

# Introduction to Healthcare

## TECL1010 301

### Course Description

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An overview of the medical assistant profession and its role in the healthcare environment, introduction to the legal and ethical issues within the healthcare setting, basic principles of psychology and the impact of ethnic cultures in healthcare.

Semester(s) taught: All

In this course, you will get an overview of the various healthcare professions and roles in the healthcare environment, introduction to the legal and ethical issues within the healthcare setting, professional behavior, basic principles of communication and the impact of ethnic cultures in healthcare.

### Course Student Learning Outcomes

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- Define the history of medicine, the role of the medical assistant, medical specialties, credentialing and personal attributes of healthcare personnel.
- Define and use legal and ethical standards in healthcare.
- Demonstrate principles of HIPAA regulations.
- Demonstrate knowledge of patient communication and cultural diversity in healthcare.

### Transfer/Certification/Licensure/Employment Information

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A Certificate is earned after successfully completing courses and/or programs. This type of certificate provides evidence to employers that a level of competence has been achieved in a course/program. The Certificates require that a student successfully complete all of the core courses in addition to a set number of hours of elective courses if part of the training program.

Additionally, students may take the tests for industry standard certificates - Medical Laboratory Assistant (CMLA) through the American Medical Technologists - when completing specific courses which are intended to prepare students for those certificates.

## Communication Plan

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- Instructors are open and available to help you in the classroom for face-to-face interaction, through college email or Canvas comments and messaging, Zoom, and telephone as posted within the syllabus and the 'Home Page' in Canvas including the 'Communications Statement' (with exception of holidays and campus closures). Feel free to reach out to us!
- I will respond to email within 48 hours. The best way to contact me is via the Canvas Inbox, as I will prioritize this email over other modes of communication.
- In this course I will be posting interactive announcements which will offer specific opportunities for class questions and participation in activities.

## Keys for Success (how to succeed in the course)

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### Communication:

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### Clothing/Lab Dress Code:

Scrubs may be worn in the classroom, and are required in the lab area and for externship (some externship facilities have specific requirements eg. U of U Red, Black, or Navy Blue scrubs only). A disposable lab coat may be provided for use over street

clothes if scrubs are not worn for lab and clinical skills. Closed-toe shoes are also required in the laboratory/clinical setting areas when practicing skills.

## Food and Drinks:

There will be no food or drinks allowed in the computer or lab area of the classroom. A 'Break Room' with a microwave and refrigerator is available for student use.

## Cellular Phone Usage:

Cellular phones will be turned to silent mode, or if they do not have a silent option, they will be turned off while in the classroom. Any phone conversation must be made outside the classroom to avoid disrupting others. Phones are not allowed at the testing stations.

## Classroom Safety:

An emergency guideline and evacuation route are posted in the classroom. As you progress through the program, you will learn OSHA safety standards in a medical setting. There is a binder with Material Safety Data Sheets located in the classroom to use as a reference for an incident involving hazardous materials. Please be aware of the location of these safety guidelines.

## Student Responsibilities:

All students are accountable for the following:

1. Stay engaged and on task (read, watch videos, listen, take notes, ask questions, complete assignments, schedule, and complete skills)
2. Log into the LMS (Canvas - the College's learning management system) for course materials, presentations, and examinations.
3. Follow the instructor's directions AT ALL TIMES.
4. Ask the instructor for assistance after FIRST having attempted to resolve the problem themselves.

5. Complete 12-24 hours of coursework each week for on-time course completion (based on part-time vs full-time enrollment status).

## Required Text or Materials

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**Title: Kinn's the Medical Assistant**

**ISBN:** 9780323871167

**Authors:** Brigitte Niedzwiecki, Brigitte Niedzwiecki, RN, MSN, RMA, Julie Pepper, Julie Pepper, BS, CMA (AAMA)

**Publisher:** Elsevier

**Edition:** 15th

**Title: Study Guide and Procedure Checklist Manual for Kinn's the Medical Assistant**

**ISBN:** 9780323874243

**Authors:** Brigitte Niedzwiecki, Brigitte Niedzwiecki, MSN, RN, RMA, Julie Pepper, Julie Pepper, BS, CMA (AAMA)

**Publisher:** Elsevier

**Edition:** 15th

**Title: SimChart for the Medical Office: Learning the Medical Office Workflow - 2023 Edition**

**ISBN:** 9780443108839

**Authors:** Elsevier

**Publisher:** Elsevier

**Edition:** 2023 or earlier edition

For more information on textbook accessibility, contact Accessibility & Disability Services at [ads@slcc.edu](mailto:ads@slcc.edu).

## Assignment Schedule

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Due Date	Assignment Name	Assignment Type	Points
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<b>Due Date</b>	<b>Assignment Name</b>	<b>Assignment Type</b>	<b>Points</b>
	<a href="#">Default Topic</a>	Discussion	0
	<a href="#">Ethics Summative Performance Assessment</a>	Assignment	10
	<a href="#">Healthcare Professionalism Spelling Test</a>	Quiz	100
	<a href="#">HIPAA Training Program Submission</a>	Assignment	100
	<a href="#">Implicit Bias Results Assignment</a>	Assignment	100
	<a href="#">Incident Report - Employee</a>	Assignment	12
	<a href="#">Introduce Yourself</a>	Discussion	0
	<a href="#">Kinn's Chapter 1 Practice Quiz</a>	Quiz	0
	<a href="#">Kinn's Chapter 2 Practice Quiz</a>	Quiz	0
	<a href="#">Kinn's Chapter 3 Practice Quiz</a>	Quiz	0
	<a href="#">Kinn's Chapter 4 Practice Quiz</a>	Quiz	0
	<a href="#">Kinn's Chapter 5 Practice Quiz</a>	Quiz	0
	<a href="#">Medicine and Law Spelling Test</a>	Quiz	100

<b>Due Date</b>	<b>Assignment Name</b>	<b>Assignment Type</b>	<b>Points</b>
	<a href="#">Module 2 Assignment: Cultural Diversity_(CAAHEP V.A.2; V.A.3.b,c,f; V.P.1.a,b,c; V.P.2; V.P.5a; V.A.1.a,b,c).</a>	Assignment	12
	<a href="#">Procedure 3.1: Apply the Patient's Bill of Rights (CAAHEP X.P.4a,b,c; X.A.1).</a>	Assignment	6
	<a href="#">Procedure 3.2: Scope of Practice Assignment (CAAHEP X.P.1).</a>	Assignment	10
	<a href="#">Procedure 4.1 - Protecting a Patient's Privacy (CAAHEP X.P.2.a; X.A.1).</a>	Assignment	6
	<a href="#">Procedure 4.2: Completing a Release of Record Form for a Release of Information/Work Product: Records Release Form (CAAHEP X.P.2.b).</a>	Assignment	3
	<a href="#">Procedure 4.3 Perform Disease Reporting_(CAAHEP X.P.5).</a>	Assignment	3
	<a href="#">Procedure 4.4 Report Illegal Activity (CAAHEP X.P.6).</a>	Assignment	3

Due Date	Assignment Name	Assignment Type	Points
	<a href="#">Procedure 4.5 Complete Incident Report/Work Product 4.2 Incident Report Form.(CAAHEP X.P.7).</a>	Assignment	3
	<a href="#">Procedure 5.1: Developing an Ethics Separation Plan (CAAHEP XI.P.1,2; XI.A.1).</a>	Assignment	10
	<a href="#">Professionalism in the Workplace</a>	Assignment	100
	<a href="#">Psychology Spelling Test</a>	Quiz	100
	<a href="#">Summative Objective Assessment 1A - Requires Respondus LockDown Browser + Webcam</a>	Quiz	100
	<a href="#">Summative Objective Assessment 2A - Requires Respondus LockDown Browser + Webcam</a>	Quiz	100
	<a href="#">Vaccinations and Background Check</a>	Assignment	160

## Brief Description of Assignments/Exams

- Module 0: Orientation
- Module 1-Healthcare Foundations and Professionalism

- Module 2-Communication and Cultural Sensitivity
- Summative Assessment 1
- Module 3-Legal Principles
- Module 4-Medicine and Law
- Module 5-Ethical Behaviors
- Summative Assessment 2

## Grading Scale

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Percentage	Letter Grade
93-100	A
90-92	A-
86-89	B+
83-85	B
80-82	B-
76-79	C+
73-75	C
70-72	C-
66-69	D+
63-65	D
60-62	D-
59 or below	E

## How to Navigate to Canvas

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## Institutional Policies

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As members of our academic community, we would like to invite you to review the Institutional Syllabus which covers important policies and procedures. This document contains important links for students on the code of student rights and responsibilities,



academic integrity, and grading policies, Title IX and other important acknowledgements. By familiarizing yourself with this information, you can help us create a safe and respectful environment for everyone.

You can access the document by clicking on the following link:

<https://slcc.instructure.com/courses/530981/pages/institutional-syllabus>

## Learning Support and Tutoring Services

We are pleased to offer a range of tutoring and learning support services to help you achieve your academic goals. Whether you need assistance with a specific subject or want to improve your study skills, you have many options for tutoring or other support.

To learn more about the services we offer and how to access them, please visit the Institutional Syllabus under the Tutoring and Learning Support tab:

<https://slcc.instructure.com/courses/530981/pages/institutional-syllabus>. We encourage you to take advantage of these resources to help you succeed in your studies. If you have any questions or would like to schedule a tutoring session, please don't hesitate to reach out to us. We are here to support you in any way we can.

## Advising and Counseling Support Services

At our institution, we are committed to supporting your academic and personal growth. That's why we offer a range of advising and counseling services to help you navigate the challenges of college life. To learn more about the resources available to you and how to access them, please visit the Institutional Syllabus under the Advising and Counseling Support Services tab: <https://slcc.instructure.com/courses/530981/pages/institutional-syllabus>. Our advising team and the support centers across campus are here to support you in achieving your goals and overcoming any obstacles you may face.

## Student Academic Calendar

As students you should be aware of all important dates in the semester, such as the day that courses begin and end, as well as the drop date and the last day to withdraw. To learn more about those dates, navigate to the Student Academic Calendar below:

[SLCC Student Academic Calendar](#)