COMMON COURSE OUTLINE: Course discipline/number/title: BTEC 1730: Patient Office Procedures as an Administrative Clinic Assistant

A. CATALOG DESCRIPTION
   1. Credits: 2
   2. Hours/Week: 2, 1 lecture, 1 lab
   3. Prerequisites (Course discipline/number):
   4. Co-requisites (Course discipline/number): BTEC 1720, BTEC 1620 and HIMC 2600
   5. MnTC Goals (if any): NA

   This course will identify standard procedures an administrative clinic assistant will be completing with the patient, such as: obtaining height, weight, temperature and blood pressure. Confirm medical history with patients and prepare patients for physical examination. Topics also include the importance of ethical protocol, problem solving, communication when gathering information, diversity, integrated technology, disability considerations, causes of stress, stages of stress and tools needed to interact with patients and family members as an administrative clinical assistant. The students will demonstrate proper telephone and email protocol as an administrative clinic assistant performing duties such as scheduling provider appointments, additional tests, working with external and internal providers.

B. DATE LAST REVISED (Month, year): December 2014

C. OUTLINE OF MAJOR CONTENT AREAS:
   1. Patient care components performed by an administrative clinic assistant
   2. Patient care as an administrative clinic assistant
   3. Preparation and safety measures needed in patient care
   4. Document and present patient information
   5. Telephone and email communication
   7. Application of ethical protocol
   8. Challenges and opportunities with diversity in a work setting
   9. Communication breakdowns and communication recoveries

D. LEARNING OUTCOMES (GENERAL): The student will be able to:
   1. Define and describe scope of practice and components of a regulatory environment as an administrative clinic assistant on a care team.
   2. Describe how to document patient care.
   3. Demonstrate safe patient handling, proper body mechanics and guidance when working with disabled/diverse patients.
   4. Identify the components of vital signs and how to obtain those vital signs.
   5. Identify and demonstrate effective methods in handling various telephone and email scenarios
   6. Identify various health care settings.
   7. Identify the causes and nature of stress as it pertains to patient, family, and administrative clinic assistant,
   8. Demonstrate the use of reflection, restatement, clarification techniques to obtain a patient history.
   9. Demonstrate consistent and correct usage along with pronunciation of medical terminology to effectively communicate data and observations.
   10. Prepare a patient for procedures and/or treatments and when needed assist provider with patient care.
   11. Perform patient screening using critical thinking skills and established protocols when setting up appointments.
   13. Demonstrate awareness of territorial boundaries and recognition of the patient’s level of understanding.
   14. Demonstrate respect and sensitivity in relationship to individual diversity appropriate to the message being delivered.

E. LEARNING OUTCOMES (MNTC): NA

F. METHODS FOR EVALUATION OF STUDENT LEARNING:
   1. Completion of concepts and skills assignments
   2. Instructor determined examinations
F. METHODS FOR EVALUATION OF STUDENT LEARNING: Continued...
   3. Simulated scenarios
   4. Demonstrated skills testing

G. RCTC CORE OUTCOME(S) ADDRESSED:
   - Communication
   - Critical Thinking
   - Global Awareness/Diversity
   - Civic Responsibility
   - Personal/Professional Accountability
   - Aesthetic Response

H. SPECIAL INFORMATION (if any): Students will be expected to complete a clinical component which may require a background check.