Montgomery County Community College
HCP/MAS 118
Professional Essentials for the Medical Office
3-3-0

COURSE DESCRIPTION
This course builds a solid foundation of professional and communication skills required to work within a medical office. It provides students with an introduction to health care organization and administration and, prepares students to utilize therapeutic communication techniques, apply knowledge of legal and ethical issues in healthcare, demonstrate respect for individual diversity, and employ problem solving skills. Course specific competency evaluations must be successfully completed by the student. This course is subject to a course fee. Refer to http://mc3.edu/adm-fin-aid/paying/tuition/course-fees for current rates.

REQUISITES:
Previous Course Requirements
   − ENG 010A Basic Writing or ENG 011 Basic Writing II or ESL 011 Basic Writing II
   − REA 011 Fundamentals of College Reading or REA 017 Vocabulary and Reading Comprehension Development II
   − MAT 010 Fundamentals of Arithmetic or MAT 010B Review of the Fundamentals of Arithmetic

Concurrent Course Requirements
None

LEARNING OUTCOMES Upon successful completion of this course, the student will be able to:	LEARNING ACTIVITIES	EVALUATION METHODS
1. Demonstrate entry level competence in all the identified competencies.	Lecture Laboratory Case Studies Multimedia Demonstrations Oral Report Small Group Projects Written Assignment Research Resources Competency Demonstration	Competency Demonstrations
2. Utilize the concepts of effective communication to employ appropriate professional oral, and written communication	Lecture Laboratory Multimedia Demonstrations Oral Report Small Group Projects	Competency Demonstrations Project Presentation Quizzes and Exams

LEARNING OUTCOMES Upon successful completion of this course, the student will be able to:	LEARNING ACTIVITIES	EVALUATION METHODS
skills to reach an identified goal in a simulated medical setting.	Written Assignment Research Resources Competency Demonstration	
3. Demonstrate effective – individualized patient education, navigation, and coaching techniques in a simulated medical setting.	Lecture Laboratory Multimedia Demonstrations Oral Report Small Group Projects Written Assignment Research Resources Competency Demonstration	Competency Demonstrations Project Quizzes and Exams
4. Demonstrate respect for individual diversity and needs across the lifespan by identifying appropriate barriers, resources, and adaptations within the health care setting.	Lecture Laboratory Case Studies Multimedia Demonstrations Oral Report Small Group Projects Written Assignment Research Resources	Competency Demonstrations Quizzes and Exams
5. Evaluate the impact of legal, ethical, and moral issues on health care practice.	Lecture Laboratory Multimedia Demonstrations Oral Report Small Group Projects Written Assignment Research Resources Competency Demonstration	Quizzes and Exams Competency Demonstrations Project Assignments

At the conclusion of each semester/session, assessment of the learning outcomes will be completed by course faculty using the listed evaluation method(s). Aggregated results will be submitted to the Associate Vice President of Academic Affairs. The benchmark for each learning outcome is that *70% of students will meet or exceed outcome criteria.*

SEQUENCE OF TOPICS:
1. Healthcare Organization/Administration
2. Law and Ethics
3. Oral Communication Skills
4. Written Communication Skills
5. Professional Communication Skills
6. Telephone Techniques
7. Patient Interview

8.   Patient Education/Coaching/Navigation
9.   Cultural Diversity and Special Needs
10.   Career Planning
11.   Credentialing and Continuing Education

LEARNING MATERIALS:
Kronenberger, Judy, Durham, Laura and Woodson, Denise. 2012. Comprehensive
   Medical Assisting (4th ed.). Philadelphia, PA: Lippincott Williams and Wilkins.

Kronenberger, Judy, Durham, Laura and Woodson, Denise. 2012. Comprehensive
   Medical Assisting Study Guide (4th ed.). Philadelphia, PA: Lippincott Williams and
   Wilkins.

Schreiner, Kathleen. Therapeutic Communications Made Incredibly Easy. Philadelphia,
   PA: Lippincott Williams and Wilkins; 2008

Other learning materials may be required and made available directly to the student
and/or via the College's Libraries and/or course management system.

COURSE APPROVAL:
Prepared by: Kathleen Schreiner and Shauna LaMagna   Date: 10/2015
VPAA/Provost Compliance Verification:
          Victoria Bastecki-Perez, Ed. D.   Date: 1/27/2016

Revised by: Debbie Dalrymple   Date: 12/17/2017
 VPAA/Provost or designee Compliance Verification: Date: 1/8/2018

*This course is consistent with Montgomery County Community College's mission. It
was developed, approved and will be delivered in full compliance with the policies and
procedures established by the College.*