



Medical Assistant

PROGRAM OUTLINE

PROGRAM GOAL AND OUTCOMES

Program Goal

To provide students with the concepts and skills to gain employment in an outpatient setting. Students will be prepared to perform administrative and clinical duties under the direction of a physician, mid-level provider, or licensed nurse.

Program Outcomes	Courses	Evidence of Learning
Demonstrate a high-level of proficiency in analytical, quantitative, and problem-solving skills	CSC104: Computer Applications	Multiple-choice lesson examinations and graded projects
	MAT115: Intermediate Algebra	Multiple-choice lesson examinations and a final proctored examination
Demonstrate computer and information literacy	ILS103: Information Literacy	Multiple-choice lesson examinations
	CSC104: Computer Applications	Multiple-choice lesson examinations and graded projects
	HIT130: Electronic Medical Records	Graded projects and a final graded project
Demonstrate effective written and interpersonal communication skills using correct medical terminology	ENG100: English Composition	Multiple-choice lesson exams, essay assignments, and a journal
	HUM106: Interpersonal Communication	Multiple-choice lesson exams and graded project
	HIT107: Medical Terminology	Recorded lectures, discussion board assignments, multiple-choice lesson examinations, research assignment, final proctored examination
	ENG121: Business and Technical Writing	Multiple-choice lesson examinations, writing projects, final graded project

Discuss elements of the liberal arts and social sciences as they relate to human behavior and expression	SSC130: Essentials of Psychology	Multiple-choice lesson exams, research project, case studies, and a final exam
	Arts and Humanities Elective:	
	HUM102: Art Appreciation	Multiple-choice lesson exams, discussion board assignments, and a final exam
	HUM104: Music Appreciation	Multiple-choice lesson exams, discussion board assignments, and a final exam
	ENG115: Introduction to Literature	Multiple-choice exams, essay exams, discussion boards, final proctored exam
Explain the role, responsibilities, scope of practice, standards of care, and credentials of medical assistants	HIT100: Introduction to Allied Health	Multiple-choice lesson examinations
	ALH105: Law, Ethics, and Confidentiality in Allied Health	Multiple-choice lesson examinations, research project, discussion board assignments, webinar, and a final proctored examination
	ALH210: Clinical Procedures Theory	Multiple-choice lesson examinations, discussion board assignments, and a final proctored examination
	MAS215: Medical Surgical Procedures	Multiple-choice lesson examinations, research project, discussion board assignments, webinar, and a final proctored examination (?)
	MAS225: Externship	Discussion board assignments and a course journal. All Skills Sheets, each signed by the Clinical Site Supervisor
Using correct terminology, differentiate among the structures and their functions within the six levels of structural organization of the human body	HIT107: Medical Terminology	Recorded lectures, discussion board assignments, multiple-choice lesson examinations, research assignment, final proctored examination
	SCI135: Anatomy and Physiology 1	Multiple-choice lesson examinations, research project, lab assignments, recorded lectures, discussion board assignments, and a final proctored examination
	SCI136: Anatomy and Physiology 2	Multiple-choice lesson examinations, research project, lab assignment, webinar, discussion board assignments, and a final proctored examination
Explain the importance of diet and nutrition including the elements of a proper diet, nutrition guidelines, and options for patients that require special diets or diet modifications	SCI140: Nutrition	Multiple-choice lesson examinations, discussion board assignments, webinars, and a final proctored examination

Identify etiology, processes, symptoms, and treatments for common diseases	MAT115: Intermediate Algebra	Multiple-choice lesson examinations and a final proctored examination
	SCI135: Anatomy and Physiology 1	Multiple-choice lesson examinations, research project, lab assignments, recorded lectures, discussion board assignments, and a final proctored examination
	SCI136: Anatomy and Physiology 2	Multiple-choice lesson examinations, research project, lab assignment, webinar, discussion board assignments, and a final proctored examination
	ALH201: Pharmacology	Multiple-choice lesson examinations, research project, recorded lectures, discussion board assignments, homework assignments, and a final proctored examination
Apply ethical standards and legal responsibilities, including those related to the confidentiality of personal health information, to patient care	ALH105: Law, Ethics, and Confidentiality in Allied Health	Multiple-choice lesson examinations, research project, discussion board assignments, webinar, and a final proctored examination
	MAS225: Externship	Discussion board assignments and a course journal. All Skills Sheets, each signed by the Clinical Site Supervisor
Perform clinical and laboratory procedures applicable to the role of medical assistant in medical office and laboratory settings	MAT115: Intermediate Algebra	Multiple-choice lesson examinations and a final proctored examination
	ALH201: Pharmacology	Multiple-choice lesson examinations, research project, recorded lectures, discussion board assignments, homework assignments, and a final proctored examination
	ALH210: Clinical Procedures Theory	Multiple-choice lesson examinations, discussion board assignments, and a final proctored examination
	MAS215: Medical Surgical Procedures	Multiple-choice lesson examinations, research project, discussion board assignments, webinar, and a final proctored examination (?)
	MAS205: Clinical Procedures Lab	Discussion board assignments and a drug calculation exam. Each individual skill documented with an accompanying form. Students are required to record themselves performing the skill or perform the skill under the supervision of an approved proctor.
	MAS225: Externship	Discussion board assignments and a course journal. All Skills Sheets, each signed by the Clinical Site Supervisor

Perform administrative duties applicable to the role of a medical assistant in medical office and laboratory settings	ALH105: Law, Ethics, and Confidentiality in Allied Health	Multiple-choice lesson examinations, research project, discussion board assignments, webinar, and a final proctored examination
	HIT115: Reimbursement Methodologies	Multiple-choice lesson examinations, discussion board assignments, and a final proctored examination
	ENG121: Business and Technical Writing	Multiple-choice lesson examinations, writing projects, final graded project
	HIT130: Electronic Medical Records	Graded projects and a final graded project
	HIT203: Medical Coding	Multiple-choice lesson examinations, essay exam, discussion boards, final proctored examination
	MAS225: Externship	Discussion board assignments and a course journal. All Skills Sheets, each signed by the Clinical Site Supervisor

PROGRAM STRUCTURE

SEMESTER 1		Credits	Completed
HIT100	Introduction to Allied Health	1	<input type="checkbox"/>
ILS103	Information Literacy	1	<input type="checkbox"/>
CSC104	Computer Applications	3	<input type="checkbox"/>
ENG100	English Composition	3	<input type="checkbox"/>
ALH105	Law, Ethics, and Confidentiality in Allied Health	3	<input type="checkbox"/>
HIT107	Medical Terminology	3	<input type="checkbox"/>
Total		14	
SEMESTER 2		Credits	Completed
SCI140	Nutrition	3	<input type="checkbox"/>
SCI135	Anatomy and Physiology I	3	<input type="checkbox"/>
SCI136	Anatomy and Physiology II	3	<input type="checkbox"/>
Arts & Humanities Elective (Choose one)		3	<input type="checkbox"/>
HUM102	Art Appreciation		
HUM104	Music Appreciation		
ENG115	Introduction to Literature		
ENG121	Business and Technical Writing	3	<input type="checkbox"/>
HUM106	Interpersonal Communication	1	<input type="checkbox"/>
Total		16	
SEMESTER 3		Credits	Completed
HIT115	Reimbursement Methodologies	3	<input type="checkbox"/>
HIT203	Medical Coding	3	<input type="checkbox"/>
HIT130	Electronic Medical Records	3	<input type="checkbox"/>
SSC130	Essentials of Psychology	3	<input type="checkbox"/>
MAT115	Intermediate Algebra	3	<input type="checkbox"/>
Total		15	
SEMESTER 4		Credits	Completed
ALH201	Pharmacology	3	<input type="checkbox"/>
ALH210	Clinical Procedures Theory	3	<input type="checkbox"/>
MAS215	Medical Surgical Procedures	3	<input type="checkbox"/>
MAS205	Clinical Procedures Lab	3	<input type="checkbox"/>
MAS225	Externship (160 hours)	3	<input type="checkbox"/>
Total		15	

COURSE DESCRIPTIONS

HIT100: Introduction to Allied Health

In this course, you'll develop the necessary skills to ensure your success in the program. You'll learn how you can improve your study skills, so you're able to use a number of tools that will help you to be successful. This course will also introduce you to healthcare, the healthcare industry in the United States, and the roles that healthcare workers play in that industry.

By the end of this course, you'll be able to:

- Identify skills needed to be a confident and independent online learner
- Describe the United States health care industry and the professional roles within it

ILS103: Information Literacy

Information literacy is a fundamental skill of writing and recording research. In this course, you'll learn what it means to formulate correct and effective research questions. You'll also learn how to go about conducting and refining that research for any given project.

By the end of this course, you'll be able to:

- Identify how to formulate focused and specific research questions and the need for information
- Explain the different types of research tools, how they're used to conduct different searches, and how to evaluate the quality and usefulness of the information found
- Explain how to cite sources properly using various citation styles in consideration of academic integrity, plagiarism, and ethical use of resources

CSC104: Computer Applications

Microsoft Office 2016 allows people to create documents, spreadsheets, presentations, and databases. This course will teach you how to use three popular tools from the MS Office Suite— MS Word, MS Excel, and MS PowerPoint. In this course, you'll learn how to use MS Word 2016 to create and edit text documents, insert figures and tables, and format pages for a variety of uses. You'll then learn how to use MS Excel to organize and format data, including charts, formulas, and more complex tables. Next, you'll learn how to use MS PowerPoint to create and deliver slide shows. Finally, you'll complete a computer applications graded project, which will test the skills acquired in Word, Excel, and PowerPoint.

By the end of this course, you'll be able to:

- Identify how to create various Microsoft Word documents
- Write a sound Microsoft Word 2016 letter
- Identify how to create various Microsoft Excel documents
- Produce a thorough Microsoft Excel 2016 spreadsheet
- Identify the basic skills needed to use Microsoft PowerPoint
- Create a well-constructed memo, spreadsheet, and presentation

ENG100: English Composition

This course teaches the skills and techniques of effectively developing, drafting, and revising college-level essays toward a specific purpose and audience: active reading, prewriting strategies, sentence and paragraph structure, thesis statements, varied patterns of development (e.g., illustration, comparison and contrast, classification), critical reading toward revision of structure and organization, editing for standard written conventions, use and documentation of outside sources. Students submit two prewriting assignments, and three essays (process analysis, classification and division, argumentation).

By the end of this course, you'll be able to:

- Use writing skills to construct well-written sentences and active reading skills to understand and analyze text
- Develop paragraphs using topic sentences, adequate detail, supporting evidence, and transitions
- Describe the revision, editing, and proofreading steps of the writing process
- Distinguish between different patterns of development
- Use prewriting, drafting, revising, and editing to write a formal, college-level essay
- Recognize how to determine the reliability of secondary sources and to give proper credit to sources referenced in an essay
- Use techniques of drafting, evaluating, and creating a sound written argument

ALH105: Law, Ethics, and Confidentiality in Allied Health

In this course, you'll learn how law affects healthcare practitioners, the origin of law that affects medical professionals, the basics of the process of litigation and its alternatives, the common-law basis for the confidentiality of healthcare information, and the laws regulating healthcare information collected and maintained by government agencies.

By the end of this course, you'll be able to:

- Interpret civil and criminal laws related to healthcare
- Assess ethical issues healthcare professionals face today
- Assess an ethical dilemma in the medical field
- Apply confidentiality laws and regulations
- Evaluate HIPAA laws in regards to patients' rights

HIT107: Medical Terminology

You're taking this course because you're most likely interested in pursuing a health and science career, which entails proficiency in communicating with healthcare professionals such as physicians, nurses, or dentists.

As an aspiring member of a healthcare team, accurate understanding, pronunciation, and spelling of frequently used medical terms are imperative. The textbook titled *Quick and Easy Medical Terminology, 8th Edition*, by Peggy C. Leonard will provide basic knowledge and understanding of medical terminologies. Competence in using medical language doesn't happen instantaneously. A strong medical vocabulary is a product of excellent time management skills and fervent commitment to learning the terminology.

By the end of this course, you'll be able to:

- Analyze the fundamentals and building methods of medical terminologies
- Categorize the medical terms and meanings related to diagnoses, interventions, and body structures
- Distinguish between the medical terms related to the musculoskeletal, circulatory, and respiratory systems

- Differentiate between the medical terms associated with the digestive, urinary, and reproductive systems
- Point out the medical terms related to the integumentary, nervous, and endocrine systems
- Choose the correct medical pronunciation based on various medical scenarios

SCI140: Nutrition

Personal decision making about nutrition; nutrition science; water; exercise; human growth and aging; safety of the food supply; the global view.

By the end of this course, you'll be able to:

- Explore how nutrition supports a body's wellness
- Explore the body's use of carbohydrates, fats, and proteins
- Discover the body's use of water, minerals, and micronutrients
- Discuss what nutritional needs are for maintaining a healthy weight
- Develop a healthy and safe life style

SCI135: Anatomy and Physiology 1

The anatomy and physiology of the human body is presented as an integrated science. Each major body system is described and analyzed to illustrate normal function as well as pathology. Topics include basic biochemical elements, skin, bone, muscles, the nervous system, the senses, and the endocrine system.

By the end of this course, you'll be able to:

- Analyze the basics characteristics and functions of the human anatomy and physiology
- Categorize the characteristics and functions performed by the muscular, integumentary, and nervous system
- Prepare a report of a medical disorder using the mentioned software program
- Analyze the recorded screen captures and video to complete your lab assignment

SCI136: Anatomy and Physiology 2

This course will build on the knowledge you gained in completing Anatomy and Physiology 1. After completing this course successfully, you'll have a solid foundation in anatomy and physiology.

This course is intended to accompany the textbook, Anatomy & Physiology for Health Professions, An Interactive Journey, Third Edition. Don't rely solely on this course. It's important to read the textbook. The course emphasizes critical information and explains difficult concepts in the assigned material.

By the end of this course, you'll be able to:

- Identify the characteristics and functions of the organs in various body systems
- Prepare a report of a medical disorder using the mentioned software program
- Prepare a lab assignment using the recorded screen captures for this assignment

HUM102: Art Appreciation

In this course, the student will gain an understanding of artistic media, historical periods and artistic movements, the roles of the artist and the viewer, and the principles of art criticism.

By the end of this course, you'll be able to:

- Define the language, visual elements, and principles of design of art
- Identify two-dimensional media
- Identify three-dimensional media
- Explain the evolution of art from ancient Mediterranean cultures through eighteenth century Europe
- Identify features and popular examples of art throughout the history of African, Asian, Pacific, and American cultures
- Compare the genres of the Modern and Postmodern eras of art from around the world

HUM104: Music Appreciation

In this course, you'll understand how to appreciate music and learn about the roles of the composer and the listener, the principles of music theory and instrumentation, musically significant historical periods, and varying styles of music.

By the end of this course, you'll be able to:

- Identify the building blocks of music a composer can use to create a piece, such as rhythm, melody, harmony, texture, form, and timbre
- Differentiate between the music of the baroque era and the musical styles of previous time periods
- Recognize the major characteristics of classical music, including form, melody, and instrumentation
- Describe the musical trends and innovations that occurred during the romantic era
- Relate musical styles of the early twentieth century to comparable movements in art and literature
- Explain the evolution of American popular music in the twentieth century
- Recognize the influence of world music on modern western composition
- Write an essay researching composers' influence in their respective genres

ENG115: Introduction to Literature

This course will allow you to develop your critical thinking skills and broaden your knowledge of the main genres of literature—fiction, poetry, and drama.

By the end of this course, you'll be able to:

- Explain how to effectively read fiction for both knowledge and enjoyment
- Identify different styles and forms of poetry
- Use what you've learned in this course to discuss, write about, and understand literature
- Prepare a critical interpretation of fiction or poetry based on what you've learned in this course
- Discuss how literary dramas differ from fiction and poetry
- Identify different strategies of critical literary analysis

ENG121: Business and Technical Writing

This course provides an introduction to the various methods of organizing material for a professional setting. Students will compose business documents using the ABC method such as memos, emails, outlines, reports and proposals, descriptions, and organizing materials. Students also work on honing their grammar skills.

By the end of this course, you'll be able to:

- Recognize how to use words correctly and effectively
- Produce a well-constructed interoffice memo, workplace email, and business letter
- Produce a brief business report based on findings obtained using research techniques and methods of documentation
- Produce an informal report that lists findings of an investigation and provides recommendation for issues raised in the findings
- Describe procedures for creating proposals, descriptions, instructions, and manuals for the workplace
- Create a detailed proposal designed to solve an internal human resource issue

HUM106: Interpersonal Communication

In this course, you'll develop more effective personal communication skills to increase their chances for professional success. You'll identify the basic tenets of interpersonal communication, including diction, gesture, tone and facial expression, and practice methods for improving your skills in each area. You'll also improve your listening skills. The course also reviews the standards for professional communication, including making introductions, interviewing, and dressing professionally.

By the end of this course, you'll be able to:

- Analyze various factors that help develop interpersonal communication
- Apply interpersonal communication skills in real-world scenarios

HIT115: Reimbursement Methodologies

This course is designed to introduce the student to major reimbursement systems in the United States. The focus is on prospective payment system, third-party payers, and billing and insurance procedures. The course also covers additional information including prepaid health plans, fee-for-service methodologies, chargemasters, fee schedules, and managed care.

By the end of this course, you'll be able to:

- Analyze the careers, insurances, contracts, ethics, and acts pertaining to the medical health insurance discipline
- Categorize the various types of medical coding used for managing data and auditing
- Distinguish between the various types of medical billing concepts and guidelines
- Point out the purpose of benefits and payment adjudication, refunds, follow-up, appeals, and compensations
- Prepare a training document for training new employees in the billing and coding department

HIT203: Medical Coding

This course begins with an overview of coding concepts, terms, and procedures. You'll start by exploring the history of the ICD-10 coding system. You'll code diagnoses in the ICD-10-CM and use the chapter-specific coding guidelines to code diseases and conditions with specific and unique rules. You'll finish your course by learning how to code procedures in the ICD-10-PCS, rounding out your training in the basics of coding with ICD-10.

By the end of this course, you'll be able to:

- Describe the layout and purpose of the ICD-10-CM coding manual
- Explain how to use the ICD-10-CM to assign codes for medical diagnoses
- Summarize the guidelines for coding physiologic conditions involving different organ systems
- Identify the purpose of the ICD-10-PCS and how it's used
- Assign diagnosis and procedure codes using the ICD-10 coding manuals

HIT130: Electronic Medical Records

This course is designed to help you understand the reimbursement process and the various methodologies involved. You'll be introduced to billing cycles and how health information technology is used in medical offices, and learn about basic accounting transaction terminology and apply this information to enter patient charges and payments.

By the end of this course, you'll be able to:

- Describe the contents of the Electronic Health Record, application of SimChart for the Medical Office, and security, privacy, and confidentiality associated with medical records
- Explain the administrative and clinical roles in the medical office and functions within the EHR that are utilized routinely in these roles
- Describe the billing and reimbursement process and the use of both patient portals and personal health records in continuity of patient care
- Complete simulated health records in SimCharts

SSC130: Essentials of Psychology

This course covers biology and behavior, consciousness, memory, thought and language, intelligence, personality and gender, stress, and community influences.

By the end of this course, you'll be able to:

- Describe the science of psychology, basic structure and function of the human nervous system, and basic structure and function of the sensory system
- Explain various states of consciousness, learning theories, and thought processes and development
- Summarize the nature of human motivation and development, the human development cycle, and approaches to understanding and assessing personality
- Prepare an essay on the topic of conditioning, memory, or motivation and emotion
- Recognize psychological disorders and available treatments
- Explain social psychology as it relates to attitudes, influences, behaviors, and stress
- Use critical thinking skills to determine the likely causes of behaviors of individuals and groups discussed in case studies

MAT115: Intermediate Algebra

Algebra is the mathematical language used to interpret and represent patterns in numbers by using variables, expressions, and equations. Like many others, you may think that algebra problems can't really be applied to real-world situations. However, algebra is actually an essential tool used in business, science, and computer technology. Throughout this course, you'll be introduced to algebraic concepts, along with real-world application problems from a variety of fields. Besides providing a springboard to the discovery of underlying mathematical properties, these applications illustrate the importance of mathematics in your world. If this isn't reason enough to study algebra, think about this idea: Algebra is an excellent mental exercise. By understanding mathematical relationships and learning to apply them appropriately, your mind will be better suited for decision making and creative problem solving. People who have a solid understanding of algebra can generally expect to excel in college and in their jobs.

By the end of this course, you'll be able to:

- Explain basic algebraic concepts
- Solve and graph linear equations and inequalities
- Analyze relations, functionality, and systems of linear equations
- Prepare algebraic operations on polynomial and rational expressions and equations
- Solve problems involving radicals and complex numbers

ALH201: Pharmacology

Pharmacology, a branch of medical practice and research, is the study of the use and actions of drugs. It is the study of the effects of drugs on the body (and living systems in general), but also the effect of the body's processes on drugs. The practice of pharmacology depends on knowledge of how drugs act from the organism level to the molecular level. This branch of medicine covers not only the beneficial effects of drugs, but also their adverse, toxic effects. Pharmacology includes knowledge from other science disciplines including biology, chemistry, physiology, and other biomedical subject matter. This course will introduce you to the basic concepts of pharmacodynamics (action of drugs on the body) and pharmacokinetics (action of the body on drugs) and will provide a review of drug classes and categories related to their modes of action and the organ system-specific disease classes they're used to treat.

By the end of this course, you'll be able to:

- Point out the importance, principles, and uses of pharmacology and mathematics in medical calculations
- Analyze the classifications and effects of drugs used to treat multisystem application and problems
- Categorize the drug therapies to treat multi-systems like endocrine, circulatory, and cardiac problem
- Analyze the importance and effects of drug therapies to treat respiratory and gastrointestinal system
- Point out the importance and effects of drug therapies to treat nervous system problems
- Categorize the drug therapies used to treat musculoskeletal and reproductive system
- Prepare a research paper based on your knowledge about drug classifications and treatments
- Answer questions covering a range of pharmacological issues
- Prepare a summary of the drugs Tetracycline and Amiodarone

ALH210: Clinical Procedures Theory

This course will provide you with the theoretical principles and clinical skills that are essential to working as a medical assistant. These tasks range from greeting patients and getting information from them to administering injectable medication and teaching patients about special procedures and their plan of care. An applied learning approach to the role of the medical assistant is threaded throughout each unit of the textbook. The specific tasks assigned to you as a medical assistant depends upon many different factors, including the following:

- The laws of the state in which you work
- The policies that apply in the medical setting in which you work
- The physician or physicians for whom you work
- Your own level of skill and professionalism

By the end of this course, you'll be able to:

- Categorize the concepts of professional communication with safe practice of OSHA standards of infection control
- Analyze therapeutic communication, vital signs, and other skills required for successful patient interactions
- Point out the procedures used when assisting with medication
- Compare the essential diagnostic procedures and the skills needed to perform them
- Categorize the procedures used when analyzing blood and urine
- Prepare a handout for an in-servicing training

MAS215: Medical Surgical Procedures

In this course, you'll learn about assisting doctors and other healthcare professionals within an ambulatory care setting. You'll examine the role of a medical assistant within the major specialty areas and while helping with minor surgical procedures. The course is composed of four teaching modules, and you'll be expected to acquire the knowledge necessary to enable you to satisfactorily perform clinical tasks in a professional manner.

By the end of this course, you'll be able to:

- Analyze the procedures and role of a medical assistant in ophthalmology, otolaryngology, dermatology, and gastroenterology
- Categorize the procedures and role of a medical assistant in urology, gynecology, and pediatrics medicine
- Point out the procedures and role of medical assistants in neurology, endocrinology, cardiology, and geriatrics
- Categorize the role of medical assistants, instruments, and procedures while assisting with minor surgeries
- Prepare a research project based on the mentioned Part 1, 2, & 3

MAS205: Clinical Procedures Lab

This course focuses on clinical lab procedures. The first thing to take care of while working in a clinical lab is safety. The spread of infection and diseases can compromise the specimens and the people who work in the labs. As you plan on taking the responsibilities associated with the healthcare setting, you must understand that discipline is extremely important to analyze and

perform the tasks related to labs. This course will not only provide you with tasks to practice your skills in the field, it will also help you understand the effective techniques used to ease the lab processes. Read the lessons carefully and apply the knowledge on completing the tasks assigned in the course to be a successful healthcare professional.

By the end of this course, you'll be able to:

- Analyze the processes related to infection control, asepsis, and inhalation medication
- Categorize the various lab procedures and the methods related to them
- Apply knowledge of medicine administration by completing a drug calculation exam

MAS225: Externship (160 hours)

The goal of this externship is to provide the students with the hands-on experience necessary for developing their skills as medical assistant. The externship is 160 hours, nonpaid. You'll be required to complete a daily journal of your experiences and document how you'll complete the objectives. This externship will help you apply your skills in real-life settings and gain some experience.

By the end of this course, you'll be able to:

- Demonstrate the skills and abilities required of a medical assistant through an externship experience

Note: The titles of your learning materials may be different from those listed on your program outline. There is no need to call your instructor about these differences. While the titles of certain learning materials may differ, the educational content is the same. All learning materials are designed to give you the finest education in your field. If you need instructional assistance, however, be sure to call for help. We reserve the right to revise the program of study and the instructional materials and to substitute for the items of equipment offered.