

I. COURSE DESCRIPTION:

This practical course has been designed to perform the administrative and patient support tasks necessary to keep the offices of physicians, nurse practitioners, podiatrists, chiropractors, and other health practitioners running smoothly. The course will include knowledge related to the medical history, recording vital signs, and explaining treatment procedures to patients. Students will learn the principles for arranging examining room instruments and equipment, and keeping waiting and examining rooms neat and clean.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1. Understand the principles of infection control and asepsis.
Potential Elements of the Performance:
 - explain the meaning of infection
 - list the 5 conditions for growth of microorganisms
 - discuss how infection is spread
 - explain the meaning of medical asepsis
 - discuss the difference between clean and dirty
 - discuss the correct way to wash your hands
2. Explain the principles of patient interaction
Potential Elements of the Performance:
 - discuss opening and closing the office
 - discuss interacting with patients – telephone contact, scheduled visit, emergency visit
 - explore the challenges and opportunities associated with each type of interaction
3. Relate the importance of the health history
Potential Elements of the Performance:
 - state the purpose of the health history
 - list the information required in a health history
 - discuss the legal and ethical concepts related to the health history
 - demonstrate the ability to record pertinent statistical information to open a health history
 - demonstrate the ability to take and record temperature, pulse, respirations, height and weight
4. Understand the examination procedures commonly performed in a medical office setting
Potential Elements of the Performance:
 - discuss examination procedures that could be performed in a

- medical office setting
 - explore the common equipment used in examination procedures including ophthalmoscope, autoscope, stethoscope, blood pressure monitoring equipment, tuning fork, rubber hammer, cervical speculum
 - demonstrate the set-up of examination equipment
- 5. Prepare a client for examination
 - Potential Elements of the Performance
 - state various positions required for a medical examination (dorsal recumbent, lithotomy, fowlers, knee-chest, prone, Sims, trendelenberg)
 - discuss the challenges for positioning patients who are have visual, hearing and/or physical impairment
 - explore the concepts of dignity and comfort
 - explain the principles of body mechanics
 - demonstrate how to use the body safely and effectively to prevent injury
 - demonstrate how to position and drape a patient
- 6. Relate a basic understanding of common medical tests and specimen collection processes
 - Potential Elements of the Performance:
 - explore common medical tests performed in a medical office setting
 - discuss the procedures for specimen collection related to common medical tests
 - demonstrate set-up of equipment for a common medical test procedure

III. TOPICS:

1. Infection control
2. Patient interaction
3. The health history
4. Common medical examination procedures
5. Preparation of a patient for medical examination
6. Common medical tests
7. Specimen collection

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

- teacher will provide handouts

RESOURCES FOR CURRICULUM DEVELOPMENT

Lindh, W. et al (2002). Comprehensive Medical Assisting 2nd ed. Delmar Thompson Learning: Toronto

JEL Health (2002). Preventing the Spread of Infection. JEL Health

V. EVALUATION PROCESS/GRADING SYSTEM:

Attendance	-	must attend all classroom/lab time to be successful
Lab practice	-	S or U
Post Lab Quiz	-	60% = S or U

Students must receive a satisfactory (S) grade for both the lab practice and post lab quiz to successfully complete this course.

The following semester grades will be assigned to students:

Grade	Definition	<i>Grade Point Equivalent</i>
A+	90 – 100%	4.00
A	80 – 89%	
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50 – 59%	1.00
F (Fail)	49% and below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field /clinical placement or non-graded subject area.	
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.	
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course	

without academic penalty.

VI. SPECIAL NOTES:

Special Needs:

If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Special Needs office. Visit Room E1101 or call Extension 703 so that support services can be arranged for you.

Retention of Course Outlines:

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other postsecondary institutions.

Communication:

The College considers **WebCT/LMS** as the primary channel of communication for each course. Regularly checking this software platform is critical as it will keep you directly connected with faculty and current course information. Success in this course may be directly related to your willingness to take advantage of the **Learning Management System** communication tool.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Code of Conduct*. Students who engage in academic dishonesty will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Course Outline Amendments:

The professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's office.

<include any other special notes appropriate to your course>

VII. PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advanced credit in the course should consult the professor. Credit for prior learning will be given upon successful completion of a challenge exam or portfolio.

VIII. DIRECT CREDIT TRANSFERS:

Students who wish to apply for direct credit transfer (advanced standing) should obtain a direct credit transfer form from the Dean's secretary. Students will be required to provide a transcript and course outline related to the course in question.