Florida Department of Education
Curriculum Framework

Program Title: **Medical Assisting**
Program Type: **Career Preparatory**
Career Cluster: **Health Science**

Career Certificate Program		
Program Number	H170515	
CIP Number	0351080102	
Grade Level	30, 31	
Program Length	1300 hours	
Teacher Certification	Refer to the **Program Structure** section.	
CTSO	HOSA	
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.	
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml	
Basic Skills Level	Computation (Mathematics): 10	Communications (Reading and Language Arts): 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.

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 postsecondary program structure:

OCP	Course Number	Course Title	Teacher Certification	Length
A	HSC0003	Basic Healthcare Worker	MED ASST 7G LPN 7G LAB TECH @7 7G REG NURSE 7 G PRAC NURSE @7 %7%G (Must be a Registered Nurse)	90 hours
B	MEA0002	Introduction to Medical Assisting	MED ASST 7G LPN 7G LAB TECH @7 7G REG NURSE 7 G BUS ED 1@2 SECRETAR 7 G CLERICAL @7 7G PRAC NURSE @7 %7%G (Must be a Registered Nurse)	250 hours
	MEA0501	Medical Office Procedures		75 hours
C	MEA0521	Phlebotomist, MA	MED ASST 7G LPN 7G LAB TECH @7 7G REG NURSE 7 G PHLEB 7G PRAC NURSE @7 %7%G (Must be a Registered Nurse)	75 hours
D	MEA0543	EKG Aide, MA	MED ASST 7G LPN 7G	75 hours
E	MEA0581	Clinical Assisting		230 hours

OCP	Course Number	Course Title	Teacher Certification	Length
	MEA0530	Pharmacology for Medical Assisting	LAB TECH @7 7G REG NURSE 7 G PHLEB 7G PRAC NURSE @7 %7%G (Must be a Registered Nurse	90 hours
	MEA0573	Laboratory Procedures		125 hours
	MEA0506	Administrative Office Procedures		90 hours
	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 proper use of medical terminology.
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 as related to phlebotomy.
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 radiology procedures.
34.0 Demonstrate knowledge of pharmaceutical principles and administer medications.
35.0 Perform CLIA-waived diagnostic clinical laboratory procedures.
36.0 Demonstrate knowledge of emergency preparedness and protective practices.

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

Florida Department of Education
Student Performance Standards

Program Title: Medical Assisting
Career Certificate Program 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 Career Certificate Program 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.

Course Number: HSC0003
Occupational Completion Point: A
Basic Healthcare Worker – 90 Hours

To ensure consistency whenever these courses are offered, the health science core standards (1-11) and benchmarks have been placed in a separate document. To access this document, visit this link:
https://www.fldoe.org/core/fileparse.php/20706/urlt/health-sci-core-psav-cc-2425.rtf

Course Number: MEA0002 **Occupational Completion Point: B** **Introduction to Medical Assisting – 250 Hours**	
12.0	Demonstrate proper use of medical terminology. The student will be able to:
	12.01 Use medical terminology as appropriate for a medical assistant.
	12.02 Identify medical terms labeling the word parts.
	12.03 Define medical terms and abbreviations related to all body systems.
13.0	Demonstrate knowledge of legal and ethical responsibilities for medical assistants. The student will be able to:
	13.01 Describe the role of the medical assistant.
	13.02 Understand the importance of order entry as it relates to certification of the medical assistant.
	13.03 Provide health care as set forth in 458.3485, Florida Statute (F.S.) for the medical assistant.
	13.04 Distinguish between the liability of the physicians and staff members in the medical office.
	13.05 Explain the principles for preventing medical liability.

	13.06 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.

Course Number: MEA0501 **Occupational Completion Point: B** **Medical Office Procedures – 75 Hours**	
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 health record (EHR).
	15.05 Prepare and maintain medical records both manually and within the electronic health record (EHR).
	15.06 Screen and process mail.
	15.07 Schedule routine appointments and patient admissions and/or procedures both manually and within the electronic health record (EHR).
	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 health record (EHR).
15.13	Receive patients and visitors.
15.14	Identify and maintain office security policies/procedures.

Course Number: MEA0521 Occupational Completion Point: C Phlebotomist, MA – 75 Hours	
16.0	Demonstrate accepted professional, communication, and interpersonal skills as related to phlebotomy. 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 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 short-draw specimens or difficult draws.
	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 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.
	20.03 Demonstrate knowledge of established protocol for patient and specimen identification.
	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, light headedness, vomiting, and nerve involvement.
	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 hospital acquired infection.
	21.02 Describe and practice procedures for infection prevention including hand washing skills.
	21.03 Discuss 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 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 and biohazardous materials.
	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 Understand intravenous terminology, practices, and equipment.
	24.03 Describe the dangers of intravenous treatment.
	24.04 Describe the role of the medical assistant in assisting with intravenous therapy.

Course Number: MEA0543 Occupational Completion Point: D EKG Aide, MA – 75 Hours	
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 maintain EKG equipment in the work environment.
	28.02 Identify three types of lead systems (standard/limb, augmented, and precordial/chest).
	28.03 State Einthoven's triangle.
	28.04 Demonstrate proper lead placement including lead placement with special consideration for various 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 dysrhythmias that are not normal sinus rhythm.
	28.11 Recognize a cardiac emergency as seen on the EKG.
	28.12 Use documentation skills to identify electrocardiographs.

Course Number: MEA0581 Occupational Completion Point: E Clinical Assisting – 230 Hours	
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 including but not limited to dietary guidelines necessary for common diseases.
	29.10 Create a patient teaching plan which addresses dietary guidelines and special needs.
	29.11 Explore and utilize the U.S. Department of Agricultures “My Plate” Food Guide (https://www.myplate.gov/).
	29.12 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 and applying sterile gloves.
	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	Perform spirometry.
32.03	Perform oximetry.
32.04	Assist in the performance of a pap and pelvic exam.
33.0	Demonstrate basic radiologic procedures. The student will be able to:
33.01	Describe the basic operation of radiology equipment and accessories.
33.02	Describe how to maintain x-ray film files.
33.03	Describe computed and digital radiography systems.
33.04	Educate patients in preparation for radiological exams.
33.05	Demonstrate knowledge of ultrasound treatment.

Course Number: MEA0530 **Occupational Completion Point: E** **Pharmacology for Medical Assisting – 90 Hours**	
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	Identify the major classifications of medications for each body system including, indications for use, side effects, and adverse reactions.
34.03	Use correct pharmaceutical abbreviations and terminology.
34.04	Identify various methods and routes of drug administration.
34.05	Instruct patients regarding self-administration of medications.
34.06	Calculate dosage and administer pharmaceuticals to correct anatomical sites, to correct patient, by correct route of administration, at the correct time, and document correctly.
34.07	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.
34.08	Demonstrate knowledge of emergency medications for first aid.
34.09	Identify the dangers and complications associated with drug administration
34.10	Recognize and report medication errors.
34.11	Demonstrate appropriate techniques to: • Prepare and administer non-parenteral medications (solid, liquids, and inhalers). • Prepare and administer parenteral medications. • Reconstitute powdered drugs. • Prepare injections from ampules and vials. • Apply the Seven Rights of Drug Administration

Course Number: MEA0573 **Occupational Completion Point: E** **Laboratory Procedures – 125 Hours**	
35.0	Perform CLIA-waived diagnostic clinical laboratory procedures. - The students will be able to:
35.01	Comply with safety signs, symbols, and labels.
35.02	Recognize signs and symptoms that may indicate to the physician a need for laboratory testing.
35.03	Describe the criteria used by Food and Drug Administration (FDA) to classify a test as “CLIA waived” and the regulatory constraints on test performance.
35.04	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.
35.05	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.
	35.06	Instruct patients in the proper collection of urine (clean catch, mid-stream), sputum, and stool specimens.
	35.07	Perform CLIA-waived occult blood tests.
	35.08	Perform CLIA-waived urinalysis testing including color and turbidity assessment and reagent test strips.
	35.09	Perform CLIA-waived hematology tests (e.g., hemoglobin, hematocrit).
	35.10	Perform CLIA-waived chemistry tests (e.g., glucose, cholesterol).
	35.11	Perform CLIA-waived pregnancy tests.
	35.12	Perform CLIA-waived infectious disease testing (e.g., strep screen, mono test, influenza A/B).
36.0		Demonstrate knowledge of emergency preparedness and protective practices. The student will be able to:
	36.01	Maintain and operate emergency equipment and supplies.
	36.02	Participate in a mock environmental exposure event and document steps taken.
	36.03	Explain an evacuation plan for a physician's office.
	36.04	Maintain a current list of community resources for emergency preparedness.

Course Number: MEA0506 Occupational Completion Point: E Administrative Office Procedures – 90 Hours		
37.0		Perform administrative office duties. The student will be able to:
	37.01	Execute data management using Electronic Health Record (EHR) 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.
	37.02	Execute non EHR 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.
	37.03	Perform various financial procedures, including, but not limited to, billing and collection procedures, payroll procedures, and checkbook procedures.
	37.04	Demonstrate knowledge of management in a medical office including but not limited to personnel records, interviewing, various management styles, risk management, and conflict resolution.

Course Number: MEA0942
Occupational Completion Point: E
Practicum Experience – 200 Hours

This "Practicum" experience is a supervised, unpaid activity of **a total of 200 hours** of which 160 contact hours must be in an ambulatory health care setting and no more than 40 hours in a simulated laboratory 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. When performed in the stimulated laboratory all activities must be under the supervision of the medical assisting program/practicum coordinator or faculty. The content for any simulated laboratory activity will be at the discretion of each individual learning institution to best meet the need of its students.

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.

38.0	Perform administrative and general skills. The student will be able to:
38.01	Understand proper and professional telephone technique.
38.02	Recognize and respond to verbal communication.
38.03	Recognize and respond to non-verbal communication.
38.04	Maintain confidentiality and adhere to HIPAA regulations.
38.05	Understand how to document manually and electronically appropriately.

	38.06 Understand how to schedule appointments manually and electronically accurately.
	38.07 Understand how to schedule inpatient and/or outpatient procedures accurately.
	38.08 Greet patients courteously and professionally.
	38.09 Demonstrate safety and quality assurance in the workplace.
39.0	Perform clinical and general skills. The student will be able to:
	39.01 Demonstrate aseptic hand washing technique.
	39.02 Dispose of bio-hazardous waste in appropriate containers.
	39.03 Adhere to sterilization techniques according to standards.
	39.04 Practice standard precautions.
	39.05 Stage patients and obtain vital signs.
	39.06 Obtain patient histories.
	39.07 Prepare and maintain examination and treatment area(s).
	39.08 Prepare patient for examinations and/or minor office procedures.
	39.09 Assist with examinations and/or minor office procedures.
	39.10 Provide and document patient education.
40.0	Display professional work habits integral to medical assisting. The student will be able to:
	40.01 Communicate appropriately in healthcare settings by listening, writing, speaking and presenting with professional demeanor.
	40.02 Collaborate, communicate and interact professionally with other healthcare professionals utilizing technology.
	40.03 Contribute to team efforts by fulfilling responsibilities and valuing diversity.
	40.04 Exercise proper judgment and critical thinking skills in decision making.
	40.05 Adapt to changing organizational environments with flexibility.
	40.06 Report as expected, on time, appropriately dressed and groomed and ready to work.
	40.07 Model acceptable work habits as defined by company policy.

40.08	Complete and follow through on tasks using time management skills and take initiative as warranted.
40.09	Respond appropriately and quickly to patient’s needs and concerns.
40.10	Practice etiquette and social sensitivity in face to face interaction, on the telephone and the Internet.
40.11	Actively adhere to policies and procedures that protect the patient’s confidentiality and privacy.
40.12	Understand 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, North 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's education requirements for HIV/AIDS, Domestic Violence and Prevention of Medical Errors. Although not a requirement for initial licensure, it is a requirement for renewal, therefore the instructor **may** provide a certificate for renewal purposes to the student verifying 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) https://americanmedtech.org/
10700 West Higgins Road, Suite 150, Rosemont, Illinois 60018 (800-275-1268)

The Core should be taken first 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.

Career and Technical Student Organization (CTSO)

HOSA: Future Health Professionals is the co-curricular 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 Career Certificate 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: Computation (Mathematics) and Communications (Reading and Language Arts). 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, 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, F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College System Institution must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91, F.S.

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.