

Imperial Valley Regional Occupational Program  
**Medical Assistant Course Outline - 180 Hours**

Major Units of Instruction (Employability Skills, Content Area Skills, and Expected Student Proficiencies)	Expected Student Learning Results (ESLRs)	Methods of Assessment and Materials Used	Class Hours	Standards
Medical Terminology	1) Identify basic medical abbreviations selected from a standard list <i>* Spell and pronounce medical terms correctly</i> 2) Define prefixes, suffixes, and word roots selected from standard list <i>* Define, pronounce, and spell all of the key terms.</i> <i>*translated from lay term to medical term.</i> 3) Define the basic structure of the human body. <i>*Identify &amp; demonstrate locations with consistency.</i> 4) Identify the main organs located in each body cavity <i>* Identify &amp; demonstrate locations with consistency.</i>	* Lecture * Demonstration * Guided Practice * Independent Practice * Tests and Quizzes * Class Participation	10	
Understanding of Professional and Career Responsibilities as a Medical Assistant	1) A career as a Medical Assistant <i>Understanding a career as a Medical Assistant</i> 2) Health Care Environment: Past, Present, and Future <i>Knowledge in the Health Care Environment</i> 3) Medical Legal and Ethical Responsibilities <i>*Understanding Laws pertaining to the Health Care Industry including but not limited to HIPAA.</i> <i>*Define business ethics and explain the importance of ethical standards in the business environment.</i> <i>*Discuss the laws that apply to sexual harassment and discuss tactics for handling harassment situations.</i> <i>*Provide examples of situations that might result in legal action of each of the following: malpractice; negligence; assault and battery; invasion of privacy; false imprisonment; abuse; and defamation.</i>	* Lecture * Demonstration * Guided Practice * Independent Practice * Tests and Quizzes * Class Participation * Textbook/Workbook * Student CD-ROM * DVD	10 15 25	
Interpersonal Communications	1) The Art of Communication <i>*Discuss and demonstrate good communication skills in class and the office.</i> <i>* Discuss and demonstrate the dynamics of conflict resolution and negotiation and their importance within the business environment.</i> 2) The Receptionist <i>*Understand the various behavior patterns that a patient may demonstrate and how to deal with them.</i> <i>*Work cooperatively, share responsibilities, accept supervision and assume leadership roles.</i> 3) Telephone Procedures <i>*Understand the importance of good academic skills, critical thinking and problem-solving skills in the workplace.</i> <i>* Demonstrate proper etiquette in business communications</i> 4) Appointments <i>* Identify &amp; demonstrate scheduling appointments</i>	* Lecture * Demonstration * Guided Practice * Independent Practice * Tests and Quizzes * Class Participation * Textbook/Workbook * Student CD-ROM * DVD	15 10 10 10	
<b>Review</b>	<b>Midterm Examination</b>		5	
Records Management	1) Filing Procedures <i>* Identify &amp; demonstrate proper filing procedures</i> 2) Medical Records <i>*Identify &amp; demonstrate medical records management</i> 3) Drug and Prescription Records <i>*Identify &amp; demonstrate drug and prescription processing and recording</i>	* Lecture * Demonstration * Guided Practice * Independent Practice * Tests and Quizzes * Class Participation * Textbook/Workbook * Student CD-ROM * DVD	10 10 10	

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Writing Communications	1)Written Correspondence <i>*Demonstrate writing/editing skills i.e. write, proofread, and edit business correspondence, use correct grammar, punctuation, capitalization, vocabulary and spelling and select appropriate forms of technology for communication.</i> 2) Processing Mail and Telecommunications <i>* Identify &amp; demonstrate processing mail</i>	* Lecture * Demonstration * Guided Practice * Independent Practice * Tests and Quizzes * Class Participation * Textbook/Workbook * Student CD-ROM * DVD	15           10	
Review	<b>Final Examination</b>		5	
Employability Unit	<ol style="list-style-type: none"> <li>1. Understand how personal skill development affects employability (positive attitude, honesty, self-confidence, time management).</li> <li>2. Understand principles of effective interpersonal skills (group dynamics, conflict resolution, negotiations).</li> <li>3. Understand the importance of good academic skills, critical thinking, and problem-solving in the workplace.</li> <li>4. Understand principles of effective communication.</li> <li>5. Understand occupational safety issues and observe all safety rules.</li> <li>6. Understand career awareness, paths, and strategies for obtaining employment.</li> <li>7. Understand and adapt to changing technology.</li> <li>8. Understand and prepare for employment (resume, job application, job interview, portfolio development).</li> </ol> <i>*Understand how personal skill development--including positive attitude, honesty, self-confidence, time management, and other positive traits--affect employability.</i>	* Lecture * Demonstration * Guided Practice * Independent Practice * Tests and Quizzes * Class Participation * Textbook/Workbook * Student CD-ROM * DVD	10	
<b>Total Hours</b>			<b>180</b>	