

Florida Department of Education
Curriculum Framework

Program Title: Medical Assisting (New)
Program Type: Career Preparatory
Career Cluster: Health Science

PSAV	
Program Number	H170515
CIP Number	0351080102
Grade Level	30, 31
Standard Length	1300 hours
Teacher Certification	Refer to the Program Structure section.
CTSO	HOSA: Future Health Professionals
SOC Codes (all applicable)	31-9092 Medical Assistants 31-9099 Healthcare Support Workers, All Other 43-4171 Receptionists and Information Clerks 31-9097 Phlebotomists
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml
Basic Skills Level	Mathematics: 10 Language: 10 Reading: 10

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Health Science career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of Health Science career cluster.

This program is designed to prepare students for employment as medical assistants SOC 31-9092.

The content includes but is not limited to communication, transcultural communication in healthcare, interpersonal skills, legal and ethical responsibilities, health-illness concepts, administrative and clinical duties, emergency procedures including CPR and first aid, emergency preparedness, safety and security procedures, medical terminology, anatomy and physiology, and employability skills.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of 5 occupational completion points.

This program is comprised of courses which have been assigned course numbers in the SCNS (Statewide Course Numbering System) in accordance with Section 1007.24 (1), F.S. Career and Technical credit shall be awarded to the student on a transcript in accordance with Section 1001.44(3)(b), F.S.

To teach the courses listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the post-secondary program structure:

A	HSC0003	Basic Healthcare Worker	MED ASST 7G LAB TECH @7 7G REG NURSE 7 G PRAC NURSE @7 %7%G (Must be a Registered Nurse) TEC MED !7 G	90 hours	31-9099
B	MEA0002	Introduction to Medical Assisting	MED ASST 7G LAB TECH @7 7G REG NURSE 7 G BUS ED @4 1@2 VOE @7 STENOGR @4 SECRETAR 7 G CLERICAL @7 7G PRAC NURSE @7 %7%G (Must be a Registered Nurse) TEC MED !7 G	250 hours	31-9092
	MEA0501	Medical Office Procedures		75 hours	43-4171
C	MEA0521	Phlebotomist, MA		75 hours	31-9097
D	MEA0543	EKG Aide, MA	MED ASST 7G	75 hours	31-9099
	MEA0581	Clinical Assisting	LAB TECH @7 7G	230 hours	31-9092
	MEA0530	Pharmacology for Medical Assisting	REG NURSE 7 G	90 hours	
	MEA0573	Laboratory Procedures	PRAC NURSE @7		125 hours
	MEA0506	Administrative Office Procedures	%7%G (Must be a Registered Nurse) TEC MED !7 G		90 hours
E	MEA0942	Practicum Experience		200 Hours	

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.
2. Apply appropriate academic and technical skills.
3. Attend to personal health and financial well-being.
4. Communicate clearly, effectively and with reason.
5. Consider the environmental, social and economic impacts of decisions.
6. Demonstrate creativity and innovation.
7. Employ valid and reliable research strategies.
8. Utilize critical thinking to make sense of problems and persevere in solving them.
9. Model integrity, ethical leadership and effective management.
10. Plan education and career path aligned to personal goals.
11. Use technology to enhance productivity.
12. Work productively in teams while using cultural/global competence.

Standards

After successfully completing this program, the student will be able to perform the following:

- 01.0 Demonstrate knowledge of the healthcare delivery system and health occupations.
- 02.0 Demonstrate the ability to communicate and use interpersonal skills effectively.
- 03.0 Demonstrate legal and ethical responsibilities.
- 04.0 Demonstrate an understanding of and apply wellness and disease concepts.
- 05.0 Recognize and practice safety and security procedures.
- 06.0 Recognize and respond to emergency situations.
- 07.0 Recognize and practice infection control procedures.
- 08.0 Demonstrate an understanding of information technology applications in healthcare.
- 09.0 Demonstrate employability skills.
- 10.0 Demonstrate knowledge of blood borne diseases, including HIV/AIDS.
- 11.0 Apply basic math and science skills.
- 12.0 Demonstrate communication skills used by medical assistants.
- 13.0 Demonstrate knowledge of legal and ethical responsibilities for medical assistants.
- 14.0 Demonstrate an understanding of anatomy and physiology concepts in both illness and wellness states.
- 15.0 Demonstrate basic clerical/medical office duties.
- 16.0 Demonstrate accepted professional, communication, and interpersonal skills.
- 17.0 Discuss phlebotomy in relation to the health care setting.
- 18.0 Identify the anatomic structure and function of body systems in relation to services performed by a phlebotomist.
- 19.0 Recognize and identify collection reagents supplies, equipment and interfering chemical substances.
- 20.0 Demonstrate skills and knowledge necessary to perform phlebotomy.
- 21.0 Practice infection control following standard precautions.
- 22.0 Practice accepted procedures of transporting, accessioning and processing specimens.
- 23.0 Practice quality assurance and safety.
- 24.0 Describe the role of a medical assistant with intravenous therapy in oncology and dialysis.
- 25.0 Describe the cardiovascular system.
- 26.0 Identify legal and ethical responsibilities of an EKG aide.
- 27.0 Perform patient care techniques in the health care facility.
- 28.0 Demonstrate knowledge of, apply and use medical instrumentation modalities.
- 29.0 Demonstrate basic office examination procedures.
- 30.0 Demonstrate knowledge of the fundamentals of microbial control and use aseptic techniques.
- 31.0 Demonstrate minor treatments.
- 32.0 Demonstrate knowledge of basic diagnostic medical assisting procedures.
- 33.0 Demonstrate basic X-Ray procedures.
- 34.0 Demonstrate knowledge of pharmaceutical principles and administer medications.
- 35.0 Perform CLIA-waived diagnostic clinical laboratory procedures.
- 36.0 Demonstrate awareness of clinical microscopy techniques and procedures that may be performed in CLIA-exempt laboratories under physician supervision.
- 37.0 Demonstrate knowledge of emergency preparedness and protective practices.

- 38.0 Perform administrative office duties.
- 39.0 Perform administrative and general skills.
- 40.0 Perform clinical and general skills.
- 41.0 Display professional work habits integral to medical assisting.

42.0

**Florida Department of Education
Student Performance Standards**

Program Title: Medical Assisting
PSAV Number: H170515

The **Basic Health Care Worker (HSC0003)** is referred to as the **Health Science Core** and is the first OCP in the majority of the PSAV health science programs. Secondary and Postsecondary students completing the health science core will not have to repeat the core in any other health science program in which it is a part. When the recommended sequence is followed, the structure allows students to complete at specified points for employment or remain for advanced training or cross-training.

To ensure consistency whenever these courses are offered, the health science core standards (1-11) have been placed in a separate document. You can access the course standards and benchmarks by visiting this link: http://www.fldoe.org/core/fileparse.php/5652/urlt/health_sci_core_psav_cc_1718.rtf



12.0	Demonstrate communication skills used by medical assistants. – The student will be able to:
12.01	Organize written and verbal ideas in a concise, precise and logical manner.
12.02	State examples of both verbal and non-verbal communication.
12.03	Use medical terminology as appropriate for a medical assistant.
12.04	Comply with safety signs, symbols, and labels.
12.05	Describe the role of the medical assistant.
13.0	Demonstrate knowledge of legal and ethical responsibilities for medical assistants. – The student will be able to:
13.01	Provide health care as set forth in Florida Statute for the medical assistant.
13.02	Distinguish between the liability of the physicians and staff members in the medical office.
13.03	Explain the principles for preventing medical liability.
13.04	List the principles in the Codes of Ethics for Medical Assistants as stated by the American Association of Medical Assistants.
14.0	Demonstrate an understanding of anatomy and physiology concepts in both illness and wellness states. – The student will be able to:
14.01	Define the terms Anatomy and Physiology
14.02	Define both medical terms and abbreviations related to all body systems.
14.03	Define the principle directional terms, planes, quadrants and cavities used in describing the body and the association of body parts to one another.
14.04	Define the levels of organization of the body inclusive of, but not limited to, cells, organs and body systems.

14.05	Describe the function of the 11 major organ systems of the body (1) Integumentary, (2) skeletal, (3) muscular, (4) Nervous, (5) endocrine, (6) circulatory (cardiovascular) (7) lymphatic, (8) respiratory, (9) digestive, (10) urinary, and (11) reproductive.
14.06	Describe symptoms and common disease pathology related to each body system and the relationship of the disease process to other body systems.
14.07	Discuss diagnostic options to identify common disease pathology and corresponding basic treatment.
14.08	Compare structure and function of the body across the life span.
14.09	Identify and describe dietary guidelines necessary for common diseases.
14.10	Create a patient teaching plan which addresses dietary guidelines and special needs.
15.0	Demonstrate basic clerical/medical office duties. – The student will be able to:
15.01	Perform effective communication skills essential to the medical office.
15.02	Maintain filing systems.
15.03	Operate office equipment and perform clerical office procedures.
15.04	Discuss principles of using Electronic Medical Record (EMR).
15.05	Prepare and maintain medical records both manually and within the Electronic Medical Record (EMR).
15.06	Screen and process mail.
15.07	Schedule routine appointments and patient admissions and/or procedures both manually and within the Electronic Medical Record (EMR).
15.08	Adhere to current government regulations, risk management and compliance within the scope of practice of a Medical Assistant practicing in the State of Florida.
15.09	Maintain office inventory.
15.10	Inform patients of office policies both verbally and written.
15.11	Perform general housekeeping duties.
15.12	Perform daily office activities both manually and within the Electronic Medical Record (EMR).
15.13	Receive patients and visitors.
15.14	Identify and maintain office security policies/procedures.
16.0	Demonstrate accepted professional, communication, and interpersonal skills. – The student will be able to:
16.01	Demonstrate the appropriate professional behavior of a phlebotomist.
16.02	Explain to the patient the procedure to be used in specimen collection.
16.03	Explain in detail the importance of identifying patients correctly when drawing blood.
16.04	Describe the scope of practice (job skills and duties) for a phlebotomist.
16.05	List and describe professional organizations that provide accreditation, certification, and licensure to phlebotomists and phlebotomy programs.
16.06	Explain the importance of continuing education in relation to certification to maintain competency and skills.

17.0	Discuss phlebotomy in relation to the health care setting. – The student will be able to:
17.01	List, classify and discuss various departments and services within the health care setting with which the phlebotomist must interact to obtain laboratory specimens from patients.
17.02	Identify the major departments/sections within the clinical laboratory, the major types of procedures run in each department/section, and their specimen requirements.
17.03	Describe roles of the major classifications of clinical laboratory personnel (i.e., pathologist, chief/administrative technologist, CLS, MLS, MLT, MT, phlebotomist, lab assistant, etc.).
18.0	Identify the anatomic structure and function of body systems in relation to services performed by a phlebotomist. – The student will be able to:
18.01	Describe and define major body systems with emphasis on the circulatory system.
18.02	List and describe the main superficial veins used in performing venipuncture.
18.03	Locate the most appropriate site(s) for both capillary and venipuncture.
18.04	Describe the function of the following blood components: erythrocytes, thrombocytes, leukocytes and plasma.
18.05	Compare and contrast between serum and plasma as it relates to blood collection.
18.06	Discuss hemostasis as it relates to blood collection.
19.0	Recognize and identify collection reagents supplies, equipment and interfering chemical substances. – The student will be able to:
19.01	Identify and discuss proper use of appropriate types of equipment needed to collect various clinical laboratory blood specimens by venipuncture.
19.02	Explain the special precautions and types of equipment needed to collect blood from a pediatric patient.
19.03	Identify and discuss proper use of supplies used in collecting microspecimens.
19.04	Identify and discuss the proper use of the various types of anticoagulants, preservatives and gels used in blood collection and the vacuum tube color-codes for these additives.
19.05	Describe the types of patient's specimens that are analyzed in the clinical laboratory and the phlebotomist's role in collecting and/or transporting these specimens to the laboratory.
19.06	Describe substances potentially encountered during phlebotomy which can interfere in analysis of blood constituents.
19.07	Define and utilize correct medical terminology and metric measurement needed for specimen collection.
20.0	Demonstrate skills and knowledge necessary to perform phlebotomy. – The student will be able to:
20.01	Follow approved procedure for completing a laboratory requisition form.
20.02	Recognize a properly completed requisition and apply established protocol for patient and specimen identification for transport to a reference lab.
20.03	Demonstrate knowledge of established protocol for patient and specimen identification in the Physician Office Laboratory (POL)
20.04	Discuss appropriate methods for facilitating and preparing the patient for capillary and venipuncture collection.
20.05	List appropriate antiseptic agents useful in preparing sites for capillary and venipuncture.
20.06	Perform venipuncture by evacuated tube, butterfly, and syringe systems, demonstrating appropriate use of supplies, proper handling of equipment and specimens, and appropriate patient care.
20.07	Describe the correct order of draw.
20.08	Describe the use of barcoding systems used for specimen collection.
20.09	Perform a capillary puncture using appropriate supplies and techniques for both adults and pediatric patients.
20.10	Describe the most common complications associated with capillary and venipuncture, their causes, prevention and treatment.
20.11	Recognize and respond to possible adverse patient reactions such as allergies, convulsions, syncope and light headedness.
20.12	Perform appropriate procedures for disposing of used or contaminated capillary and venipuncture supplies.

20.13	Perform appropriate techniques for making a peripheral blood smear for hematologic evaluation.
20.14	Demonstrate the proper procedure for collecting blood cultures.
20.15	Discuss the effects of hemolysis and methods of prevention.
20.16	Demonstrate a working understanding of how age and weight of patients impacts the maximum amount of blood that can be safely drawn.
21.0	Practice infection control following standard precautions. – The student will be able to:
21.01	Define the term "nosocomial/ hospital acquired infection."
21.02	Describe and practice procedures for infection prevention including hand washing skills.
21.03	Discuss and perform transmission based precautions.
21.04	Identify potential routes of infection and their complications.
22.0	Practice accepted procedures of transporting, accessioning and processing specimens. – The student will be able to:
22.01	Demonstrate good laboratory practice for preparation and processing (e.g. - centrifugation, separation, aliquoting, labeling, and storage) of serum, plasma, urine, sputum, stool, and wound culture specimens.
22.02	Demonstrate knowledge of accessioning procedures.
22.03	Describe the significance of time constraints for specimen collection and delivery.
22.04	Describe routine procedures for transporting and processing specimens including DOT packaging requirements.
22.05	Follow protocol for accepting verbal test orders and explain procedure for obtaining signature or other form of authentication of verbal orders.
23.0	Practice quality assurance and safety. – The student will be able to:
23.01	Distinguish and perform procedures which ensure reliability of test results when collecting blood specimens.
23.02	Demonstrate knowledge of and practice appropriate patient safety.
23.03	Practice safety in accordance with OSHA (State & Federal guidelines) for chemical, biological, and PPE established procedures including proper disposal of sharps.
23.04	Follow documentation procedures for work related accidents.
23.05	Implement appropriate Joint Commission patient safety goals and other accrediting/regulatory agency guidelines.
24.0	Describe the role of a medical assistant with intravenous therapy in oncology and dialysis. – The student will be able to:
24.01	Outline the principles of Intravenous Therapy.
24.02	Demonstrate knowledge of Intravenous terminology, practices and equipment.
24.03	Describe the dangers of Intravenous Treatment.
24.04	Describe role of Medical Assistant in Assisting with Intravenous Therapy.
25.0	Describe the cardiovascular system. – The student will be able to:
25.01	Locate the heart and surrounding structures.
25.02	Diagram and label the parts of the heart and list the functions of each labeled part.
25.03	Trace the flow of blood through the cardiopulmonary system.
26.0	Identify legal and ethical responsibilities of an EKG aide. – The student will be able to:
26.01	Recognize and practice legal and ethical responsibilities as they relate to an EKG aide.

	26.02	Maintain a safe and efficient work environment.
	26.03	Maintain EKG equipment so it will be safe and accurate.
27.0		Perform patient care techniques in the health care facility. – The student will be able to:
	27.01	Describe the physical preparation of the patient for EKG testing.
	27.02	Identify patient and verify the requisition order.
	27.03	Prepare patient for EKG testing.
	27.04	State precautions required when performing an EKG.
28.0		Demonstrate knowledge of, apply and use medical instrumentation modalities. – The student will be able to:
	28.01	Calibrate and standardize the cardiograph instrument.
	28.02	Identify three types of lead systems.
	28.03	State Einthoven's triangle.
	28.04	Demonstrate proper lead placement including lead placement for patients with special needs
	28.05	Demonstrate knowledge of the application of a Holter Monitor and provide patient education of its use.
	28.06	Identify artifacts and mechanical problems.
	28.07	Perform a 12 lead EKG.
	28.08	Perform a rhythm strip.
	28.09	Recognize normal sinus rhythm.
	28.10	Report any rhythm that is not normal sinus rhythm.
	28.11	Recognize a cardiac emergency as seen on the EKG.
	28.12	Use documentation skills to identify electrocardiographs.
29.0		Demonstrate basic office examination procedures. – The student will be able to:
	29.01	Prepare patients for and assist the physician with physical examinations including, but not limited to, pre and post-natal, male and female reproductive, rectal, and pediatric.
	29.02	Measure and record vital signs, recognizing abnormalities and danger signs.
	29.03	Measure and record a pulse pressure
	29.04	Measure and record an apical pulse.
	29.05	Measure and record a orthostatic blood pressure
	29.06	Record patient data.
	29.07	Instruct patient on breast and testicular self-examinations.
	29.08	Assist with pediatric procedures, including, but not limited to, weighing, measuring, and collecting specimens.
	29.09	Instruct patients regarding health care and wellness practices.
	29.10	Prepare patients for diagnostic procedures.
30.0		Demonstrate knowledge of the fundamentals of microbial control and use aseptic techniques. – The student will be able to:
	30.01	Demonstrate competence in sanitation, disinfection and sterilization.
	30.02	Identify common instruments.
	30.03	Sterilize and maintain instruments and supplies.

30.04	Sanitize instruments.
30.05	Wrap articles for autoclave.
30.06	Sterilize articles in autoclave.
30.07	Chemically disinfect articles.
30.08	Practice infection control and contamination prevention.
30.09	Safely handle contaminated equipment and supplies.
30.10	Create and maintain sterile fields for dressings and minor surgery.
30.11	Prepare for minor surgical procedures including surgical hand wash.
30.12	Remove sutures and staples.
30.13	Correctly dispose of contaminated materials.
31.0	Demonstrate minor treatments. – The student will be able to:
31.01	Perform minor treatments as directed by the physician including hot and cold therapy, (which includes, but is not limited to the following: hot water bag, heating pad, hot soaks and compresses, ice bag, cold compresses and packs.)
31.02	Assist the physician with examination, treatment, and/or minor surgery.
31.03	Organize examination and treatment areas before, during, and after patient care.
31.04	Perform orthopedic procedures, including but not limited to the following: crutch measurements and instruction in use of canes, crutches, walkers, and wheelchairs.
31.05	Demonstrate the knowledge of casting procedures and supplies.
31.06	Apply all types of roller bandages using turns as appropriate.
31.07	Perform eye irrigations and instillations.
31.08	Perform ear irrigations and instillations.
32.0	Demonstrate knowledge of basic diagnostic medical assisting procedures. – The student will be able to:
32.01	Perform visual and auditory screening.
32.02	Demonstrate knowledge of ultrasound treatment.
32.03	Perform spirometry.
32.04	Perform oximetry.
32.05	Assist in the performance of a Pap and Pelvic.
33.0	Demonstrate basic X-Ray procedures. – The student will be able to:
33.01	Describe the basic operation of X-Ray equipment and accessories.
33.02	Describe how to maintain x-ray film files.
33.03	Describe computed and digital radiography systems.
33.04	Demonstrate knowledge of the principles of exposure quality.
33.05	Evaluate X-Ray film quality.
33.06	Describe X-Ray principles and safety practices.
33.07	Instruct patient in preparation for basic X-Ray examinations.
33.08	Position patients for basic x-rays.
33.09	Use precautions and provide appropriate protection for patients and staff in the presence of ionizing radiation.
33.10	Maintain a safe working environment in radiological work areas.

- 34.0 Demonstrate knowledge of pharmaceutical principles and administer medications. – The student will be able to:
 - 34.01 Identify commonly administered drugs, their uses and effects.
 - 34.02 Use correct pharmaceutical abbreviations and terminology.
 - 34.03 Identify various methods and routes of drug administration.
 - 34.04 Instruct patients regarding self-administration of medications.
 - 34.05 Calculate dosage and administer pharmaceuticals to correct anatomical sites, to correct patient, by correct route of administration, at the correct time and chart correctly.
 - 34.06 Demonstrate knowledge of the legal and ethical standards related to the administration and the dispensing of drugs in the office setting under the doctor's supervision.
 - 34.07 Demonstrate knowledge of emergency medications for various body systems.
 - 34.08 Identify the dangers and complications associated with drug administration
 - 34.09 Report medication errors.
 - 34.10 Demonstrate appropriate techniques to:
 - 34.10.01 Prepare and administer non-parenteral medications (solid & liquids).
 - 34.10.02 Prepare and administer parenteral medications.
 - 34.10.03 Reconstitute powdered drugs.
 - 34.10.04 Prepare injections from ampules and vials.
 - 34.10.05 Apply the Seven Rights of Drug Administration

- 35.0 Perform CLIA-waived diagnostic clinical laboratory procedures. --The students will be able to:
 - 35.01 Recognize signs and symptoms that may indicate to the physician a need for laboratory testing.
 - 35.02 Describe the criteria used by Food and Drug Administration (FDA) to classify a test as “CLIA waived” and the regulatory constraints on test performance.
 - 35.03 Explain the methods of quality control for CLIA-waived testing, identify acceptable and unacceptable control results, and describe specific corrective action required when results are unacceptable.
 - 35.04 Demonstrate proper technique for the collection of urine, capillary whole blood (finger/heel stick), culture material (throat/nasal swab) and other specimen types required for CLIA-waived tests.
 - 35.05 Instruct patients in the proper collection of urine (clean catch, mid-stream), sputum and stool specimens.
 - 35.06 Perform CLIA-waived occult blood tests.
 - 35.07 Perform CLIA-waived urinalysis testing including color and turbidity assessment , specific gravity and reagent test strips.
 - 35.08 Perform CLIA-waived hematology tests (e.g. - hemoglobin, hematocrit).
 - 35.09 Perform CLIA-waived chemistry tests (e.g. - glucose, cholesterol)
 - 35.10 Perform CLIA-waived pregnancy tests.
 - 35.11 Perform CLIA-waived infectious disease testing (e.g. – strep screen, mono test, influenza A/B)

35.12	Explain Meaningful Use and how it affects the role of the medical assistant regarding the input of laboratory test orders in the EMR.
36.0	Demonstrate awareness of clinical microscopy techniques and procedures that may be performed in CLIA-exempt laboratories under physician supervision– The student will be able to:
36.01	Explain the CLIA-exemption for physician office laboratories
36.02	Define the term “Provider Performed Microscopy” (PPM) and the regulatory constraints on test performance.
36.03	Demonstrate the operation of a compound microscope using direct and oil immersion lens.
36.04	Prepare a urine sediment for microscopic exam.
36.05	Differentiate between gram positive and gram negative organisms.
36.06	Explain the purpose of Wright’s stained blood smears.
37.0	Demonstrate knowledge of emergency preparedness and protective practices. --The student will be able to:
37.01	Maintain and operate emergency equipment and supplies.
37.02	Evaluate the work environment to identify safe vs. unsafe working conditions.
37.03	Participate in a mock environmental exposure event and document steps taken.
37.04	Explain an evacuation plan for a physician’s office.
37.05	Maintain a current list of community resources for emergency preparedness.
38.0	Perform administrative office duties. – The student will be able to:
38.01	Execute data management using Electronic Medical Record (EMR) including, but not limited to, patient registration, appointment scheduling, charting, billing and insurance processing, procedure and diagnostic coding, ordering and monitoring patient testing, medication and prescription orders, keyboarding and correspondence, and performing an office inventory.
38.02	Explain Meaningful Use and how it applies to the medical assistant regarding the documentation of physician orders in the Electronic Medical Record (EMR).
38.03	Execute non EMR data management including, but not limited to, selecting appropriate procedure and diagnostic codes, process insurance data and claims, develop and maintain billing and collection systems, and keyboarding documents.
38.04	Perform various financial procedures, including, but not limited to, billing and collection procedures, payroll procedures, and checkbook procedures.
38.05	Maintain personnel records.

This "Practicum" experience is a supervised, unpaid experience of 200 contact hours in an ambulatory health care setting performing administrative and clinical procedures and must be completed prior to graduation. Students ready for the Practicum experience have completed all other program requirements and are eligible for this final phase in the program.

The program should ensure that the experience and instruction of students are meaningful and parallel in content and concept with the material presented in lecture and laboratory sessions. Sites should be selected so that each student is afforded a variety of experiences, while at the same time all students are provided consistent learning opportunities.

This experience provides an opportunity for students to utilize both administrative and clinical skills learned in the Medical Assistant classroom and clinical environment in a local clinic, physician's office, or other health care facility.

The students Practicum should be performed in a professional environment under conditions of strict supervision and guidance of a licensed physician and clinical coordinator. An individual who has knowledge of the medical assisting profession must provide on-site supervision of the student.

The actual hands-on experiences will tie-in all the educational components based on theory and competency based instruction that the student learned in the laboratory and classroom setting.

This course is set to assess the student in their ability to utilize all critical thinking applications learned during the program and to apply these critical thinking skills during the Practicum experience. The healthcare facility and the learning college/institute will expect the student to utilize good work ethics, show excellent civic responsibilities, and further learn to both embrace and respect cultural diversity.

39.0 Perform administrative and general skills – the student will be able to:

- 39.01 Demonstrate proper and professional telephone technique.
- 39.02 Recognize and respond to verbal communication.
- 39.03 Recognize and respond to non-verbal communication.
- 39.04 Maintain confidentiality and adhere to HIPAA regulations.
- 39.05 Document both manually and electronically appropriately.
- 39.06 Schedule appointments manually and electronically accurately.
- 39.07 Schedules inpatient and/or outpatient procedures accurately.
- 39.08 Organize patients' medical records.
- 39.09 File medical records accurately.
- 39.10 Prepare bank deposits accurately.
- 39.11 Post entries on manual/electronic day sheet.
- 39.12 Perform billing and /or ICD-9/10 and/or CPT coding.
- 39.13 Greet patients courteously and professionally.
- 39.14 Obtain or verify patient precertification or preauthorization.
- 39.15 Demonstrate safety and quality assurance in the workplace.

40.0 Perform clinical and general skills – the student will be able to:

- 40.01 Demonstrate aseptic hand washing technique.
- 40.02 Dispose of bio-hazardous waste in appropriate containers.
- 40.03 Adhere to sterilization techniques according to standards.

40.04	Practice standard precautions.
40.05	Demonstrate venipuncture and/or capillary punctures.
40.06	Instruct patients in the collection of specimens.
40.07	Demonstrate electrocardiography.
40.08	Demonstrate respiratory testing.
40.09	Demonstrate CLIA waived testing.
40.10	Stage patients and obtain vital signs.
40.11	Obtain and record patient histories.
40.12	Prepare and maintain examination and treatment area(s).
40.13	Prepare patient for examinations and/or minor office procedures.
40.14	Assist with examinations and/or minor office procedures.
40.15	Prepare medications and/or perform non-intravenous injections.
40.16	Provide and document patient education.
40.17	Accurately record and report laboratory tests.
41.0	Display professional work habits integral to medical assisting. – the student will be able to:
41.01	Communicate appropriately in healthcare settings by listening, writing, speaking and presenting with professional demeanor.
41.02	Collaborate, communicate and interact professionally with other healthcare professionals utilizing technology.
41.03	Contribute to team efforts by fulfilling responsibilities and valuing diversity.
41.04	Explore networking opportunities through professional associations.
41.05	Exercise proper judgment and critical thinking skills in decision making.
41.06	Adapt to changing organizational environments with flexibility.
41.07	Build a portfolio reflecting experiences and skills gained during the externship.
41.08	Report as expected, on time, appropriately dressed and groomed and ready to work.
41.09	Model acceptable work habits as defined by company policy.
41.10	Complete and follow through on tasks using time management skills and take initiative as warranted.
41.11	Respond appropriately and quickly to patient's needs and concerns.
41.12	Practice etiquette and social sensitivity in face to face interaction, on the telephone and the Internet.
41.13	Actively adhere to policies and procedures that protect the patient's confidentiality and privacy.
41.14	Display an understanding of resources related to patients' healthcare needs.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Special Notes

Although it is not required, it is strongly recommended that the programs meet the Standards and Guidelines of an Accredited Educational Program for the Medical Assistant adopted by the American Association of Medical Assistants and the Commission on Accreditation of Allied Health Education Programs (CAAHEP) or the American Medical Technologist and the Accrediting Bureau of Health Education Schools (ABHES).

For further information contact:

Commission on Accreditation of Allied Health Education Programs (CAAHEP)

www.caahep.org/

1361 Park Street
Clearwater, FL 33756
Phone: 727-210-2350
Fax: 727-210-2354

Accrediting Bureau of Health Education Schools (ABHES)

www.abhes.org/

777 Leesburg Pike, Suite 312
N. Falls, VA 22043
(703) 917-9503

This Program Will Also Be In Accordance With Florida Statute Medical Assistants, 458.3485 F.S.

This program meets the Department of Health HIV/AIDS Domestic Violence and Prevention of Medical Errors education requirements. Upon completion of this program, the instructor will provide a certificate to the student verifying that these requirements have been met.

If students in this program are seeking a licensure, certificate or registration through the Department of Health, please refer to 456.0635 F.S. for more information on disqualification for a license, certificate, or registration through the Department of Health.

Program completers of a CAAHEP or ABHES accredited program are eligible to take the American Association of Medical Assistants' Certification Examination (CMA) or the American Medical Technologists' Certification Examination (RMA). For further information contact:

American Association of Medical Assistants (AAMA)

www.aama-ntl.org/

20 North Wacker Drive, Suite 1575
Chicago, Illinois 60606 (312/899-1500)

Or

American Medical Technologist (AMT)

<http://old.amt1.com/>

10700 West Higgins Road, Suite 150
Rosemont, Illinois 60018 (800 275-1268)

The Medical Assistant graduate may be prepared to take the Basic X-Ray Machine Operator State exam.

Contact: Bureau of Radiation Control

4052 Bald Cypress Way, Bin #C85 Tallahassee, FL 32399-3252

Phone: (850) 245-4910

<http://www.doh.state.fl.us/environment/radiation/>

Outcomes 01-11 are referred to as the Health Science Core and do not have to be completed if the student has previously completed the Core in another health occupations program at any level. The Core should be taken first or concurrently with the first course in the program. Following the successful completion of the core, the student is eligible to take the National Health Care Foundation Skill Standards Assessment with instructor approval and the completion of a portfolio.

MyCareerShines is an interactive resource to assist students in identifying their ideal career and to enhance preparation for employment. Teachers are encouraged to integrate this resource into the program curriculum to meet the employability goals for each student. Access MyCareerShines by visiting: www.mycareershines.org.

Career and Technical Student Organization (CTSO)

HOSA: Future Health Professionals is the intercurricular career and technical student organization providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Basic Skills

In PSAV programs offered for 450 hours or more, in accordance with Rule 6A-10.040, F.A.C., the minimum basic skills grade levels required for postsecondary adult career and technical students to complete this program are: Mathematics 10, Language 10, and Reading 10. These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination.

Adult students with disabilities, as defined in Section 1004.02(7), Florida Statutes, may be exempted from meeting the Basic Skills requirements

(Rule 6A-10.040). Students served in exceptional student education (except gifted) as defined in s. 1003.01(3)(a), F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91(3), F.S.

Students who possess a college degree at the Associate of Applied Science level or higher; who have completed or are exempt from the college entry-level examination; or who have passed a state, national, or industry licensure exam are exempt from meeting the Basic Skills requirement (Rule 6A-10.040, F.A.C.) Exemptions from state, national or industry licensure are limited to the certifications listed on the Basic Skills and Licensure Exemption List which may be accessed from the CTE Program Resources page.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Additional Resources

For additional information regarding articulation agreements, Bright Futures Scholarships, Fine Arts/Practical Arts Credit and Equivalent Mathematics and Equally Rigorous Science Courses please refer to:

<http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml>