhibits self-control and responds to feedback unemotionally and non-defensively, is a “self-starter.”

• **8.5 Integrity/Honesty**: Can be trusted. Recognizes when faced with making a decision or exhibiting behavior that may break with commonly held personal or societal values; understands the impact of violating these beliefs and codes on an organization, self, and others; and chooses an ethical course of action.

Revised 7/2015 KLM
<table>
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<tr>
<th>Institutional Goals</th>
<th>Competency Outcome</th>
<th>SCANS Competency</th>
<th>Strategies</th>
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<tbody>
<tr>
<td>Communication</td>
<td>Comprehend various types of written and spoken information.</td>
<td>Section 2.5 Negotiate to arrive at a decision</td>
<td>Compose and create documents such as letters, directions, manuals, reports, graphs and flow charts, use language, style, organization, and format appropriate to the subject matter, purpose, and audience</td>
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<tr>
<td>Communication</td>
<td>Create oral and written works that utilize research, organization, and proper editing.</td>
<td>Section 2.2 Teach others</td>
<td>Select information to be communicated, identify best methods for research, organizations, and delivery; communicate results to others in desired format</td>
</tr>
<tr>
<td>Communication</td>
<td>Evaluate the oral and written communication of others.</td>
<td>Section 2.1 Participate as a member of a team</td>
<td>Contribute to group with ideas, suggestions, and efforts</td>
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<tr>
<td>Critical Thinking</td>
<td>Embrace methods for applying both qualitative and quantitative skills for analytical purposes.</td>
<td>Section 3.2 Organize and maintain information</td>
<td>Organize and process symbols, pictures, graphs, objects or other information to visualize actual representation; evaluate quantitative and qualitative data for implementation.</td>
</tr>
<tr>
<td>Critical Thinking</td>
<td>Use problem solving strategies to address an identified task.</td>
<td>Section 4.1 Acquire and evaluate information</td>
<td>Recognize a problem exists; identify possible reason for the problem, devise and implement a plan of action to resolve the problem, monitor the progress, revise plans, select and apply problem solving methods</td>
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<tr>
<td>Critical Thinking</td>
<td>Evaluate arguments and construct alternative strategies.</td>
<td>Section 4.2 Monitor and correct performance of a system</td>
<td>Discover a rule or principle underlying the relationship between two or more objects; extract rules or principles from a set objects or a written text</td>
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<tr>
<td>Computer Literacy</td>
<td>Use computers to create, modify, retrieve, store, and output files</td>
<td>Section 5.1 Select appropriate technology</td>
<td>Determine the desired results or outcomes and applicable restraints of technology; visualize the necessary methods and applicable technology</td>
</tr>
<tr>
<td>Computer Literacy</td>
<td>Use the Internet to send or receive information</td>
<td>Section 5.2 Apply technology to task</td>
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<tr>
<td>Cultural Awareness</td>
<td>Interpret other cultures based on a broader world view.</td>
<td>Section 6.1 Work with cultural diversity</td>
<td></td>
</tr>
<tr>
<td>Cultural Awareness</td>
<td>Display an openness to different viewpoints.</td>
<td>Section 6.2 Work with cultural diversity</td>
<td></td>
</tr>
<tr>
<td>Cultural Awareness</td>
<td>Develop an appreciation for diversity and intercultural relationships.</td>
<td>Section 6.3 Work with cultural diversity</td>
<td></td>
</tr>
<tr>
<td>Educational Self Reliance</td>
<td>Utilize student services available at college setting</td>
<td>Section 7.1 Manage time effectively</td>
<td>Understand the processes associated with educational systems; utilize the necessary offices, and/or resources for educational matriculation</td>
</tr>
<tr>
<td>Educational Self Reliance</td>
<td>Promote his or her educational success</td>
<td>Section 7.2 Make decisions</td>
<td>Manage time, finances and other resources for educational pursuit effectively.</td>
</tr>
<tr>
<td>Educational Self Reliance</td>
<td>Enhance his or her quality of life</td>
<td>Section 7.3 Apply problem solving skills</td>
<td>Perservere toward goal attainment with high level of effort; maintain a positive attitude of self and believe in own self-worth</td>
</tr>
<tr>
<td>Educational Self Reliance</td>
<td>Develop the capacity for life-long learning</td>
<td>Section 7.4 See things in the minds eye</td>
<td></td>
</tr>
<tr>
<td>Educational Self Reliance</td>
<td></td>
<td>Section 7.5 Apply learning strategies to support life-long learning</td>
<td>Apply and adapt existing and new knowledge and skills, using learning techniques, in both familiar and changing situations</td>
</tr>
</tbody>
</table>

**SCANS** stands for **S**ocial **C**ommunication **A**ffordances, **N**egotiation, **S**tress, **A**chievement, **N**etworking, **S**elf-efficacy, **S**tress, and **N**etworking. This framework helps in evaluating and understanding the competencies and skills that an individual needs to develop in order to succeed in their work or personal life. Each Institutional Goal corresponds to specific Competency Outcomes and is supported by SCANS Competencies and Strategies to aid in the development of those skills. **Communication** involves understanding and effectively using language, both written and spoken. **Critical Thinking** focuses on problem-solving, reasoning, and evaluating arguments. **Computer Literacy** emphasizes the use of technology, specifically computing skills. **Cultural Awareness** promotes understanding and respect for cultural differences. **Educational Self Reliance** is about managing one's own learning and personal success. **Computer Literacy** covers the effective use of computers and the internet in various contexts. **Cultural Awareness** highlights the importance of cultural understanding and diversity. **Educational Self Reliance** ensures individuals are equipped to manage their educational journey effectively.