

Department:

Medical Office Assistant

Course Description:

The course focuses on the basic concept of professional practice of medicine and the role and function of the Medical Assistant. Students discuss the personal and professional characteristics and legal and ethical standards for the medical assistant and the importance of commitment to your job, working with others, career planning and employment and the practicum experience.

Course Competencies:

1. Project a professional manner and image
2. Work as a member of a health care team
3. Perform with legal and ethical boundaries
4. Recognize professional credentialing criteria
5. Demonstrate knowledge of federal /state health care legislation and regulations
6. Recognize and respond to nonverbal/verbal communications
7. Identify community resources
8. Document appropriately

Course Content:

- A. The Professional Medical Assistant
- B. Ethics and law for the Medical Office
- C. Interacting with Patients
- D. Making a Commitment to Your Job
- E. Personal Traits of the Health Care Professional
- F. Working with Others
- G. Professionalism and Your Personal Life
- H. The Practicum Experience
- I. Career Planning and Employment

Learning Assessments:

Competencies may be evaluated by multiple measures, including quizzes, exams, and final exam.

Instructional Materials:

Textbook: Makely, S. (2016). *Professionalism in Health Care: A Primer for Career Success*, (5th ed.). New Jersey: Pearson. ISBN-13: 978-0134415673

Guidelines for Requesting Accommodations Based on Documented Disability or Medical Condition

It is the intention of Highland Community College to work toward full compliance with the Americans with Disabilities Act, to make instructional programs accessible to all people, and to provide reasonable accommodations according to the law.

Students should understand that it is their responsibility to self-identify their need(s) for accommodation and that they must provide current, comprehensive diagnosis of a specific disability or medical condition from a qualified professional in order to receive services. Documentation must include specific recommendations for accommodation(s). Documentation should be provided in a timely manner prior to or early in the semester so that the requested accommodation can be considered and, if warranted, arranged.

In order to begin the process all students **must** complete the “Disabilities Self-Identification Form” on our [Disability Services website](#).

This form can also be accessed at the Highland Community College homepage under Students Services/Student Resources/Disability Service or by contacting the Disabilities Coordinator.

A Note on Harassment, Discrimination and Sexual Misconduct

Highland Community College seeks to assure all community members learn and work in a welcoming and inclusive environment. Title VII, Title IX, and College policy prohibit harassment, discrimination and sexual misconduct. Highland Community College encourages anyone experiencing harassment, discrimination or sexual misconduct to talk to report to the Vice President for Student Services, the Human Resources Director or complete an [online report](#) about what happened so that they can get the support they need and Highland Community College can respond appropriately.

There are both confidential and non-confidential resources and reporting options available to you. Highland Community College is legally obligated to respond to reports of sexual misconduct, and therefore we cannot guarantee the confidentiality of a report, unless made to a confidential resource. Responses may vary from support services to formal investigations. As a faculty member, I am required to report incidents of sexual misconduct and thus cannot guarantee confidentiality. I must provide our Title IX coordinator with relevant details such as the names of those involved in the incident. For more information about policies and resources or reporting options, please review our [Equity Grievance Policy](#).