

MEDICAL ASSISTING

MASTER PLAN OF INSTRUCTION 2018 - 2019

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Instructor



MISSION

The mission of Fort Myers Technical College is to provide high quality career and technical training, in order to prepare students for current and emerging industries, delivered by a professional and caring staff in a positive learning environment.

The School District of Lee County does not discriminate on the basis of gender, race, color, age, religion, sex, sexual orientation, national or ethnic origin, marital status, or disability in the provision of educational programs, activities or employment policies as required by Title IX, Title VI, Title VII, Age Discrimination Act of 1967 and Section 504 of the Rehabilitation Act of 1973, 1992, Americans with Disabilities Act, the Florida Educational Equity Act of 1984 and the Boy Scouts of America Equal Access Act. Established grievance procedures and appropriate discrimination complaint forms are available from the Equity Coordinator at Fort Myers Technical College. Complaints/inquiries regarding compliance with these regulations may be submitted in writing to: Equity Coordinator, Fort Myers Technical College, 3800 Michigan Ave., Fort Myers, FL 33916.

Lack of English language skills will not be a barrier to admission and participation. The district may assess each student's ability to benefit from specific programs through placement tests and counseling, and, if necessary, will provide services or referrals to better prepare students for successful participation.



Fort Myers Technical College
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Medical Assisting

INTRODUCTION

We want to extend to you a warm welcome to the Medical Assisting program. Our staff, faculty, and administration are dedicated to fulfilling our mission, which is to prepare students for employment. Learning takes place in a climate of excellence which fosters inquiry, responsibility, and accountability, on your way to becoming a Medical Assistant.

This master plan has been prepared to help you in your orientation to the school and to the healthcare industry. Whether you are a young person continuing in your education or a mature adult coming back for a new career, you will find a team of professionals made up of certified instructors and experienced support staff ready to serve you in our fully accredited facility.

This master plan is closely aligned with healthcare facility regulations, so that a student can become familiar with workplace expectations while you are a student. The policies and procedures of our program are all designed to assist you toward success and to ensure your employability in the healthcare field upon graduation and licensure.

The objective of the Medical Assisting master plan is to provide written policies concerning admission of students, student health and welfare, attendance, and student progress. Each student must be aware of these policies and refer to this plan to clarify information. Faculty members are available for conference and/or to answer questions.

We believe that faculty and students have reciprocal rights and duties toward each other in the educational process. We will strive to instruct, demonstrate, motivate, guide/coach, facilitate, and encourage learning. However, we believe students must possess the desire to seek knowledge, demonstrate professional behavior, demonstrate initiative by participating in their own learning and demonstrate understanding by providing a high level of quality care.

You are starting a program of study that will result in you being an important professional in the healthcare delivery field. The Medical Assisting instructor, the administrative team and the school support staff are interested in assisting you in meeting your educational goals. You will be working with the latest equipment and learning the most up to date procedures as you work toward your Medical Assistant certification. Our hope is that you will find the work rewarding, pleasurable, and profitable amid your success.

The instructor is registered nurse and a certified teacher.

PROGRAM MISSION

The mission of the Medical Assisting program is to provide quality career education that will develop caring, compassionate, safe, skilled, and dynamic health care students prepared to meet the workforce demand. The faculty of the Medical Assisting program assesses each student's abilities and talents then guides the student toward achievement of his/her potential. Partnerships with members of the Southwest Florida health care community assure the success of the mission of the program. By establishing learning situations in which the student can experience success, students achieve marketable skills, personal satisfaction, and career enhancement in health care.

PROGRAM PHILOSOPHY

Education is a continuous learning process dependent upon motivation, ability, and commitment of the learner. Optimal learning occurs within an environment that places responsibilities of learning on the individual, provides freedom for inquiry, considers individual differences, and provides correlation between research, theory and practice under the guidance and direction of the instructor.

The nursing faculty believes that learning is a continuous and lifelong process progressing from basic to complex. The instructor's role is to provide the necessary environment, objectives, guidance, and educational resources to facilitate learning for the individual who desires to become medical assistant. The instructor sets the stage by planning a logical sequence of meaningful educational experiences centered on clearly defined objectives designed to develop the student's potential. Within this educational process the student acquires knowledge, develops self-discipline, critical thinking skills, and the competencies necessary to practice medical assisting within a multidisciplinary healthcare environment. Learning results reflect a positive change behavior in learner. In an era of discovery and change, scientific principles in the physical, biological, and social sciences are utilized as a basis for these learning experiences. The instructor serves as a facilitator, mentor, and role model to the student as the student actively participates in the learning process.

Provision of healthcare is an art based upon science, which involves the whole patient--mind, body, and spirit. Our graduates help to meet the health requirements of society by giving direct assistance to individuals according to their health needs. Care in this manner requires that the student offers an attitude of caring, compassion, and helpfulness while exhibiting traits of honesty, dependability, and accuracy.

A planned guidance and counseling program is essential in assisting students in his/her personal, educational, and career development. Continuous evaluation is necessary to measure student progress and teacher effectiveness and is a tool for guiding students toward maximum self-growth.

Career/technical education prepares an individual for employment in a specific occupation and provides a foundation for future education.

PROGRAM CONTENT

The Medical Assisting (MA) program is designed to prepare students to receive certification as a Phlebotomy Technician (CPT), Electrocardiogram Technician (CET), and Clinical Medical Assistant (CCMA) which qualify student for gainful employment as a medical assistant. Certification Testing is provided through the National Healthcare Association. The Medical Assisting program is approved by the Florida Department of Education and it includes classroom, laboratory, and clinical experience in local healthcare agencies. This program courses are Basic Healthcare Worker, Introduction to Medical Assisting, Medical Office Procedures, Phlebotomist – MA, EKG Aide –MA, Clinical Assisting, Pharmacology for Medical Assisting, Laboratory Procedures, Administrative Office Procedures, Practicum Experience, and Employability Skills.

PROGRAM COURSES

Course #	OCP	Course Name	Hours
HSC0003	A	Basic Healthcare Worker (Health Core)	90
MEA0002	B	Introduction to Medical Assisting	250
MEA0501		Medical Office Procedures	75
MEA0521	C	Phlebotomist, MA	75
MEA0543	D	EKG Aide, MA	75
MEA0581	E	Clinical Assisting	230
MEA0530		Pharmacology for Medical Assisting	90
MEA0573		Laboratory Procedures	125
MEA0506		Administrative Office Procedures	90
MEA0942		Practicum Experience	200
		TOTAL HOURS	1300

Medical Assistant Program Essential Functions

The following is a list of essential functions and physical requirements of the **Medical Assisting** program. Each candidate eligibility for admission is based on their ability to perform all required functions. Reasonable consideration and accommodation will be made for each applicant. However, incase reasonable accommodation will not adequately prepare the student for employment in this field, recommendations for an alternate program will be provided.

Vision: The medical assistant student must be able to read instruments, scales, charts and graphs, prepare and maintain records, recognize emergencies, read medication orders, read medications measurements, assess patient physical condition, and read document information in both written and computerized formats.

Speech and Hearing: Sufficient hearing ability is required by the medical assistant student to interpret messages not solely based on visual cues. The student must be able to communicate effectively and sensitively in order to elicit information. The ability to assess nonverbal communication and transmit information to all members of the health care team is imperative. Other essential task involving communication are taking blood pressure, interview and take patient histories, instruct patients with special needs, use proper telephone technique, receive, organize, prioritize and transmit information, and perform medical transcription.

Fine & Gross Motor Functions: Student must manifest all the skills necessary to carry out diagnostic and clinical procedures, and manipulate instruments and equipment. Fine motor function are required to perform phlebotomy, electrocardiography, and medication administration safely and accurately. The medical assistant student must be able to support patient during ambulating, transferring in and out of a wheelchair and on and off an exam table. The student must be able to reach for equipment, and supplies, respond to emergency situations, and perform CPR in a timely manner.

Psychological Stability: The ability to handle difficult interpersonal situations in a calm and tactful manner.

Communication: Communicate in English orally and in written, using proper grammar, punctuation and spelling is imperative. Verbal communications must be clear and easily understood. Candidates also must be able to read and comprehend written materials in English.

Intellectual and Cognitive Abilities: Candidates must be able to measure, calculate, reason, analyze, synthesize, integrate and apply information to theory. Problem solving and intellectual abilities are clinical skill requirement.

Professional Attributes & Demeanor: A professional appearance and demeanor must be exhibited at all times from students. Candidates must have the ability to implement measures to maintain their own physical and mental health and emotional stability. Candidates must use their intellectual abilities fully, such as in exercising good judgment caring for patients.

Additional Essential Functions

- Candidates must have the ability to tolerate physically taxing workloads and function effectively under stress.
- Candidates must have the ability to adapt to changing environments, to display flexibility and adaptability
- Candidates must have the ability to practice honest and ethical behavior and accountability in the face of uncertainties and ambiguities inherent on the clinical problems of many patients.
- Candidates must have the ability to self-evaluate.
- Candidates must have the ability to demonstrate respect for individuals of diverse ethnic backgrounds, religion and/or sexual orientation
- Candidates must have the ability to perform in an ethical manner in all dealings with peers, faculty, staff and patients.
- Candidates must have the compassion, integrity, concern for others, during educational process and during clinical rotation.

Environmental Safety: Candidates must be able to protect self and others from environmental risks and hazards. Students must frequently use hand-washing, germicides and practice standard precaution to provide protection from pathogen.

Clinical affiliating agencies cannot guarantee a latex free environment

General Statement: The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

If any of these Essential Functions are impossible for the program applicant to perform, it will be necessary to consider enrolling in another program. In the event that the use of special equipment compensates for non-compliance with the Essential Functions, it is the responsibility of the program applicant to purchase this equipment (e.g. electronically enhanced stethoscopes, hearing aids or other adaptive devices) in order to meet the Essential Functions criteria.

ACCOMMODATIONS

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

TUITION

Tuition is charged for adult students at a reasonable rate that may vary slightly from year to year and is due prior to the first day of each semester. Current fee information is available from Student Services. Failure to pay all fees due at the time class begins will result in the student not being able to attend class and/or clinical.

CLASS SCHEDULE

Lecture days on campus meet Monday through Friday from 8:00 A.M. until 2:30 P.M. Lunch breaks are 30 minutes in length. Clinical times will vary.

ATTENDANCE POLICY AND PROCEDURES

Purpose

Health care workers must be reliable and dependable employees. Reporting to work as scheduled and arriving on time are critically important employability characteristics to maintain. The administration, faculty, and staff at CCTC and FMTC believe that it is essential within the medical assisting curriculum to teach employability skills as an integral part of the educational program, and to practice these skills throughout the program. The client's welfare is dependent on the worker being in the right place at the right time.

Additionally, regular attendance is necessary for the student to take full advantage of the available educational opportunities.

Student Attendance Responsibility

- All students shall be in attendance every day and on time for every class, unless excused.
- Any student who will be late or absent from the clinical/class assignment must notify the instructor at least 30 minutes prior to the scheduled start time for each day. Failure to notify the instructor will be reflected in the student evaluation and employability points will be deducted.
- All students shall be responsible for obtaining and completing all assignments missed during an absence.
- All students must bring appropriate materials to all classes and clinical experiences and be prepared to work. Failure to do so may result in the student being asked to leave the clinical area.
- All students are responsible to log in and log out of the assigned attendance computer in order to receive credit for class time.
- Student appointments must be made prior or after class or clinical so that attendance time will not be affected.

For purposes of this program, the following definitions are used:

1. **Tardy** – Any time missed from class or clinical during the required time of attendance, such as arriving late or leaving early. Excessive tardiness is defined as three or more.
2. **Absence** –Absence is limited to **24 per semester**. Greater than **24 hours** the student may be withdrawn. Consecutive absence of 4 days without notification will result in immediate withdrawal.
3. **Administrative Review** – Administrative Review will take place after the fourth (4th) absence, tardy or leaving early within a semester or a combination of the three showing a pattern of disregard for the attendance policies, the instructor will complete all sections of the attendance documentation form and the student will be scheduled for a hearing before the Attendance Review Committee.

At the end of each course the student will be given notification of the number of absence hours and tardies accumulated. If the student does not agree he/she may ask for a review of the absence time. Changes must be made before advancement to the next course if an error has occurred. Once the student has

advanced, past hours will not be changed or re-evaluated. If a student has questions regarding attendance this must be discussed with the current course instructor and by appointment only.

Class/Clinical Hours

Classroom hours are routinely scheduled between 8:00 A.M. and 2:30 P.M. Clinical hours will vary with the facility and the assignment. The instructor will provide each student a clinical schedule of assigned location and expected hours of attendance. The length of a typical clinical day is 7 hours.

CLINICAL ATTENDANCE POLICY

- If a student will be late or absent to a clinical assignment, the instructor/facility must be notified at least 30 minutes prior to the scheduled time of arrival.
- If a student arrives late to the clinical site he/she must phone the instructor upon arrival and before going to the assigned unit.
- If a student arrives at a clinical site more than 60 minutes late with or without prior notification, student assignment may altered and/or potentially sent home and accrue a full day's absence.
- Students must not leave the clinical site for any reason without instructor permission to do so.
- Students must not return to the clinical site or assigned unit after being excused by the instructor unless instructor approval is given in advance.

CLINICAL PRACTICUM

Clinical experiences are an integral part of the curriculum and are designed to provide the student with learning experiences that enhance the classroom instruction.

- Progress in the clinical areas will be evaluated daily, to include frequent coaching in areas which need strengthening.
- The clinical competency checklist identifies the duties and competencies of each clinical assignment.

EMPLOYABILITY SKILLS PROGRESS

Compliance with all school, program and clinical facility rules regarding behavior and attendance is a hallmark of employability. Demonstration of good employability skills, and especially compliance with program rules and regulations, is essential for successful advancement in the program.

EMPLOYABILITY PERFORMANCE EXPECTATIONS:

The Employability Points will include both clinical and classroom sessions

- | | |
|---|---------------------------|
| 1. No call, no show | 0 points awarded each day |
| 2. Absent or tardy | 2 points deducted |
| 3. Failure to call 30 Minutes prior to scheduled time (tardy) | 5 points deducted |
| 4. Unprofessional conduct as defined in the MA Handbook | 5 points deducted |
| 5. Missing supplies, missing name tag, etc., dress code violation, not being in the assigned area, or chewing gum | 1 point deducted for each |

Make-up work: It is the responsibility of the student to make up classroom work that was missed. Upon returning to class following an absence, the student must make an appointment with the instructor regarding any/all work that was missed. Make-up work is at the discretion of the individual instructor. All make-up work is required to be completed within one week of return to school. Failure to complete make-up work within one week will result in receiving a zero for the assignment.

VACATIONS, HOLIDAYS, TEACHER DUTY DAYS AND HURRICANE DAYS

At the beginning of every semester a calendar will be provided to each student.

Holidays: A tentative schedule will be announced at the beginning of each semester.

Teacher Duty Days: Students will not attend class on planning or in-service days. These too will differ from the Lee County Schools 10 month student schedule. A schedule of these days will be announced as it is available.

Hurricane Day(s): In the event of school closing(s) due to a hurricane, the day will be made up during the semester. If the Lee County School Board announces SCHOOLS AND ALL SCHOOL OFFICES ARE CLOSED, the student should NOT report to school or to the clinical agency.

PLAN OF INSTRUCTIONAL PRACTICES

Teaching Methods

Pre- and post-testing, lecture, demonstration and return, discussion, group interaction, audio-visual materials, required reading and written assignments, oral reports, role playing, question and answer, unit examinations, skill practice, anatomical models and charts, individualized instruction, teacher-direct educational games, self-directed learning activity packages, clinical experience and field trips are among the teaching methods utilized.

Teaching and instructional aids include textbooks, workbooks, projects, reports, simulations, hands-on computer experience, collaborative learning, videotaped instructions, films, discussion board, guest speakers, board examples, program job shadowing, cooperative on-the-job training, and other methods are used for instruction as appropriate.

Safety

Basic safety standards, which will include fire drills, weather drills, equipment usage, and traffic regulations, will be covered in the program orientation. These basic safety standards will be reinforced throughout the program enrollment.

Evaluation

Students must comply with all school regulations to be allowed the privilege of attending the medical assisting program. A student may be dismissed for unsatisfactory conduct, excessive absences, violation of safety regulations, and unsatisfactory progress. The Medical Assisting faculty and administration use a systematic process to review student progress and to make recommendations for continuation in the program. In that review, factual information from academic, clinical, and employability evaluations are considered. If faculty determines that the student has deficiencies that limit the possibility of success in the program, the instructor must notify the student of the deficiencies and the expectations for remediation. This notification may take the form of a Learning Contract and include Probationary Status. Probation related to unsafe clinical performance, unsatisfactory academic progress, or employability skills may be imposed singularly or in combination. Continuation in the program is dependent upon satisfactory resolution of deficiencies. Failure to do so will result in withdrawal of the student from the program or recommendation to another program.

GRADING PROCEDURE

Each student is responsible for being aware of his/her academic status for classroom theory courses and for clinical practicum. A student should seek advice/help from the instructor at any time.

The grading system is as follows:

A = 100% - 90%

B = 89% - 80%

Below 80% average = Course failure. All courses both theory and clinical practicum must be passed at 80% average before the student can progress.

All grades and attendance hours are final as of completion of each course within the medical assisting curriculum or program.

Opportunities to Repeat Failed Exams

Students may elect to retake two failed unit exam per course. The failed exam must be taken within 72 hours of the scores being posted.

- Students must communicate the desire to retake within 24 hours of the scores being posted.
- The higher test score will be recorded for the final unit test grade.

Fort Myers Technical College is a postsecondary institute designed to provide trained individuals to industry. The approved postsecondary program grading requirements must be met if the student is to receive a certificate.

PROGRAM PROGRESS

Exams will constitute the major portion of the theory grade. Exams may be objective (multiple choice), alternate test format, select all that apply or essay. The course syllabus provides information regarding exam grade weights that will calculate toward the course final grade. The types of exams administered include unit tests, final exams, content quizzes. A late exam may be given only with permission of the instructor with consideration on an individual basis and as needed.

Each course grade must average a minimum of 80%. All laboratory practice must be satisfactory.

Practicums are graded on a satisfactory (S) or unsatisfactory (U) basis. Final determination of the grade depends on a satisfactory performance report and other assigned requirements (attendance at class seminars, weekly logs, time sheets, reports, evaluations).

In the event the student does not meet the minimum standards of grade average of 80% in a course, the course needs to be repeated. Students are allowed one additional re-take on a course and must pass the second attempt with an 80% or higher to continue in the program. If on the second attempt a passing score is not achieved, the student will be dismissed from the program.

Individual course syllabi further detail specific academic standards relative to any given course.

The ability to correctly calculate and administer various medications is a required competency. The Medical Assisting student must have full understanding of pharmacology and be able to determine medication dosage problems with the use of mathematical equations such as ratio and proportions and be familiar with different systems of measurement.

Work Habits

Effective work habits are the cornerstone to successful employment. Students are expected to demonstrate productive work habits during all phases of enrollment. Instructors will work with students who need assistance in this area to improve the overall possibility for successful employment.

Attendance: Attends class, arrives/leaves on time; begins and ends work as expected.

Character: Displays loyalty, honesty, trustworthiness, dependability, reliability, initiative, self-discipline, and self-responsibility; displays a high level of effort and commitment to performing and completing work.

Teamwork: Respects the right of others; respects confidentiality; is cooperative; is assertive; displays a customer service attitude; seeks opportunities for continuous learning; demonstrates mannerly behavior; encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit.

Appearance: Displays appropriate dress, grooming, hygiene, and etiquette; wears full regulation uniform.

Attitude: Displays a willingness to cooperate and accept constructive criticism; sets realistic expectations; approaches assignments with interest.

Productivity: Is prepared for class by reading assignments and completing homework; contributes to class discussions; and involvement in lab activities (in other words, no sleeping or daydreaming). Follows safety practices; conserves and maintains equipment and supplies; keeps work area neat and clean; follows directions and procedures; makes up assignments and tests punctually; notifies proper authorities of situations presenting potential safety hazards; does not use or knowingly permits others to use tools and equipment improperly; stays on task and utilizes time constructively.

Organization: Manifests skill in prioritizing and management of time and stress; demonstrates flexibility in adapting to changes.

Communication: Communicates accurate information to others in a professional and courteous manner (no profanity); displays appropriate nonverbal (eye contact, body language) and oral (listening, telephone etiquette, grammar) skills; asks pertinent questions; listens attentively to others, notifies instructor in advance of absences or tardies.

SATISFACTORY ACADEMIC PROGRESS

In order to receive and continue to receive financial assistance of any type, a student must maintain satisfactory academic progress. The Financial Aid Advisor will require a progress report to be completed by the student's instructor and submitted to the Financial Aid Office prior to each disbursement.

Students are considered to be making Satisfactory Academic Progress (SAP) if they successfully complete their scheduled clock hours, achieve a specific cumulative grade evaluation or grade point average (GPA), and do not exceed the maximum time limits to complete their course of study. Each Student Academic Progress will be checked at 450 clock hours and prior to subsequent disbursements for students enrolled in programs one academic year or greater. Progress will be checked at the half-way point for programs less than one academic year. No SAP is required prior to the first disbursement.

REQUIREMENTS FOR A CERTIFICATE

All competencies specified in the Florida Department of Education Curriculum Frameworks for the program must be successfully completed. Successful completion is at least an 80 percent average in the areas of skills, knowledge, and work habits.

Proficiency in the competency standards listed in the Master Plan of Instruction must be demonstrated.

In addition to the requirements above, the recommendation of the instructor for certification includes: consideration of personal appearance, willingness to learn and to work, punctuality, cooperative attitude, and appropriate work habits.

STUDENT DRESS CODE

Students who attend FMTC shall dress in a manner appropriate for the job in which they are receiving training, including any special protective gear and professional uniforms. All clothing must be neither distracting nor offensive and be clean, neat, modest, in good repair, and appropriately sized.

The director or designee has the final authority for determining whether or not a student's apparel conforms to the dress code. When it is determined that it does not, students will be required to change into clothing which will conform to this code or leave campus. Students may return to campus when they have changed into appropriate clothing.

- Three sets of uniforms
- All black leather shoes-closed toe, closed heel
- Optional one lab jacket

Medical Assisting is a highly regarded profession. As such, patients look to MA's as role models of health. The faculty takes great pride in the profession and will make every effort to instill this pride in the students as they prepare for a healthcare career. By maintaining the following standards, the student will continue

to make their first impression to the community a positive and lasting one. Any deviation from this standard will result in loss of employability points and/or to be sent home.

Students enrolled in the Medical Assisting Program when on campus and when at a clinical assignment, must be appropriately dressed. The instructor will require that the student correct inappropriate uniform/appearance prior to allowing entry into class, clinical, or make-up.

If a student is in doubt as to whether clothing item is permissible, ask the instructor before buying or wearing the item of clothing!

Clothing

Student uniforms have been specifically chosen to identify the student as a medical assisting student from Fort Myers Technical College.

- It is always required attire when at a clinical assignment and when on campus as assigned by the instructor.
- The uniform must be loose-fitted to allow for reaching and bending.
- Uniforms should be in good condition and not show signs of wear.
- They must be freshly laundered and pressed.
- Uniforms are for clinical sites and classroom only. They should not be worn in public places (restaurants, stores, etc.)
- Pant length should not be a length in which the pant legs drag on the floor. Dragging pant legs are considered a health and safety issue.
- Shoes must be all black leather with closed toes and heels, clean and polished. Shoe soles must be skid resistant.
- Lab Jacket - A lab jacket may be purchased for wearing over the official student uniform if additional coverage is needed. The lab jacket should be cleaned and pressed daily. During cooler weather a sage green, white or black T-shirt or turtle neck (sage green, white or black) may be worn under the uniform. Sweaters and other forms of cover ups are not allowed in the clinical sites.
- Black Socks - When in uniform, black socks should be long enough to cover the legs completely when sitting.

Identification

School issued identification badges must be visible on the upper part of the chest for easy viewing and must be worn at all times while on campus or at a clinical site. If a student comes to class without the proper identification, a temporary ID must be obtained and worn. A student may be denied admission to the clinical site without the appropriate ID.

Hair

- Must be contained off the face, in either a bun or braid, or if of a short length, secured so that it does not fall forward and is kept out of the eyes at all times (class or clinical).
- Hair styles and color must be conservative (no rainbow colors).
- All hair apparel should be a color that blends with the hair color.
- Hair apparel should be plain without embellishments of any kind.
- Hats are not allowed on campus or in a clinical site.

Nails

Nails must be clean, short, and not extending beyond the fingertips. Clear colored polish is allowed. Artificial nails, gels or overlays of any kind are not allowed.

Tattoos

Tattoos must be covered and not visible.

Body Piercing

The Lee County School District Policy for piercing is as follows: “Adornments which are attached (pierced) to exposed body parts other than the ears are prohibited. This includes tongue piercing.”

Jewelry

- No visible chains or necklaces.
- No bracelets.
- One small post earring in each ear is allowed. Large and/or dangling earrings are unsafe and therefore not allowed.
- Medic alert bracelets, wedding or engagement rings are allowed.

Perfume

Perfume, cologne or fragrant lotions must not be worn in clinical areas.

Gum

Gum is not permitted in the clinical areas or in the classroom.

JOB DESCRIPTIONS

OCP A Basic Healthcare Worker (Health Core) (90 hours)

Students completing OCP A will be able to look at health care system from a holistic approach. Comprehending role and the scope of practice for a medical assistant and aware of traits or behaviors student needs to exhibit during interacting with allied health and specialty providers.

OCP B Introduction to Medical Assisting (250 hours)

The Medical Assistant student will understand her roll and demonstrates effective communication skill including the use of appropriate medical terminology. The knowledge gain will ensure the MA understands anatomy and physiology concepts in both illness and wellness states and provide dietary guidance.

Medical Office Procedures (75 hours)

Clerical and medical office duties are major responsibilities of a medical assistant. On completion of this course, the MA student will efficiently operate office equipment, perform clerical office procedures, document using Electronic Medical Record (EMR) and effectively interact with patients, visitors, and office staff.

OCP C Phlebotomist, MA (75 hours)

Medical Assistant will be knowledgeable of performing phlebotomy procedure such as proper specimen collection, handling and following processing guidelines.

OCP D EKG Aide (75 hours)

Electrocardiogram provides results of cardiac functions. An EKG Aide is a medical assistant that is knowledgeable of the cardiovascular system, skilled in performing EKG and identifying and responding to abnormalities of client test.

OCP E Clinical Assisting (230 hours)

Clinical Assisting is responsible for preparing patient for a variety of examination procedures. MA student will be skilled in perform vital signs for adult and pediatric clients, assist the physician with physical examination, and instruct clients with self –examinations and health care and wellness practices.

Pharmacology for Medical Assisting (90 hours)

A Medical Assistant will have basic Pharmacology knowledge including medication classifications, indications, and contraindications, calculate dosages, administration routes, and rights of medication administration. Also aware of therapeutic and non-therapeutic effects of medication on the human body. Assist patient with understanding medication regimen.

Laboratory Procedures (125 hours)

On completion of Laboratory Procedures, a medical assistant will master specimen collection and handling, screening procedures, point-of-care test and have a clear understanding of Clinical Laboratories Improvement Amendments (CLIA) waived laboratory testing and other screening procedures.

Administrative Office Procedures (90 hours)

On completing administrative office procedures the medical assistant will be extremely efficient in performing administrative functions such as scheduling, basic bookkeeping, completing insurance documentation, and maintaining compliance with government regulations.

Practicum Experience (200 hours)

The Practicum experience is performed in a supervised, unpaid ambulatory health care setting. Upon completion of 200 hours, the student would have utilized both administrative and clinical skills learned throughout the medical assistant program. The hands-on experience allows the student to demonstrate confidence in the theory, critical thinking and skills. The wealth of knowledge and experience prepares the student to be ready to sit for the Clinical Medical Assisting test and take advantage of employment opportunity in the community.

REQUIRED MATERIALS

Tools: Stethoscope, bandage scissors, safety glasses and ear buds.

PROGRAM OBJECTIVES

See the attached Florida Department of Education Curriculum Framework for program objectives and competencies.

**Florida Department of Education
Curriculum Framework**

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

PSAV	
Program Number	H170515
CIP Number	0351080102
Grade Level	30, 31
Standard Length	1300 hours
Teacher Certification	Refer to the <u>Program Structure</u> section.
CTSO	HOSA: Future Health Professionals
SOC Codes (all applicable)	31-9092 Medical Assistants 31-9099 Healthcare Support Workers, All Other 43-4171 Receptionists and Information Clerks 31-9097 Phlebotomists
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml
Basic Skills Level	Mathematics: 10 Language: 10 Reading: 10

Purpose

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

This program is designed to prepare students for employment as medical assistants SOC 31-9092.

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

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of 5 occupational completion points.

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

To teach the courses listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the postsecondary program structure:

OCP	Course Number	Course Title	Length	SOC Code
A	HSC0003	Basic Healthcare Worker	90 hours	31-9099
B	MEA0002	Introduction to Medical Assisting	250 hours	31-9092
	MEA0501	Medical Office Procedures	75 hours	43-4171
C	MEA0521	Phlebotomist, MA	75 hours	31-9097
D	MEA0543	EKG Aide, MA	75 hours	31-9099
E	MEA0581	Clinical Assisting	230 hours	31-9092
	MEA0530	Pharmacology for Medical Assisting	90 hours	
	MEA0573	Laboratory Procedures	125 hours	
	MEA0506	Administrative Office Procedures	90 hours	
	MEA0942	Practicum Experience	200 Hours	

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.
2. Apply appropriate academic and technical skills.
3. Attend to personal health and financial well-being.
4. Communicate clearly, effectively and with reason.
5. Consider the environmental, social and economic impacts of decisions.
6. Demonstrate creativity and innovation.
7. Employ valid and reliable research strategies.
8. Utilize critical thinking to make sense of problems and persevere in solving them.
9. Model integrity, ethical leadership and effective management.
10. Plan education and career path aligned to personal goals.
11. Use technology to enhance productivity.
12. Work productively in teams while using cultural/global competence.

Standards

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

- 01.0 Demonstrate knowledge of the healthcare delivery system and health occupations.
- 02.0 Demonstrate the ability to communicate and use interpersonal skills effectively.
- 03.0 Demonstrate legal and ethical responsibilities.
- 04.0 Demonstrate an understanding of and apply wellness and disease concepts.
- 05.0 Recognize and practice safety and security procedures.
- 06.0 Recognize and respond to emergency situations.
- 07.0 Recognize and practice infection control procedures.
- 08.0 Demonstrate an understanding of information technology applications in healthcare.
- 09.0 Demonstrate employability skills.
- 10.0 Demonstrate knowledge of blood borne diseases, including HIV/AIDS.
- 11.0 Apply basic math and science skills.
- 12.0 Demonstrate communication skills used by medical assistants.
- 13.0 Demonstrate knowledge of legal and ethical responsibilities for medical assistants.
- 14.0 Demonstrate an understanding of anatomy and physiology concepts in both illness and wellness states.
- 15.0 Demonstrate basic clerical/medical office duties.
- 16.0 Demonstrate accepted professional, communication, and interpersonal skills.
- 17.0 Discuss phlebotomy in relation to the health care setting.
- 18.0 Identify the anatomic structure and function of body systems in relation to services performed by a phlebotomist.
- 19.0 Recognize and identify collection reagents supplies, equipment and interfering chemical substances.
- 20.0 Demonstrate skills and knowledge necessary to perform phlebotomy.
- 21.0 Practice infection control following standard precautions.
- 22.0 Practice accepted procedures of transporting, accessioning and processing specimens.
- 23.0 Practice quality assurance and safety.
- 24.0 Describe the role of a medical assistant with intravenous therapy in oncology and dialysis.
- 25.0 Describe the cardiovascular system.
- 26.0 Identify legal and ethical responsibilities of an EKG aide.
- 27.0 Perform patient care techniques in the health care facility.
- 28.0 Demonstrate knowledge of, apply and use medical instrumentation modalities.
- 29.0 Demonstrate basic office examination procedures.
- 30.0 Demonstrate knowledge of the fundamentals of microbial control and use aseptic techniques.
- 31.0 Demonstrate minor treatments.
- 32.0 Demonstrate knowledge of basic diagnostic medical assisting procedures.
- 33.0 Demonstrate basic X-Ray procedures.
- 34.0 Demonstrate knowledge of pharmaceutical principles and administer medications.
- 35.0 Perform CLIA-waived diagnostic clinical laboratory procedures.
- 36.0 Demonstrate awareness of clinical microscopy techniques and procedures that may be performed in CLIA-exempt laboratories under physician supervision.
- 37.0 Demonstrate knowledge of emergency preparedness and protective practices.
- 38.0 Perform administrative office duties.
- 39.0 Perform administrative and general skills.
- 40.0 Perform clinical and general skills.
- 41.0 Display professional work habits integral to medical assisting.