South Central College

MA1000 Medical Assisting Orientation

Common Course Outline

Course Information

Description: This course covers an overview of healthcare team and the role of the medical assistant in an ambulatory care setting. Emphasis is on professionalism, communication, attitude, behaviors, and duties in the medical environment. (Prerequisite: Acceptance into Medical Assisting Program)

Total Credits: 3.00
Total Hours: 48.00

Types of Instruction

<table>
<thead>
<tr>
<th>Instruction Type</th>
<th>Credits/Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lecture</td>
<td>3</td>
</tr>
</tbody>
</table>

Institutional Core Competencies

1. Analysis and inquiry: Students will demonstrate an ability to analyze information from multiple sources and to raise pertinent questions regarding that information.

2. Critical and creative thinking: Students will develop the disposition and skills to strategize, gather, organize, create, refine, analyze, and evaluate the credibility of relevant information and ideas.

3. Foundations and skills for lifelong learning: Students will display an understanding of learning as a lifelong process through demonstration of a desire to learn, the willingness to apply learning to other areas of their lives, the ability to think and act independently, be willing to take the initiative to get projects done, and demonstrate the ability to reflect upon what has occurred and how it impacts the student and others.

Course Competencies

1. Examine the function of the healthcare team

   Learning Objectives
   - Identify the different allied health professionals
   - Match the departments with the proper department in which the allied health professional would work

2. Analyze the role and responsibilities of a medical assistant

   Learning Objectives
   - Examine the scope of practice for a medical assistant
   - Identify skills needed to be a medical assistant

3. Characterize professional attributes of a medical assistant

   Learning Objectives
   - Determine student and professional organizations applicable to a medical assistant
   - List attributes which may have a negative impact on the medical assistants career
   - Identify the impact of negative attributes of a medical assistant

4. Examine different communication methods and how they affect the healthcare team
Learning Objectives
Discuss how social medical has impacted the healthcare profession
List different cultures and how their regular communication methods may differ from yours
Discuss professional behavior in personal contact, via phone conversation and email.
Describe respectful and empathetic behavior when interacting with peers and patients in an ambulatory care setting.

5 List beneficial organizational tools for a medical assistant

Learning Objectives
List professional work behaviors or tools which will help a medical assistant stay on task
Discuss causes and coping skills for dealing with stress in the healthcare environment
Analyze the benefits and limitations of working in different healthcare environments

6 Examine professional patient interaction in the healthcare environment

Learning Objectives
Discuss the impact of sharing your personal thoughts in an rooming scenario
List unprofessional behaviors of a medical assistant when interacting with a patient or provider
Identify healthcare professional information which would not be shared with a patient

7 Explore professional resources/websites in relation to the MA profession

Learning Objectives
Identify state organizations for Medical Assisting
Explore national organizations for Medical Assisting

8 Locate educational support mechanisms which could be utilized by the MA

Learning Objectives
Identify educational resources within South Central College
Explore external educational resources (websites and software)

9 Create a MA career success plan

Learning Objectives
Examine the different credentialing agencies for allied health professionals
Compare accreditation, certification, licensure and continuing education as they pertain to the medical assistant

SCC Accessibility Statement
If you have a disability and need accommodations to participate in the course activities, please contact your instructor as soon as possible. This information will be made available in an alternative format, such as Braille, large print, or cassette tape, upon request. If you wish to contact the college ADA Coordinator, call that office at 507-389-7222.

Disabilities page http://southcentral.edu/academic-policies/disability-rights.html