

**Bergen Community College
Division of Health Professions
Medical Office Assistant Program
Course Syllabus**

MOA 141 Introduction to Medical Assisting

Semester and Year:

Course Number: MOA-141

Meeting Times and Locations:

Instructor:

Office Location:

Course Description:

Introduction to Medical Assisting is a study of the professional attitudes and behavior required of medical assistants. The fundamentals of meeting the special needs of patients also are studied. The fundamental principles of human relations and the importance of professional growth and communication skills are stressed. Additional emphasis is placed on development of medical science, health agencies, medical specialties, and common disease processes.

Credits: 3 (3 lecture hours)

Prerequisite: MOA140

Corequisite/s: none

Student Learning Outcomes

As a result of meeting the requirements in this course the student will:

1. Analyze the attributes of the professional medical assistant.
2. Examine the healthcare team model.
3. Demonstrate therapeutic communication techniques and determine strategies to overcome communication barriers.
4. Examine legal principles and healthcare law.
5. Demonstrate how to separate professional ethics and personal ethics.
6. Examine the role of the care coordinator in ambulatory care.

Means of Assessment

Students in this course are assessed through:

- Reading assignments from textbook, supplementary textbooks, suggested journals, and handouts.
- Research paper on approved topic, relevant to medical assisting.
- Written/oral assignments on various specialized topics as given during the semester.
- Tests and quizzes on reading assignments and on lecture/discussion materials.

Course Content

- I. The Professional Medical Assistant and the Healthcare Team
 - A. MA Responsibilities
 - B. Professional Medical Assisting Organizations
 - C. History of Medicine
 - D. Types of medical professionals, allied health professionals and healthcare facilities
- II. Therapeutic Communication
 - A. Respect for diverse populations
 - B. Verbal and nonverbal communication
 - C. Communication barriers
 - D. Personal and professional boundaries with communication in healthcare
- III. Legal Principles
 - A. Criminal and Civil law
 - B. Liability Insurance
 - C. Contracts
 - D. Consent
 - E. Patient Bill of Rights
- IV. Healthcare Laws
 - A. Privacy and Confidentiality
 - B. HIPAA
 - C. Healthcare laws related to insurance, laboratory quality standards, emergency care and end-of-life care
 - D. Compliance issues

- E. Employment law
- V. Healthcare Ethics
 - A. Personal ethics
 - B. Professional ethics
 - C. Ethical issues
- VI. Patient Coaching
 - A. Learning styles
 - B. Coaching strategies
 - C. Teaching-learning process
 - D. Care coordination in the ambulatory care setting
- VII. Daily Operations and Safety
 - A. Equipment management
 - B. Inventory control
 - C. Proper storage
 - D. Safe work environment

COURSE TEXT:

Required

- ***Kinn's The Administrative Medical Assistant*** Text/Study Guide, Current Edition, Niedzwiecki, Pepper; Elsevier.

Grading:

- | | |
|-------------------------------|-------------|
| • Research paper/Presentation | 20 % |
| • Chapter tests | 60 % |
| • Written/oral assignments | <u>20 %</u> |
| | 100% |

Grading System:

% of Points Earned -	Grade
90 to 100%	A
86 to 89.9%	B+

80 to 85.9%	B
76 to 79.9%	C+
70 to 75.9%	C
0 to 69.9%	F

Academic Integrity Policy and Attendance Policy

Academic Integrity

Academic dishonesty is a serious violation of BCC policy and personal ethics and will be treated as such if the reason for suspicion should arise. Students should be careful to avoid plagiarism, falsification, and compliance. Academic integrity is vital to an academic community and for fair evaluation of student assessments. All assessments submitted must be your own, completed in accordance with the college's academic policies and the student code of conduct. You may not engage in unauthorized collaboration or make use of any artificial intelligence (AI) composition systems. Academic dishonesty also includes cheating on examinations. Refer to the BCC student code of conduct, student handbook for additional information, and the statement on plagiarism.

(<https://catalog.bergen.edu/content.php?catoid=4&navoid=163#academic-dishonesty>).

BCC Attendance Policy

All students are expected to attend punctually every scheduled meeting of each course for which they are registered. Attendance and lateness policies and sanctions are to be determined by the instructor for each section of each course. These will be established in writing on the individual course outline. Attendance is maintained by the instructor for administrative and counseling purposes.

Support Services

- The program faculty maintains office hours for counseling and is available to provide tutorial assistance to students.
- Students must make appointments in advance to meet with the respective instructors.
- Students may also obtain assistance from the College Tutoring Center. Appointments must be made in advance through this center.
- The College has a personal counseling center for those students who may need personal assistance. Appointments are made directly through this center.
- Any problems, concerns, or questions should be directed to the course instructor or the student's advisor.

Accommodations for Disabilities

Bergen Community College aims to create inclusive learning environments where all students have maximum opportunities for success. Any student who feels he or she may need an accommodation based on a disability should contact the Office of Special Services.

Americans with Disabilities Act: Students who require accommodations by the Americans with Disabilities Act [ADA] can request support services from “The Office of Specialized Services of Bergen Community College] 201-612-5270/5269 or via email at ossinfo@bergen.edu.

Mental Health and Well Being

Mental Health concerns or stressful events may lead to diminished academic performance or reduce a student’s ability to participate in daily activities. Bergen Community College has licensed personal counselors available to assist you with addressing these and other concerns you may be experiencing. You can learn about the confidential mental health services available on campus via the Health and Wellness Center.

Available Online and On-Campus Resources

Library- <https://bergen.edu/library/>

Academic support <https://bergen.edu/academics/pathway-scholars-program/academic-support>

The Writing Center and Tutoring Center- L-125 <https://Bergen.edu/tutoring/writing center/>
OWL(Online Writing Lab) <http://www.owl.english.perdue>

Free Time Computer Labs <https://Bergen.edu/technology assistance/computer lab availability/>

The Center for student A-118 (Academic, Career, International, and Transfer Counselors)
<https://bergen.edu/center-for-student-success/>

Personal counseling HS-100 <https://bergen.edu/health-wellness-and-personal-counseling/personalcounseling/>

Instructors retain the right to revise the course syllabus as needed.

MOA 141 COURSE OUTLINE

Date	Topic/Readings	Chapters/Pages	Activity/Assignment
WEEK 1	Introduction <u>Chapter 1 – The Professional Medical Assistant and the Healthcare Team</u> Learning Style Inventory Duties of the Administrative and Clinical Medical Assistant Self-boundaries Healthcare team dynamics Professional medical assistant organizations	Chapter 1	Read Chapter 1 Complete Study Guide pages and Certification Preparation Questions Complete Learning Style Inventory assignment Complete AAMA research assignment.
WEEK 2	<u>Chapter 2 – Therapeutic Communication</u> Verbal, Nonverbal Communication Communication Barriers Therapeutic Communication Techniques	Chapter 2	Read Chapter 2 Complete Study Guide pages and Certification Preparation Questions Complete Workplace Application #1 Sim Lab activity
WEEK 3	<u>Chapter 3 – Legal Principles</u> TEST – CHAPTERS 1 AND 2 Medico-legal Vocabulary Classifications of Law	Chapter 3	Read Chapter 3 Complete Study Guide pages and Certification

			Preparation Questions. Case Studies 1-7.
WEEK 4	Chapter 3 Cont'd Medical Professional Liability Medical Liability and Negligence (4Ds) Damages Risk Management Consent Contracts	Chapter 3	Read Chapter 3 Complete Study Guide pages
WEEK 5	CHAPTER 4 Health Care Laws Compliance Reporting Patient Self Determination Act (Advance Directive) Uniform Anatomical Gift Act Patient's Bill of Rights ADA Genetic Information Nondiscrimination Act HIPAA HITECH AFFORDABLE CARE ACT	Chapter 4	Read Chapter 4 Complete Study Guide pages and Certification Preparation Questions.
WEEK 6	CHAPTER 6 (Cont'd)	Chapter 4	Read Chapter 4

	Compliance Reporting Incident Reports Disease Reporting Protecting Patient Privacy		Complete Study guide pages Complete Competencies 4.1 – 4.5 Complete Internet Activity #1
WEEK 7	TEST – CHAPTERS 3 AND 4 Chapter 5 – Ethics Vocabulary Review History of Ethics Personal and Professional Ethics Medical Assisting Code of Ethics	Chapter 5	Read Chapter 5 Complete Study Guide pages and Certification Preparation Questions
WEEK 8	CHAPTER 5 (Cont'd) Ethical Decisions CEJA/Opinions	Chapter 5	Complete Study Guide Present Ethical Case
WEEK 9	TEST – CHAPTER 5 Chapter 7 Patient Coaching Medical Assistant role as Patient Navigator Techniques for coaching patients according to specific needs	Chapter 7	Complete Study Guide workplace applications and Certification Preparation questions.
WEEK 10	Chapter 7 (Cont'd) Identify community resources Teach self examination, disease management and health promotion	Chapter 7	Read Chapter 7 Complete Study Guide pages

	Make adaptations for patients with special needs		Prepare Patient Education Sheet
WEEK 11	CHAPTER 7 (Cont'd) Teaching Learning Process	Chapter 7	Complete Study Guide Internet Activity #1 Complete Competencies 7.1 – 7.2
WEEK 12	TEST – CHAPTER 7 <u>Chapter 13 – Daily Operations in the Ambulatory Care Setting</u> Vocabulary Review Facility Security Equipment – Safety/Maintenance Purchasing Equipment	Chapter 13	Read Chapter 13 Complete Study Guide pages and Certification Preparation Questions.
WEEK 13	CHAPTER 13 (Cont'd) Inventory Management Ordering Supplies/Purchase Orders Handling Mail	Chapter 13	Complete Competencies 13.1 through 13.6
WEEK 14	Mail Services Body Mechanics OSHA TEST – CHAPTER 13		Complete Study Guide pages
WEEK 15	Review and Final Exam		

*Subject to change as needed

