

## Addendum 07.20.2020

**Effective 07.20.2020, A new course MR 231 Electronic Health and Medical Records will replace Electronic Health Records and Medical Records**

### **New Course Number & Name: MR231 –Electronic Health and Medical Records – 75 Clock Hours**

This course will prepare the student with the basic knowledge and skills necessary to work with electronic health records along with the basic skills needed to prepare and manage medical office records. Topics include health information management, and transcription, basic computer overview, confidentiality, and the process of using electronic records to gather information and process patient records.

Courses in the catalog that are now combined into **MR231 –Electronic Health and Medical Records – 75 Clock Hours**

MER230 Electronic Health Records 60 Clock Hours

This course will prepare the student with the basic knowledge and skills necessary to work with electronic health records. Topics include basic computer overview, confidentiality, and the process of using electronic records to gather information and process patient records.

M237 Medical Records 15 Clock Hours

This course will provide the learner with the basic skills needed to prepare and manage medical office records. Topics include health information management, and transcription.

#### **Laptop Minimum Requirements**

Processor: 2.58 GHz Burst, 1MB cache,4.5W). · 2 GB Ram / 16 GB Solid State Drive (SSD). · 11.6 Inch HD (1366 x 768) Screen, Wireless WIFI, HDMI, SD Card Reader, 2 x USB 3.0, Head Phone Jack · Chrome OS (Operating System)

## Addendum 07.21.2020

### **Tuition and Fees**

Students' financial obligations will be calculated in accordance with this catalog and the Internal refund policy should the student be dismissed or withdraw. Tuition rates may be adjusted periodically but will not change for a student once he/she begins classes. Changes to tuition rates will be maintained in the catalog addendums.

Total Program costs are outlined below:

### **Medical Assistant (900 Clock Hours)**

Program Costs:

Tuition Payment Period 1	\$7,925.00
Book/Learning Media Costs	235.00 (NOT RETURNABLE)
Equipment (Laptop)	90.00 (NOT RETURNABLE)
Total Payment Period 1	\$8,250.00

Tuition Payment Period 2	\$7,925.00
Book/Learning Media Costs	235.00 (NOT RETURNABLE)
Equipment (Laptop)	90.00 (NOT RETURNABLE)
Total Payment Period 1	\$8,250.00

Total Program Cost: \$16,500.00

## Addendum 08.10.2020

### Attendance Regulations for Diploma Programs

Student attendance is monitored daily. Students are expected to attend scheduled hours at all times. Students are strongly encouraged to be on time. If you find you are going to be late or absent, please call. All minutes for which the student is scheduled for class(es) will be tracked in attendance. Due to the needs presented during Covid-19, CJC has secured a web-based attendance tracking solution (CourseKey) that will replace manual time sheets currently being used and the manual punch timeclock that was used prior to Covid-19. Effective 08.10.2020, students will officially begin using the web-based attendance solution and will be required to clock in and out for the day using the CourseKey attendance solution. If a student fails to both clock in and clock out during their scheduled clock hours, he/she will be counted absent. In addition if a student fails to either clock in or clock out during their scheduled clock hours, (i.e. student clocks in but doesn't clock out or student clocks out but never clocked in) he/she will be awarded 1 minute (rounded to .02 hours) of attendance for the day. In either of these situations, if the student can verify via confirmation from their instructor, the time he/she was in attendance for the day, the registrar will amend the student's attendance for the day upon receipt of the Attendance Change Form. Tardiness is also tracked in minute increments and will not be counted as an absence. The breaks are earned by attending the 50-minute academic session. If a student does not attend the full 50-minute academic hour, the student will not receive 10 minutes for break toward the student attendance. During the day, students do not earn the additional 15-minute break that is not a scheduled part of any class. For day students, the clock begins at 8:00 am and ends at 1:15 pm, regardless if the student clocks in before or after those begin and end times. For evening students, the clock begins at 5:45 pm and ends at 9:45 pm. For any time attended beyond these hours to count in attendance, they must be considered make-up hours and have required make-up forms completed.

### Academic Class time example for day student, based on class times scheduled below:

**8:00 am – 8:50 am, 9:00 am – 9:50 am, 10:00 am - 10:50 am, 11:25 am – 12:15 pm, 12:25 pm – 1:15 pm**

#### Student 1 clocks in at 7:49 and leaves at 1:16 pm

- Receives all breaks scheduled for the day, except the additional 15-minute break that is not a scheduled part of any class.
- Earns 5 clock hours of attendance. Clock starts at 8:00 am and ends at 1:15 pm.

#### Student 2 clocks in at 8:05 and leaves at 1:16 pm

- Student loses 10 minutes for break, plus the 5 minutes late for the first hour. All other breaks are earned, except the additional 15-minute break that is not a scheduled part of any class.
- Earns 4 hours and 45 minutes or 4.75 hours. Clock starts at 8:05 am and ends at 1:15 pm

#### Student 3 clocks in at 7:49 am and leaves at 9:01 am

- Student earns the full first hour plus 1 minute of the second hour. Clock starts at 8:00 am and ends at 9:01 am.

#### Student 4 clocks in at 8:05 am and leaves at 1:00 pm

- Student loses 10 minutes for break, plus the 5 minutes late for the first hour.
- All other breaks are earned for the second, third and fourth hours.
- During the fifth hour, the student loses 10 minutes for break and does not earn the additional 15-minute break that is not a scheduled part of any class.
- Earns 4 hours and 20 minutes or 4.33 hours

Effective for courses beginning on or after July 1, 2019, students are expected to achieve 100% attendance per course. All scheduled hours for each clock hour module-based program must be completed before the end of each course. **If a student fails to attend 100% in a course, a grade of "F" will be issued, unless an incomplete is granted as discussed later in this paragraph. As noted above under course repeats, issuance of an "F" grade(s) that causes the student to exceed 75 hours' worth of "F" grade(s) will result in dismissal, regardless of the reason for the "F" grade.** If you would like your absence(s) to be evaluated for mitigating circumstances or to appeal the decision to dismiss based on the violation of policy, please provide all documentation related to EACH absence and a letter explaining why this will not happen in the future – to your instructor. **This must be received on or prior to the last day of the class,**

**unless you are appealing a decision to dismiss or requesting an incomplete due to reasons that prevented you from attending and completing assignments during the timeframe that includes the last day in that class.**

Incompletes are granted at the discretion of the Program Director or Director of Education and the instructor. For more information, refer to the "Incompletes" section of this catalog. If your instructor and the Program Director or Director of Education approve the course incomplete because you have **class work and attendance** that needs to be made up, an incomplete will be issued for the class and hours and assignments missed. All hours missed must be made up within the designated timeframe to bring your course attendance to 100% or you will be issued an "F" for the course. Incomplete extensions may be granted at the discretion of the Director. All students must achieve 100% attendance in prerequisite classes to continue in the program. Students will not receive credit for unscheduled class time attendance unless authorized by the instructor and documented as make-up time. Absences may be made up in minutes outside of the student's currently scheduled classes and will be added into the student's attendance if approved by the instructor and submitted to the Program Director or Director of Education for approval. The make-up attendance must be academically related (definable instruction, interaction and/or evaluation) which includes but is not limited to physically attending a class where there is an opportunity for direct interaction between the instructor and students; completing an academic assignment; taking an exam, an interactive tutorial, or computer-assisted instruction; attending a study group that is assigned by the institution; and/or -interacting-with a faculty member to ask a question about the academic subject studied in the course. Unapproved time will not be added into the student's attendance. Only participation in off campus activities that are organized by Cambridge Junior College where an instructor is present and the students have to submit a report on the activity will be included as make-up hours and added into the student's attendance manually if approved by the instructor and submitted to the Director for approval. Instructors must complete a make-up hours form for make-up hours that meet the eligible criteria and present it to the Director for approval in order for the hours to be included in attendance. **Students must attend 900 clock hours to be considered eligible for graduation/program completion.**

Students who are absent for 14 calendar days will be considered withdrawn unless a leave of absence has been requested in writing and approved. For students not on an approved leave of absence, if the student contacts the school prior to the end of the 14 days and arrangements are made and approved by the Director for the student to return within 21 days of the last date of attendance, the student will still be considered enrolled. If the student fails to return within the 21 days, the student's date of determination of withdrawal will be 14 days after the last date of attendance. Individual holidays (not week-long breaks) scheduled will require make-up days. Students who do not attend the scheduled make-up days will be counted absent.

### **Externship Attendance**

Effective 08.31.2020, students will officially begin using a web-based attendance solution (CourseKey) to record attendance and will be required to clock in and out for the day using this attendance solution. If the student takes a lunch break, a clock out must be entered when the student begins lunch and a clock in must be entered when the student returns from lunch. **Externship attendance will be tracked to the minute daily and will be exported to a form that the externship supervisor will sign.** If a student fails to both clock in and clock out during their scheduled clock hours, he/she will be counted absent. Due to the unique nature of externships, students may be scheduled for hours outside of their normally scheduled class hours. Sites may unofficially change the student's scheduled hours, therefore all hours submitted on the timesheet signed by the externship site are considered as attended even though hours scheduled will elapse as originally scheduled. All of the externship hours for which the student is scheduled must be attended. The last date of attendance for an externship will occur on the day during which the student has the last recorded externship hours attended.

### **Power Outages and Natural Disasters**

While we are on Distance Education, during this COVID-19 disruption it is important to address how power outages and natural disasters have the potential to disrupt our on-line learning. If you, as a student, are unable to stay connected electronically via your phone, laptop or other device, you will be marked absent and must make up the missed time during a make-up period. Additionally, if your instructor is unable to host a zoom session, anytime missed due to this will be required to be made up in a makeup period. You will be notified as to the type of disruption, temporary or for the duration of the class period. If it is believed the disruption will be temporary, you will be notified via text of when the zoom session has resumed so it is important to keep your phone close by during normally scheduled class hours to receive the updates. If the disruption will be for the entire class, you will also be notified via text. This is very similar to on campus training when power outages or natural disasters cause a disruption in classes and makeup time is scheduled for students to attend to earn their attended clock hours.

**Updated Medical Assistant Program Outline and Course Descriptions****Program Descriptions****Medical Assistant Program****Program Length: 900 Clock Hours / 36 Weeks \* Day or 60 Weeks \* Evening**

\* Weeks to complete the program do not include scheduled breaks

**Sample Occupations: DOT 079.362-010 Medical Assistant, CIP 51.0801 Medical Assistant, SOC: 31-9092 Medical Assistants**

Typically, graduates who find employment, find employment as entry-level medical assistants. For a list of additional titles, see the career services coordinator at the campus. The Director of Education maintains information based on data collected for accrediting agency and BPPE reporting and the timeframes and methodology associated with its collection.

**Program Purpose/Description:** This program will equip the student with the skills required of an entry-level medical assistant to function as a member of a health care team. It consists of 10 three-week modules in class plus a six-week externship, for a total of 900 clock hours and 36 weeks during the day and 10 five-week modules plus a ten-week externship for a total of 900 clock hours and 60 weeks during the evening.

**Program Objectives: Upon completing the program, students should be able to:**

- Possess the necessary front office skills to work in the medical reception area of a practice
- Describe the role of a medical assistant and the medical assistant's scope of practice
- Handle medical office emergencies
- Perform CPR at the certification level
- Screen and schedule appointments
- Use the basic concepts of coding and insurance billing
- Create and use medical office records (electronic and non-electronic)
- Apply the concepts of medical office finances
- Demonstrate necessary concepts associated with drugs, dosage calculations and the medical assistant's role in drug administration including injections
- Demonstrate the medical assistant's role in exam room procedures
- Demonstrate the medical assistant's role in various specialty procedures in a medical practice
- Demonstrate the medical assistant's role in laboratory procedures and OSHA standards
- Use the necessary medical terminology and anatomy knowledge to function as an entry level medical assistant
- Demonstrate standard and universal precautions
- Use basic computer skills to develop a resume
- Search for and secure employment
- Demonstrate competency through work experience relevant to their field of study

	<b>COURSE *</b>	<b>Clock Hours</b>
MO223	Minor Office Surgery & Medical Billing & Finances (Prerequisite: none)	75
MJR201	Reception & Job Search (Prerequisite: none)	75
MS232	Specialty Procedures & Medical Office Emergencies/CPR (Prerequisite: none)	75
ME221	Exam Room Procedures & MA Roles, Issues, & Successful Habits (Prerequisite: none)	75
ML235	Laboratory Procedures & Customer Service (Prerequisite: none)	75
M218	Blood Collection in Healthcare (Prerequisite: none)	75
M260	Pharmacology I (Prerequisite: none)	75
M261	Pharmacology II (Prerequisite: M260)	75
MR231	Electronic Health and Medical Records (Prerequisite: none)	75
MAC101	Medical Assisting Capstone (Prerequisite: all courses in program except M256)	75
M256	Externship (Prerequisite: all courses in program)	150
<b>Total Program</b>		<b>900 Clock Hours</b>

\* This listing represents the sample sequence of courses. The actual sequence of the courses may vary based on start date. Each line represents a new module. Any courses with pre-requisites show pre-requisite course number in the listing.

Instructional, laboratory and other physical plant facilities associated with the program include: A lecture room and clinical laboratory room (equipped with equipment and many supplies that a medical assistant will be required to be familiar with once he/she is working in a medical setting). Student references relevant to the program are in the online library that can be accessed from laboratory computers on-campus or personal computers using on-campus wifi or off-campus from our website: [www.cambridge.edu](http://www.cambridge.edu).

A Chrome Book is required for the program. Minimum Requirements for Chrome Book:

· Processor: 2.58 GHz Burst, 1MB cache,4.5W). · 2 GB Ram / 16 GB Solid State Drive (SSD). · 11.6 Inch HD (1366 x 768) Screen, Wireless WIFI, HDMI, SD Card Reader, 2 x USB 3.0, Head Phone Jack · Chrome OS (Operating System)

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**Revised Course Descriptions for Medical Diploma Programs**  
**Medical Assistant (900 Clock Hours)**

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**Explanation of Course Numbering:** Courses are numbered with the letter M signifying Medical for all courses. **Blended courses designated** with the letter M plus the first letter of the first one to two words in the course title. Non-medical courses have the first three letters of the course category. These letters are then followed by a three digit number beginning with 101 and progressing through the 200's. Pre-requisites can be offered in the same module, with the pre-requisite being offered and completed during the first portion of the module.

**M218 Blood Collection in Healthcare**

**75 Clock Hours**

This course is designed to provide the learner with the basic knowledge and skills necessary to carry out their roles in blood collection in a private facility that is **not** a hospital or clinical laboratory. Topics include medical terminology as it relates to the blood system and veins, arteries and capillaries of the circulatory system; introduction to blood collections; venipuncture equipment; routine venipuncture; complications and additional techniques; special venipuncture collection, dermal puncture; and CLIA waved blood tests. All venipuncture techniques are practiced only on an artificial arm.

**M256 Externship**

**150 Clock Hours**

**Pre-requisite: All courses in the Medical Assistant Program**

This externship is designed to provide students the opportunity to gain hands-on experience in competencies required of a medical assistant.

**M260 Pharmacology I**

**75 Clock Hours**

This course is designed to prepare the student with the basic knowledge and skills necessary to perform dosage calculations accurately and efficiently. Topics include principles of Pharmacology, syringe calibration, dosage calculation and safety guidelines.

**M261 Pharmacology II**

**75 Clock Hours**

**Pre-requisite: M260 Pharmacology I**

This course is designed to prepare the student with the basic knowledge and skills necessary to carry out their roles in administering medications to patients. Topics include safety guidelines for preparing and administering medications and immunizations. Hands on practice with intradermal, subcutaneous, and intramuscular injections emphasized.

**MAC101 Medical Assisting Capstone**

**75 Clock Hours**

**Pre-requisite: Completion of all courses in the Medical Assisting or Medical Assistant Program Except M256**

This course will provide the student with a review of the skills and competencies needed to be a successful Medical Assistant. Topics include: specialty procedures, minor office surgery, lab procedures, medical reception, customer service, habits that make you successful, pharmacology, blood collection, exam room procedures, medical records, medical billing and finance, medical assistant roles and issues, medical office emergencies, and job search.

**MJR201 Reception and Job Search**

**75 Clock Hours**

This course will provide the student with the basic knowledge and skills necessary to use a computer and begin the job search process, as well as understand the administrative functions required of a medical assistant. Topics include introduction to keyboarding, word processing, preparing a resume, basic skills necessary to obtain employment, the role of the administrative medical assistant, office equipment and environment, inventory and supplies, mail and correspondence, patient registration, medical computer applications, patient screening and appointment scheduling.

**New Course Number & Name: MR231 –Electronic Health and Medical Records - 75 Clock Hours**

**MR231 –Electronic Health and Medical Records**

**75 Clock Hours**

This course will prepare the student with the basic knowledge and skills necessary to work with electronic health records along with the basic skills needed to prepare and manage medical office records. Topics include health information management, and transcription, basic computer overview, confidentiality, and the process of using electronic records to gather information and process patient records.

**New Course Number & Name: MO223 – Minor Office Surgery & Medical Billing & Finances – 75 Clock Hours**

**MO223 Minor Office Surgery & Medical Billing & Finances**

**75 Clock Hours**

This course is designed to provide the student with the basic knowledge and skills necessary to carry-out their role and responsibilities in minor office surgery. Topics include medical terminology as it relates to the organization of the body, integumentary, and nervous systems; medical assistant's role in surgery; preparing and maintaining a sterile field; and skin preparation and closure care; and lasers and electrosurgery. This course will also teach the basic knowledge and skills to distinguish types of insurance and insurance claims used in the medical office setting and basic knowledge and utilization of coding books. Topics include professional fees, credit and collections, an introductory overview of basic bookkeeping, medical office finances and payroll topics, and banking.

**New Course Number & Name: MS232 – Specialty Procedures & Medical Office Emergencies/CPR – 75 Clock Hours**

**MS232 – Specialty Procedures & Medical Office Emergencies/CPR**

**75 Clock Hours**

This course is designed to provide the student with the basic knowledge and skills to assist with specialty procedures. Topics include medical terminology as it relates to the sensory, circulatory & respiratory systems; assisting with vision screening; auditory screening; spirometry and oxygen administration; EKG; eye and ear irrigation; and cold and heat

therapy. This course will also provide the student with the basic knowledge and skills to correctly evaluate cardiac arrest and/or obstructed airway, and to safely perform CPR intervention, and medical office emergencies.

**New Course Number & Name: ME221 – Exam Room Procedures & MA Roles, Issues, and Successful Habit– 75**

**Clock Hours**

**ME221 – Exam Room Procedures & MA Roles, Issues, and Successful Habit 75 Clock Hours**

This course will teach the learner the basic knowledge and skills necessary for proper exam room procedures. Topics include medical terminology as it relates to the musculoskeletal, reproductive, and digestive systems; medical asepsis and infection control; patient interview, history and documentation; vital signs; height and weight; positioning and draping patients; assisting with physical exams; male & female examinations; assisting with orthopedic exams/procedures, and body mechanics. The course will also provide the learner with the basic overview of Medical Assisting, along with topics and skills that lead to professional and personal success. Topics covered include introduction to allied health care, role of the medical assistant, law and ethics for the medical assistant, multi-cultural issues, performance improvement, nutrition, patient education, creating relationships, attitude, potential, supervisory styles, team skills, stress management, restoring injured relationships, understanding in a diverse environment, adapting to new work environment, attendance, goal setting, resignation, and career advancement.

**New Course Number & Name: ML235 – Laboratory Procedures & Customer Service – 75 Clock Hours**

**ML235 – Laboratory Procedures & Customer Service 75 Clock Hours**

This course will prepare the learner with the basic skills and knowledge necessary to carry-out their roles in basic laboratory procedures. Topics include medical terminology as it relates to the urinary, lymphatic, immune and endocrine systems; basics of microbiology; safety and OSHA guidelines; hazardous and biohazardous waste; introduction to the physician's office laboratory equipment and safety; collecting, processing and testing of body fluids; collection, processing and testing of urine specimens; and collecting and processing of microbiology specimens. Students will also examine and practice skills critical to effective customer service such as positive verbal communication, nonverbal communication, listening, behavior, handling difficult customers, and customer service through technology. Other topics include stress management, time management, and encouraging customer loyalty.

## **Combined Courses – 08.26.20**

### **New Course Number & Name: MO223 – Minor Office Surgery & Medical Billing & Finances – 75 Clock Hours**

#### **MO223 Minor Office Surgery & Medical Billing & Finances 75 Clock Hours**

This course is designed to provide the student with the basic knowledge and skills necessary to carry-out their role and responsibilities in minor office surgery. Topics include medical terminology as it relates to the organization of the body, integumentary, and nervous systems; medical assistant's role in surgery; preparing and maintaining a sterile field; and skin preparation and closure care; and lasers and electrosurgery. This course will also teach the basic knowledge and skills to distinguish types of insurance and insurance claims used in the medical office setting and basic knowledge and utilization of coding books. Topics include professional fees, credit and collections, an introductory overview of basic bookkeeping, medical office finances and payroll topics, and banking.

*Courses in the catalog that are now combined into **MO223 – Minor Office Surgery & Medical Billing & Finances – 75 Clock Hours***

#### **M223 Minor Office Surgery**

**45 Clock Hours**

*This course is designed to provide the student with the basic knowledge and skills necessary to carry-out their role and responsibilities in minor office surgery. Topics include medical terminology as it relates to the organization of the body, integumentary, and nervous systems; medical assistant's role in surgery; preparing and maintaining a sterile field; and skin preparation and closure care; and lasers and electrosurgery.*

#### **M239 Medical Billing & Finances**

**30 Clock Hours**

*This course will teach the basic knowledge and skills to distinguish types of insurance and insurance claims used in the medical office setting and basic knowledge and utilization of coding books. Topics include professional fees, credit and collections, an introductory overview of basic bookkeeping, medical office finances and payroll topics, and banking.*

### **New Course Number & Name: MS232 – Specialty Procedures & Medical Office Emergencies/CPR – 75 Clock Hours**

#### **MS232 – Specialty Procedures & Medical Office Emergencies/CPR 75 Clock Hours**

This course is designed to provide the student with the basic knowledge and skills to assist with specialty procedures. Topics include medical terminology as it relates to the sensory, circulatory & respiratory systems; assisting with vision screening; auditory screening; spirometry and oxygen administration; EKG; eye and ear irrigation; and cold and heat therapy. This course will also provide the student with the basic knowledge and skills to correctly evaluate cardiac arrest and/or obstructed airway, and to safely perform CPR intervention, and medical office emergencies.

*Courses in the catalog that are now combined into **MS232 – Specialty Procedures & Medical Office Emergencies/CPR – 75 Clock Hours***

#### **M232 Specialty Procedures 60 Clock Hours**

*This course is designed to provide the student with the basic knowledge and skills to assist with specialty procedures. Topics include medical terminology as it relates to the sensory, circulatory & respiratory systems; assisting with vision screening; auditory screening; spirometry and oxygen administration; EKG; eye and ear irrigation; and cold and heat therapy.*

#### **M205 Medical Office Emergencies/CPR**

**15 Clock Hours**

*This course will provide the student with the basic knowledge and skills to correctly evaluate cardiac arrest and/or obstructed airway, and to safely perform CPR intervention, and medical office emergencies.*

### **New Course Number & Name: ME221 – Exam Room Procedures & MA Roles, Issues, and Successful Habit– 75 Clock Hours**

#### **ME221 – Exam Room Procedures & MA Roles, Issues, and Successful Habit 75 Clock Hours**

This course will teach the learner the basic knowledge and skills necessary for proper exam room procedures. Topics include medical terminology as it relates to the musculoskeletal, reproductive, and digestive systems; medical asepsis and infection control; patient interview, history and documentation; vital signs; height and weight; positioning and draping patients; assisting with physical exams; male & female examinations; assisting with orthopedic exams/procedures, and body mechanics. The course will also provide the learner with the basic overview of Medical Assisting, along with topics and skills that lead to professional and personal success. Topics covered include introduction to allied health care, role of the medical assistant, law and ethics for the medical assistant, multi-cultural issues, performance improvement, nutrition, patient education, creating relationships, attitude, potential, supervisory styles, team skills, stress management, restoring

injured relationships, understanding in a diverse environment, adapting to new work environment, attendance, goal setting, resignation, and career advancement.

*Courses in the catalog that are now combined into* **ME221 – Exam Room Procedures & MA Roles, Issues, and Successful Habit– 75 Clock Hours**

**M221 Exam Room Procedures**

**45 Clock Hours**

*This course will teach the learner the basic knowledge and skills necessary for proper exam room procedures. Topics include medical terminology as it relates to the musculoskeletal, reproductive, and digestive systems; medical asepsis and infection control; patient interview, history and documentation; vital signs; height and weight; positioning and draping patients; assisting with physical exams; male & female examinations; assisting with orthopedic exams/procedures, and body mechanics.*

**MH202 MA Roles, Issues, and Successful Habits**

**30 Clock Hours**

*This course is designed to provide the learner with the basic overview of Medical Assisting, along with topics and skills that lead to professional and personal success. Topics covered include introduction to allied health care, role of the medical assistant, law and ethics for the medical assistant, multi-cultural issues, performance improvement, nutrition, patient education, creating relationships, attitude, potential, supervisory styles, team skills, stress management, restoring injured relationships, understanding in a diverse environment, adapting to new work environment, attendance, goal setting, resignation, and career advancement.*

**New Course Number & Name: ML235 – Laboratory Procedures & Customer Service – 75 Clock Hours**

**ML235 – Laboratory Procedures & Customer Service**

**75 Clock Hours**

This course will prepare the learner with the basic skills and knowledge necessary to carry-out their roles in basic laboratory procedures. Topics include medical terminology as it relates to the urinary, lymphatic, immune and endocrine systems; basics of microbiology; safety and OSHA guidelines; hazardous and biohazardous waste; introduction to the physician's office laboratory equipment and safety; collecting, processing and testing of body fluids; collection, processing and testing of urine specimens; and collecting and processing of microbiology specimens. Students will also examine and practice skills critical to effective customer service such as positive verbal communication, nonverbal communication, listening, behavior, handling difficult customers, and customer service through technology. Other topics include stress management, time management, and encouraging customer loyalty.

*Courses in the catalog that are now combined into* **ML235 – Laboratory Procedures & Customer Service – 75 Clock Hours**

**M235 Laboratory Procedures**

**60 Clock Hours**

*This course will prepare the learner with the basic skills and knowledge necessary to carry-out their roles in basic laboratory procedures. Topics include medical terminology as it relates to the urinary, lymphatic, immune and endocrine systems; basics of microbiology; safety and OSHA guidelines; hazardous and biohazardous waste; introduction to the physician's office laboratory equipment and safety; collecting, processing and testing of body fluids; collection, processing and testing of urine specimens; and collecting and processing of microbiology specimens.*

**MCS201 Customer Service**

**15 Clock Hours**

*Students examine and practice skills critical to effective customer service such as positive verbal communication, nonverbal communication, listening, behavior, handling difficult customers, and customer service through technology. Other topics include stress management, time management, and encouraging customer loyalty.*