



# CAPSTONE CAREER DEVELOPMENT CENTER

Program/Course Listing and Information Catalog

**Volume 5 Edition 1**  
October 2022

**Administration Office :**  
21 Orchard Park Dr. Ste H  
Greenville, SC 29615  
864-234-0077  
[www.capstonecareerdevelopmentcenter.com](http://www.capstonecareerdevelopmentcenter.com)

## **Brief History**

In 2018 Capstone Career Development Center was founded with the goal of helping the community by training individual for high growth career paths. We are committed to meeting the industry standards in all the courses we offer. We aim to be responsive to the needs of our students, employers, and the community.

**Owner:**

Capstone Career Development Center, LLC

**Governing Board:**

Miranda R Brock, EFDA

**Disclosure:**

Capstone Career Development Center reserves the right to change program/course content, start dates, tuition, and to cancel programs/courses.

**Date of Printing:**

October 18, 2022

## **Licensed By:**

**South Carolina Commission on Higher Education**

**1122 Lady St, Suite 300**

**Columbia, SC 29201**

**Telephone: (803) 737-2260**

**Website: <https://www.che.sc.gov/>**

**Licensed indicates only that minimum standards have been met; it is not an endorsement or guarantee of quality. Licensure is not equivalent or synonymous with accreditation by an accrediting agency recognized by the U.S. Department of Education.**

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## School Policies

### Mission Statement

Capstone Career Development Center’s (CCDC) mission is to positively impact the lives of our community by training individuals for high-growth careers.

### Goals

- We strive to improve the lives of our students by providing them with the skills, experience, and education necessary to obtain gainful employment in the career field of their choosing.
- We are committed to meeting the industry standards in all the courses we offer.
- We aim to be responsive to the needs of our students, employers, and the community.
- We are dedicated to being responsible, good-standing members in the communities we serve.
- Each member of our school shall be familiar with and adhere to the code of ethics of the Council on Occupational Education (COE) and the State regulatory institutions.

### Entrance/Eligibility Requirements

Admission is open to any qualified applicant. No qualified person may be excluded from enrollment in the Capstone Career Development Center training program based on age, race, gender, disability, or national origin. Applicants must meet the following requirements:

1. Have an interest in the chosen program/course of study.
2. Be at least 18 years of age or have parent or guardian present at enrollment.
3. Graduation from a public or private high school that operates in compliance with State or local laws or a certificate of high school equivalency (GED).

Background checks may be performed by employers. Criminal or federal offences may affect employment.

### Admissions/Application Process

Applicants interested in applying for entry to any offered program/course of study who meet the above entrance/eligibility

requirements may apply by completing the following application process:

1. Have an in-person or virtual interview with a school representative.
2. Provide proof of entrance/eligibility requirements.
3. Submit a signed Enrollment Agreement (Admissions are made on a rolling basis)

## **Admissions/Application Process for Special Needs Students**

### **Hearing Impaired Students**

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In the event a student is hearing impaired and requires extra accommodations, Capstone Career Development Center will hire an ASL interpreter from the local area to attend every class and clinical session. This interpreter will also be made available for any extra-curricular sessions the student might require with the instructor for remedial work or with a career adviser during job placement.

### **Visually Impaired Students**

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In the event a student is visually impaired and requires extra accommodations, Capstone Career Development Center will provide all materials related to the class in a Braille format, if necessary. This includes textbooks, printed materials, and any other visually based materials which may be a part of the class. Should the student require a personal guide, one will be provided to assist the student in a one-on-one manner. Should a student that is visually impaired require a service animal to be present during class, we will make any accommodation necessary for said service animal, provided they are licensed and trained by a federal, state, or municipal regulatory agency.

## **Transfer or Granting of Credit**

Capstone Career Development Center does not offer transferable credits to students wishing to continue their education in a traditional college setting. Because of the short length of our programs, Capstone Career Development Center does not accept transferable credits from other institutions.

CCDC will provide students with transcripts, but there is no guarantee that credits from CCDC will transfer to another institution.

## **Language of Training**

All courses are offered only in English.

## **Copyright Infringement Policy**

The unauthorized use, installation, copying, and or distribution of copyrighted, trademarked, or patented material is expressly prohibited. Violation of this law and school policy will result in disciplinary action up to and including dismissal.

## **Tuition and Payment Plans**

### **Registration**

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A deposit of \$200.00 is due at the time the enrollment agreement is submitted and is applied to the tuition cost. Of this \$200 deposit, \$100 is considered an administration fee, which is retainable three (3) business days after signing the Enrollment Agreement.

### **Tuition**

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Tuition costs are unique to each program/course offered (See the Tuition section under the program/course listing). Of the tuition cost for each program/course, \$200.00 is a deposit, due at the time the enrollment agreement is submitted, \$100.00 of which is a retainable administration fee, three (3) business days after signing the Enrollment Agreement. It is required that payment be made in full by or on the orientation date listed on student's Enrollment Agreement if no special payment arrangements have been made prior to that date.

### **Payment Plans**

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#### **Administration Fees**

CCDC does not charge administration fees for using credit cards.

### **Plans between the Student and Outside Lending Sources**

Payment plans between the student and outside tuition lending sources must be arranged by or on the orientation date listed on student's Enrollment Agreement.

### **Lender Statement**

Any holder (*lender*) of a consumer credit contract (*promissory note*) resulting from the enrollment of the student at the school is subject to all claims and defenses which the debtor/student could assert against the School. Recovery shall not exceed the amounts paid by or on the behalf of the debtor/student.

### **Plans Offered by CCDC**

CCDC offers Private Pay to aid students facing financial constraints to provide all its students the opportunity to learn and advance their career. Each student can choose the payment plan that he/she feels best suits his/her financial situation. However, students are cautioned that failure to remit payments on time will prohibit the student from attending class.

### **Payment Information**

All payments must be made on or before the payment due dates outlined on the Student Enrollment Agreement. Payment can be made over the phone, brought into the location, or mailed into the location. Students will not be allowed to attend class if payments are not remitted on time.

*Make checks payable to Capstone Career Development Center  
Mail to: 21 Orchard Park Dr. Ste H  
Greenville, SC 29615*

## **Cancellations & Withdrawals**

### **Cancellations by the School**

Any student who enrolls in a program/course that is discontinued by the school shall receive a complete refund of all fees and/or tuition paid.

### **Withdrawals**

Students are required to give written notification to CCDC, either in person or by certified mail, of their intention to withdraw from a program/course. If no cancellation request is made prior to the start date of the program/course, and the student is absent for more than four (4) hours of class without explanation, CCDC will then consider the student to have withdrawn from the program/course. Refunds will be made in accordance with the Refund Policy.

### **Termination**

If a student is terminated for any reason, CCDC will notify the student in writing, either in person or by certified mail. The termination date for refund computation purposes shall be the last date of actual attendance by the student or the start date for the class. Refunds will be made in accordance with the Refund Policy.

## **Refund Policy**

The school shall adhere to the following refund policy in the event of notification of withdrawal by the student or termination by the school prior to completion of the course or program. All refunds will be made within 30 days of the cancellation or termination date (Date of Determination). The refund policy follows South Carolina Commission on Higher Education regulations.

Students that choose to withdraw from class after attending their first session, must notify their Career Advisor or the Admin office of their intent to drop. Students that do not attend any class and do not notify their Career Advisor or the Admin office of their intent to drop, will be considered cancels and drop paperwork will be initiated by the school. Refund calculations are made based on the following conditions:

### **Within Three (3) Days of Signing Enrollment Agreement**

All monies will be refunded if the applicant is not accepted by the school or if the applicant cancels or is terminated by the school within three (3) business days of signing the Enrollment Agreement.

### **Three (3) or More Days of Signing Enrollment Agreement, but Before Attending First Class**

Should a student be terminated or request cancellation three (3) or more business days after signing the Enrollment

Agreement, but before attending the first class, all monies paid, less the retainable administration fee of \$100.00, and the cost of any materials that are not reusable or equipment not returned to the administration office, will be refunded.

**If No Notification Made Prior to Program/Course Start Date**

An applicant not requesting cancellation by his/her specified program/course start date will be considered a student after attending the first class of that program/course. If no cancellation request is made prior to the start date of the program/course, and the student is absent for more than 4 hours of class without explanation, CCDC will then consider the student to have withdrawn from the program/course. All monies paid, less the retainable administration fee of \$100.00 and the cost of any materials that are not reusable or equipment not returned to the administration office, will be refunded.

**After Attending the First Class**

If a student chooses to withdraw or is terminated from a program/course for any reason after attending the first class, refunds are based on the proration of tuition and percentage of program completed at withdrawal less the retainable administration fee of \$100.00 and the cost of any materials that are not reusable or equipment not returned to the administration office. The cancellation or termination date for refund computation purposes shall be the date the student requested to withdraw/drop (Date of Determination) or the last date of actual attendance by the student if no request is made.

**Transferring Courses**

If a student chooses to transfer from their originally enrolled course to another course offered at CCDC three (3) or more days after signing the enrollment agreement there will be a transfer fee of \$100.00.

**Refund Calculations based on the number of hours attended.**

**Chairside Dental Assisting**

Hours	Refund Percentage Based on Total Tuition
1-10	90%
11-30	80%
31-40	70%
41-50	60%
51-60	50%
61-70	40%
71-80	30%
81-86	20%
87-144	0% Non-Refundable

**Patient Care Technician**

Hours	Refund Percentage Based on Total Tuition
1-10	90%
11-30	80%
31-40	70%
41-50	60%
51-60	50%
61-70	40%
71-80	30%
81-90	20%
91-120	0% Non-Refundable

**Dental Front Office Administration**

Hours	Refund Percentages Based on Total Tuition
1-5	90%
6-10	80%
11-15	70%
16-20	60%
21-24	50%
25-40	0% Non-Refundable

**Clinical Medical Assisting**

Hours	Refund Percentage Based on Total Tuition
1-10	90%
11-30	80%
31-40	70%
41-50	60%
51-60	50%
61-70	40%
71-80	30%
81-90	20%
91-128	0% Non-Refundable



### **Medical Administrative Assisting**

<b>Hours</b>	<b>Refund Percentage Based on Total Tuition</b>
1-5	90%
6-10	80%
11-15	70%
16-20	60%
21-25	50%
26-30	40%
31-48	0% Non-Refundable

### **Phlebotomy Technician**

<b>Hours</b>	<b>Refund Percentage Based on Total Tuition</b>
1-10	90%
11-20	80%
21-30	70%
31-40	60%
41-52	50%
53-88	0% Non-Refundable

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## **Facility**

### **Administration Office**

**Greenville, SC**- Office is located at 21 Orchard Park Dr. Ste H Greenville, SC 29615. The office is open Monday through Thursday 9:00 am - 4:00 pm and Fridays 9:00 am – 12:00 pm and closed all federal holidays.

**Spartanburg, SC**- Office is located at 507 E. St John Street Spartanburg, SC 29302. The office is Thursdays from 10:00 am-3:00 pm and closed all federal holidays.

### **Training Facility**

Training facilities are dependent on the program/course (See the Class Format & Training Facility section under the program/course listing).

#### **Greenville, SC**

Lecture/Classroom portions of the program/courses are held at our branch located at 21 Orchard Park Dr., Unit H. The office is approximately 4300 square foot and equipped with computer stations and other multimedia equipment. The area seats 30-60 comfortably, depending on set up.

#### **Spartanburg, SC**

Lecture/Classroom portions of the program/courses are held at our branch located 507 E. St John Street Spartanburg, SC. The office is approximately 2000 square foot and equipped with computer stations and other multimedia equipment. The area seats 20-25 comfortably, depending on set up.

## **Chairside Dental Assisting**

### **Greenville, SC**

Clinic/Lab portions of the program/courses are held at Dr. John Crumpton's 36 Roper Corners Cir. Greenville, SC 29615 The practice is approximately 3500 square foot and has nine operatories with x-ray capabilities in each room, sterilization center, laboratory, and front desk area.

### **Spartanburg, SC**

Clinic/Lab portions of the program/courses are held at Adair Family Dentistry 811 E. Main Street Spartanburg, SC 29302. The practice is approximately 2400 square foot and has five operatories with x-ray capabilities in each room, sterilization center, laboratory, and front desk area.

## **Learning Materials**

Required learning materials are unique to each program/course offered (See the Learning Materials section under the program/course listing).

## **Dress Code**

Dress, grooming, personal cleanliness, and professional behavior standards contribute to the professional image you will present to your future employers, customers, and visitors. Good grooming and an attractive appearance are especially important for health care personnel. Therefore, while attending classes at CCDC, students are expected to dress in attire appropriate to the program/course in which they are always enrolled and to behave in a professional and businesslike manner.

Students enrolled in clinical programs/courses where lab hours are required as a portion of each class are required to wear school-provided scrubs and closed toed, no-slip shoes (no-mark sneakers, Dansko clogs, etc.) during each class session. Extremes in dress, hair, nails, and makeup should be avoided, especially during lab portions of class.

## **Rules of Conduct**

Students are always expected to conduct themselves in a professional manner and demonstrate respect for their instructors and fellow classmates. CCDC administration reserves the right to terminate any student guilty of the following:

- Not complying with school rules and regulations
- Creating a safety hazard to other students
- Disobedient or disrespectful behavior to faculty members or other students
- Unsatisfactory academic progress
- Poor attendance
- Unprofessional conduct
- Failure to remit payments when due
- Cheating
- Falsifying records
- Breach of the enrollment agreement
- Entering any school site while under the influence or effects of alcohol, drugs, or narcotics of any kind
- Carrying a concealed or potentially dangerous weapon
- Sexual harassment
- Harassment of any kind including intimidation and discrimination

CCDC will notify the student in writing of the offense. The student will be required to meet with the Business Office Admin prior to returning to class. He/she will decide on whether to allow the student to continue in the program/course. If administration decides to terminate the student, refunds will be made in accordance with the school's Refund Policy.

## **Drug Free School & Workplace**

CCDC has a zero tolerance for illegal drugs and alcohol. No student, instructor, employee, or administrator may be on any school premises under the influence of alcohol, drugs, or narcotics of any kind. Any individual displaying suspicious behavior or suspected to be under the influence of alcohol, drugs or narcotics will be subject to immediate dismissal/removal. The individual will be required to meet with the Business Office Admin prior to returning to class. Administration will decide on whether to allow the student to continue in the program/course. If administration decides to terminate the student, refunds will be made in accordance with the school's Refund Policy.

### **No smoking**

There is no smoking permitted inside any CCDC location. Each location allows smoking outside during breaks. Ask an instructor or administrator if you are unsure of appropriate smoking areas. There is no smoking permitted at any clinical training facilities or externship locations.

### **Harassment Policy**

CCDC will not tolerate harassment based on age, race, gender, color, religion, national origin, disability, marital status, covered veteran status, sexual orientation, status with respect to public assistance, and other characteristics protected under state, federal, or local law. Sexual harassment, one type of prohibited harassment, warrants special mention. Sexual harassment includes unwelcome sexual advances or offensive comments, gestures, or physical contact of a sexual nature. Such conduct is prohibited in any form on any CCDC premises. This policy applies to all students, instructors, employees, and administrators. Examples of prohibited harassment include, but are not limited to:

- Unwelcome sexual flirtation, advances, or propositions.
- Verbal comments related to an individual's age, race, gender, color, religion, national origin, disability, or sexual orientation.
- Explicit or degrading verbal comments about another individual or his/her appearance.
- The display of sexually suggestive pictures or objects in any workplace location including transmission or display via computer.
- Any sexually offensive or abusive physical conduct.
- The taking of or the refusal to take any personnel action based on an employee's submission to or rejection of sexual overtures; and
- Displaying cartoons or telling jokes which relate to an individual's age, race, gender, color, religion, national origin, disability, or sexual orientation.

If you believe that you are being subjected to harassment, tell the harasser that his or her actions are not welcome if you feel comfortable enough to do so, and report this and any additional incidents or retaliation to the administration office immediately. Any reported incident will be investigated immediately, thoroughly, and resolved as confidentially as possible.

### **Unresolved Disputes/Student Complaints**

We expect that students, instructors, business office administrators and career advisors will maintain an attitude of respect, patience, dignity, and attentiveness toward each other always.

We understand that there will be times when students need to register complaints or concerns. We take all concerns seriously and will respond quickly to find a resolution. To achieve efficient and satisfactory resolutions to concerns, we require our students to adhere to the following policy:

1. Students, instructors, business office administrators and career advisors are expected to address in person any disagreements or conflicts directly with each other first. Typically, open dialogue, and honest and respectful communication, can lead to quick and satisfying resolutions.
2. If, after communicating with the appropriate person(s), no satisfactory resolution is made, the complainant(s) should contact the CEO at [miranda@capstonecareerdevelopmentcenter.com](mailto:miranda@capstonecareerdevelopmentcenter.com).
3. The CEO will review the situation and work with the parties to find

a resolution.

4. All communications regarding the complaint will be captured in writing and all meetings and communications will be documented and kept in the student's file. Every attempt at a satisfactory resolution will be made.
5. A final resolution/determination will be given by the school.

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### **If the complaint is not resolved by the school:**

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If the complaint cannot be resolved by the CEO, the complainant(s) may contact the South Carolina Commission on Higher Education via this link:

[http://www.che.sc.gov/CHE\\_Docs/AcademicAffairs/License/Complaint\\_procedures\\_and\\_form.pdf](http://www.che.sc.gov/CHE_Docs/AcademicAffairs/License/Complaint_procedures_and_form.pdf)

## **Program/Course Curriculum**

On the first day of class or at orientation (1 week prior to class) for each program/course, students will receive an outline of the course curriculum or syllabus, which lists reading assignments and acts as a study guide.

The Medical Director will review the curriculum at the end of each quarter and make recommendations for updates and/or changes that they feel would improve the effectiveness of the program and better prepare the graduating students for a smooth transition into the workplace. During this review, new standards and technologies will also be sure that students are receiving instruction relevant to tasks they will be expected to complete in their new occupation.

## **Attendance Policies**

### **Absences**

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Students are expected to attend all clock hours of program/course instruction. Students must attend 90% of every program/course, in order to earn a certificate of completion or to graduate from the program/course. Failure to meet this requirement will result in termination from the program/course.

If emergencies or extraordinary circumstances occur, students are requested to speak with the Administration office, who will arrange ways to make up the sessions that were missed. There is no charge for makeup work if it can be completed during regularly scheduled class hours. All legal holidays will be observed.

### **Late Arrivals or Leaving Class Early**

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Arriving late or leaving early will be treated as absences. Missed coursework is to be made up by conferring with the Administration office. There is no charge for makeup work if it can be completed during regularly scheduled class hours.

### **Leaves of Absence**

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Students may have to suspend their training due to extenuating circumstances. This request must be made in writing, prior to beginning the leave of absence. If this should occur, the student may request re-admission from the Administration office for a future program/course date. All training must be completed within a twelve-month period from the original start date. If satisfactory arrangements have been made, no additional tuition is charged.

### **Absence for Major Exams**

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Any student who is absent on the day of any major exams, Mid-Term, Final Exam, Radiology Exam etc... will not be allowed to make them up unless you have a doctor's note.

### **Excused Absence**

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The only circumstance in which an absence may be excused is a death in the family or illness. For these to be excused we will need a doctor's note or an obituary. These absences will count against you until we have one of the listed items.

### **Legal Holidays**

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Capstone Career Development Center observes all Federal Holidays listed. Facility will be closed on Federal Holidays and classes will not be held.

- New Year's Day
- New Year's Eve
- Easter
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Day After Thanksgiving
- Christmas Day

## Satisfactory Academic Progress

Starting after the first week of class, the Business Office Admin will begin to monitor each student's progress in the class by running weekly evaluation reports. The students will be notified weekly of their progress. If the student begins to show unsatisfactory progress of a current grade below 70%, the Business Office Admin will notify the student of their declining progress immediately. If they are still showing as unsatisfactory for 3 consecutive sessions, the Business Office Admin will set up a time to speak with the student to offer solutions to help the student improve their progress. Some solutions that may be offered include but are not limited to setting up private tutoring sessions with the lecture instructor and setting up private tutoring sessions with the clinical instructor. The student must maintain an average of at least 70% or they will be placed on an academic probation. Failure by the student to attain a cumulative average of at least a 70% during the probation period will result in academic suspension.

If a student receives a final grade of less than 70% in the program they are enrolled in, he/she will be notified with a written warning letter provided by the Business Office Admin that advises them to submit a written appeal before the start of the next class. The appeal should state the reason for the grade and steps the student can take to improve their grade. If the appeal is approved, the student and Business Office Admin will develop a plan to bring the student back to good standing. The plan will be monitored weekly. If the student is unable to maintain good standing, they will receive a dismissal letter terminating them from the program. If the student's initial appeal is denied, the student will be dismissed from the program and may be allowed to register for a different program.

## Grading

An average grade of 70% is required to satisfactorily complete each program/course. Class work is graded as follows:

<b>Excellent</b>	<b>90 – 100</b>
<b>Good</b>	<b>80 – 89</b>
<b>Fair</b>	<b>70 – 79</b>
<b>Failing</b>	<b>Below 70</b>

Lab work is graded on a pass/fail basis. Competency in each task assigned must be demonstrated to the instructor for the student to pass the lab.

All written assignments will be graded and returned to the student to use as study aides for the Midterm and Final Exams. If at any time the student's average drops below 80%, the Business Office Admin will notify the student in person. If the student should drop below 70%, the student will be asked to make an appointment with the school's Director of Operations to discuss his/her options.

## Grade Weights

Quizzes	25%
Major Exams	35%
Participation and Attendance	10%
Homework and Discussion	15%
Sims/Clinicals/Eaglesoft	15%

## Make-Up Work / Retest Policy

Students are expected to make-up all work necessary to meet their course objectives. Make-up for classroom objectives

must be made in accordance with the Course Instructor. Hours can only be made up when absence was due to medical reasons or other extenuating circumstances and must be documented by presenting hospital or medical records, and release from a doctor, or other documentation explaining the absence.

If a student misses' class, the student must contact the instructor via phone or e-mail immediately to make arrangements to take any assessments before returning to class. Make-up work and assessments should be completed within 7 calendar days from the absent date.

If a student misses clinical skills work, the student must contact the instructor via phone or e-mail immediately to make arrangements. Clinical skills make-up hours can be achieved by attending a class outside of student's current class schedule by completion of the course.

Students who do not meet with the instructor prior to returning to school to make arrangements will receive a grade of zero (0) for make-up work and assessments and will not be scheduled to any make-up work.

If a student does not pass the final exam with a 70 or higher, they are allowed 0 retest attempts. If a student does not pass the radiology exam with a 75 or higher, they are allowed 2 retest attempts.

## **Graduation/Certificates Awarded**

Students will receive a Certificate of Completion upon satisfactory completion of all program/course requirements. In addition, there must be no outstanding balances owed to the school.

## **Records**

Student records will be maintained permanently by the school, and computer files will be backed up regularly. The student's Certificate of Completion shall act as proof of program completion. The school's Administration Office can provide a copy of the student's certificate in the event the certificate is lost or damaged.

Transcripts will be maintained as a permanent record and shall be provided when requested as long as the student has satisfied all financial obligations currently due and payable to the school. Students can request a copy of their transcripts, free of charge, by contacting the school in which they graduated from.

## **Changes Made by the School**

If the school cancels or changes a program/course or location in such a way that the student who has started is unable to complete training, arrangements will be made in a timely manner to accommodate the needs of each student enrolled in the program who is affected by the cancellation or change. If the school is unable to make alternative arrangements that are satisfactory to both parties, the school will refund all money paid by the student.

## **Student Services**

### **Housing**

No housing arrangements are available.

### **Student Records**

Student records maintained by the school are available upon written request. No records will be made available to employers, prospective employers, or other schools without a written request made by the student.

## **Family Educational Rights and Privacy Act**

CCDC complies with the Family Educational Rights and Privacy Act of the 1974 Buckley Amendment, Public Law 93-380, and Section 438. All student records are confidential.

## Placement

Neither enrollment in CCDC, nor completion of any of its programs/courses guarantees employment. Employment skills are integrated throughout the program. The final class focuses on resume writing, job search skills, and interview techniques. Students may request counseling and career information from the Business Office Admin. CCDC will provide its graduates with placement assistance and job leads upon graduation but cannot guarantee job placement or employment.

## Faculty and Administration

### **CEO:**

Miranda Brock

### **Medical Director:**

Dr. John Crumpton, DMD PA

### **Administrative Assistant:**

Taylor Ellison

### **Instructors:**

#### **Greenville, SC**

Tracy Crombie - San Joaquin Valley College – 22+ years’ experience as a Dental Chairside Assistant.  
Valerie Reed – Spartanburg Community College, Expanded Duty Dental Assisting  
Shana Watts – University of South Carolina Upstate- B.A in Health Information  
Jessie Wilson – Brown Mackie College – Associates of Science in Healthcare Administration  
Marina Cooke – Spartanburg Community College – DANB Certified Chairside Dental Assistant  
Amanda Sanders – Greenville Technical College - Phlebotomist

#### **Spartanburg, SC**

Yvette Geter – Spartanburg Community College – Expanded Duty Dental Assistant  
Brittany Beachum – Greenville Technical College – Expanded Duty Dental Assistant  
Tracy Hawkins – Spartanburg Community College - Phlebotomist

### **Course Numbering/Designation is as follows:**

DAC = Chairside Dental Assisting Course  
MAA = Medical Administrative Assisting Course  
CPT = Phlebotomy Technician Program  
DAA= Dental Front Office Administration  
PCT=Patient Care Technician  
CMA=Clinical Medical Assisting

# Chairside Dental Assisting Program

## **Chairside Dental Assisting with Radiation Health & Safety and Dental Administrative Assisting Course**

### **About the Field**

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Dental assistants are responsible for a wide variety of tasks, both clerical and clinical, such as aiding with patient care, office duties, and laboratory procedures. Working as a dental assistant can be challenging and fast-paced work because of the diversity of job responsibilities. The dental assisting field generally requires physical work, moving throughout the office, and standing on one's feet for long periods of time. Successful candidates should be in good physical health because they are in close contact with the public.

Dental assistants oversee setting up for exams by sterilizing or disinfecting instruments and preparing tray setups for each exam. They get the patient ready for the exam and help to make him/her comfortable, retrieve patient files, and prepare the patient for treatment. Dental assistants are responsible for taking and developing x-rays, making teeth impressions, and mixing the substances needed to clean the teeth or for fillings. During the exam, the assistant works chair side with the dentist, handing them instruments as needed and using suction to clear the patient's mouth of excess saliva as the dentist works. Upon completion of the exam the assistant will instruct the patient on postoperative and general oral health care. Finally, the assistant will re-sterilize and maintain all the equipment and material after the examination. Additionally, the assistant may be required to make additional appointments for patients, maintain patient records, accept payments, keep inventory of supplies used within the practice, and to reorder supplies as necessary.

Students in this course will also receive dental administrative assistant training. Students will receive instruction in such topics as Dental Office Management software systems (EagleSoft), Dental Insurance, Dental Nomenclature, Charting, Family File Administration, Accounts Receivable & General Ledger, Patient Appointment Scheduling, Dental Office Equipment, Patient Treatment Plans, HIPAA and other regulatory mandates that affect dentistry.

According to the U.S. Department of Labor<sup>1</sup>, because of rapid employment growth and substantial replacement needs, there should be good job opportunities for dental assistants nationally. Dental assistants can seek certification as provided by the "Dental Assistant National Board" (DANB), a membership organization, as a Certified Dental Assistant after meeting work experience requirements. For more information on certification, contact DANB directly by visiting their website ([www.danb.org](http://www.danb.org)) or by calling 1-800-FOR-DANB. No state licensing or certification is required for an entry-level dental assistant to work in the state of South Carolina.

### **Goals and Objectives**

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Capstone Career Development Center realizes that there is a high demand for dental assistants. Practitioners are often forced to hire individuals with little or no training and experience and then provide them with on-the-job training. CCDC has created a training program to meet the demands of the dental community. Our goal is to prepare students to go from the classroom to the workplace quickly by providing them with the hands-on training needed to work in a dental practice.

It is the objective of CCDC to provide training that focuses solely on the fundamental skills and knowledge required to work in a dental office. We strive to offer dental assistant training that allows an individual to complete training and seek employment in the shortest amount of time possible. Students are instructed in an actual dental office, so they become familiar with the work environment before their first day of work as a dental assistant. Superior students with an overall grade of 90% and above, who demonstrate positive attitudes, will have the opportunity to participate in an optional 40-hour internship enabling these students to gain experience during his or her studies.

Upon successful completion of this course, the student will earn a certificate in Infection Control based on OSHA

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Regulatory Standards, become CPR certified, and earn a certificate of completion in Chairside Dental Assisting and Dental Administrative Assisting. The student will be prepared to sit for the DANB Certified Dental Assistant (CDA) Exam once they have completed the amount of work experience required by DANB.

### **Class Times/Course Dates**

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The lecture portion of each class will be held in the lecture/classroom facility for and the clinical/lab portions of the class will be held in an actual dental practice located near the school location. Instructors will divide students into groups and rotate those groups in operatories, sterilization, laboratory, or treatment rooms as necessary.

- Saturdays 8am – 5pm- **Offered in Spartanburg, SC and Greenville, SC**

**Class Schedule is located at the end of this catalog.**

### **Classroom Format & Training Facility**

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Training is offered for 18 weeks in succession for a total of 144 clock hours. Classes will be held on Saturdays from 8:00AM – 12:00PM and 1:00PM – 5:00PM. This gives the student hands-on experience in all areas of dental assisting.

Lecture portions of the course are held in each location's lecture/classroom area which are equipped with multimedia equipment and seats 4-30 comfortably. Students will view slides presented by an instructor, and then have time for questions, answers, and review.

Clinical/lab portions of each class will be held in a clinical/laboratory setting in an actual dental practice near each school location, giving the student hands on instruction in a functioning dental practice. Instructors will divide students into groups and rotate those groups in operatories, sterilization, laboratory, or treatment rooms as necessary. Please refer to pages ii-iii, 3-5, or 14-15 to calculate the distance between lecture and clinical.

### **Learning Materials**

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#### **Books & Texts**

Modern Dental Assisting(13<sup>th</sup> Edition) By Doni L. Bird, CDA, RDA, RDH, MA and Debbie S. Robinson, CDA, MS  
2021

*Hardcover, 1104 Pages, Published 2021 by Saunders*  
*ISBN: 9780323624855*

Student Workbook for Modern Dental Assisting, 13<sup>th</sup> Edition By Doni L. Bird, CDA, RDA, RDH, MA and Debbie S. Robinson, CDA, MS

*Paperback, 640 Pages, Published 2021 by Saunders*  
*ISBN: 9780323673167*

#### **Equipment Provided**

Classes are held in a modern state of the art dental office with the latest equipment. The school provides each student with (1) pair of scrubs, protective eye wear (to be returned upon course completion), typodonts of human dentition (to be returned upon course completion), mirror and explorer (to be returned upon course completion), and student models of his/her dentition. Each student receives all disposable equipment and supplies needed to perform tasks. Students work in a treatment or specialty rooms in small groups so that each student can use the required tools and equipment in each room.

If the student decides to withdraw from the program/course, protective eye wear, typodonts, mirrors and explorers, and all unused materials must be returned to the location office. The cost of protective eyewear, and any reusable materials or equipment not returned to the administration office will be withheld from the refund amount and retained by CCDC to cover the cost of replacement.

### **Teaching Devices**

Fully equipped dental operatories and/or treatment rooms  
X-ray technology  
Sterilization equipment  
Fully equipped dental laboratory  
Fully equipped office including computer, photocopy machine, fax, multiple phone lines

### **Audio/Visual Aids**

DVD presentations of over 750 training images  
Power Point Presentations

### **Tuition & Maximum Class Size**

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The total cost of the Chairside Dental Assisting Course with Radiology Certification is \$6000.00, excluding required texts. Of that cost, \$200.00 is a deposit, due at the time Enrollment Agreement is submitted, \$100.00 of which is retainable application fee three (3) business days after signing Enrollment Agreement. It is required that payment be made in full by or on the orientation date listed on student's Enrollment Agreement if no special payment arrangements have been made prior to that date. Cost subject to change without notice. Students must be 18 years or older to take the Radiation Safety course.

The maximum class size for this course is limited to 30 students per class start date. A minimum enrollment of 6 students is required for the class to begin.

### **Tuition Refund Schedule**

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If a student chooses to withdraw or is terminated from this program/course for any reason, refunds will be made in accordance with the school's Refund Policy.

### **Program Clock Hours**

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#### **144 Clock Hours Total – 72 Lecture Hours & 72 Lab Hours**

Our classes provide an overview of and introduction to the topics taught. The objective of each class is to provide students with the vocabulary used in the dental office, demonstrate the tasks performed in the office, and to allow students to practice these skills. These classes are short and are not intended to cover the subject matter in-depth. Each class is 4 hours in length and one clock hour equals 50 minutes of lecture or lab. The sequence of classes is shown below. The pre-requisite for each class is satisfactory completion of the one preceding it.

### **Student Learning Outcomes**

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The student, upon successful completion of this course will have reliably demonstrated the ability to:

1. Demonstrate entry level skills in office etiquette and professionalism
2. Patient reception and dismissal
3. Maintain and manage patient records
4. Managing receivables and payables
5. Employ correct methods of verifying insurance and processing insurance claims
6. Appointment book control and managing recall systems
7. Communicate effectively using accurate dental terminology
8. Apply working knowledge of various dental procedures
9. Age and prepare outstanding account statements
10. Take dental impressions and molds
11. Identify and establish tray set ups
12. Take and develop x-rays
13. Understand Dental terminology

### **Legal Disclosures - SC**

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#### **South Carolina**

- Dental assistants have many tasks, ranging from patient care and taking x-rays to recordkeeping and scheduling appointments. Their duties vary by state and by the dentists' offices where they work. Dental assistants in SC, under the supervision of a licensed dentist, perform basic supportive dental procedures specified by the state

dental practice act: <http://www.llr.state.sc.us/POL/Dentistry/>. General information about the occupation is available from the US Bureau of Labor Statistics <http://www.bls.gov/ooh/healthcare/dental-assistants.htm> and O\*NET <http://www.onetonline.org/link/summary/31-9091.00>.

- Most dental assisting programs are offered by community colleges, take about one year to complete, and lead to a certificate or diploma. Programs offered by private vocational schools are shorter (two to three months) and less comprehensive than those offered by community colleges. Programs that last two years, also offered in community colleges, are less common and lead to an associate degree.
- Dental assistants who do not have formal education in dental assisting may learn their duties through on-the-job training. A dental assistant or dentist in the office teaches the new assistant dental terminology, the names of the instruments, how to complete daily tasks, how to interact with patients, and other activities necessary to help keep the dental office running smoothly.
- South Carolina does not require that dental assistants graduate from an accredited program or pass a state exam. However, many dentists require the Certified Dental Assistant designation (CDA) for those employed as dental assistants.
- The dental assisting program at Capstone Career Development Center is not CODA-accredited. For a list of accredited dental assistant programs, visit Commission on Dental Accreditation, American Dental Association (<http://www.ada.org/en/coda>). To become a CDA, graduates of this program must complete the requirements shown in Pathway II Below. For more information about becoming a CDA and for a list of state boards of dentistry, visit the Dental Assisting National Board, Inc. (DANB) (<http://www.danb.org>).
- Options for eligibility to take the DANB CDA certification exam are listed below.
  - o Pathway I:
    - Graduation from a CODA-accredited dental assisting or dental hygiene program, AND
    - Current CPR from a DANB-accepted provider
  - o Pathway II:
    - High School graduation or equivalent, AND
    - Minimum of 3,500 hours of approved work experience, AND
    - Current CPR from a DANB-accepted provider
  - o Pathway III:
    - Former DANB CDA status, or graduation from a CODA-accredited DDS or DMD program, or graduation from a dental degree program outside the U.S. or Canada, AND
    - Current CPR from a DANB-accepted provider.
- To perform expanded functions under the direct supervision of a licensed dentist, a dental assistant must earn status as an Expanded Duty Dental Assistant (EDDA). Acceptable credentials are:
  - o Diploma from a CODA-accredited dental assisting program or
  - o Complete two years of continuous full-time employment as a chair-side dental assistant
- To legally operate dental x-ray equipment and perform radiographic procedures in a South Carolina dental office, a dental assistant must hold a certificate documenting training acceptable to the SC Department of Health and Environmental Control (DHEC). Acceptable certificates include:
  - o Diploma from a CODA-accredited dental assisting program, or
  - o Dental Assisting National Board (DANB) Certified Dental Assistant (CDA) certification or the DANB Radiation Health and Safety (RHS) certificate of competency, or
  - o Certificate in radiation safety from the SC Dental Association (SCDA)
- Access Certification for Monitoring of Nitrous Oxide Sedation information on the website of the SC Board of Dentistry: <http://www.llr.state.sc.us/Pol/Dentistry/PDF/Policy/MonitNitrousOxideSedationPolicy.pdf>
- Graduates may expect to be employed at entry-level wage. Entry-level wages vary with employers; contact potential employers for specifics.

# Dental Chairside Assisting Syllabus

<p><b>Orientation</b></p>	<p><b>Beginning of Class:</b></p> <ul style="list-style-type: none"> <li>● Receive Student Materials and fill out all appropriate forms.</li> </ul> <p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>● Orientation PowerPoint</li> <li>● Introduction to Dental Assisting</li> </ul> <p><b>Homework:</b></p> <p>Textbook: Modern Dental Assisting</p> <ul style="list-style-type: none"> <li>● Read Chapters 1-5, 8, 10-12, 15, 26 and 32.</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>● Complete the Fill in the Blank, Multiple Choice and Labeling Exercises from your workbook. Chapters 1-5, 8, 10-12, 15, 26, and 32.</li> <li>● Your instructor will check your homework to ensure it is completed.</li> </ul> <p>Study: Found on Moodle</p> <ul style="list-style-type: none"> <li>● Universal Tooth Number System – Taken After Lecture</li> <li>● Figure Quiz 8-15 and 8-19 (Taken After Lecture)</li> <li>● You will also have an OSHA quiz. You will watch the OSHA video in class and complete a study guide before taking this quiz in class.</li> </ul> <p>Moodle</p> <ul style="list-style-type: none"> <li>● Review Study Aids</li> <li>● Participate in Discussion Board</li> </ul> <p>Please note: Information from Chapter 1 is included on the DANB exam. Due to the accelerated nature of the course and its objective to prepare you for employment, there will be no lecture on this chapter, only a brief overview.</p>
<p><b>Session 1</b></p>	<p><b>Beginning of Class:</b></p> <ul style="list-style-type: none"> <li>● Check Homework – Chapters 1-5, 8, 10-12, 15, 26 and 32 in Workbook</li> </ul> <p><b>Lecture Topics: (Order will vary during lecture)</b></p> <ul style="list-style-type: none"> <li>● Chapter 2: The Professional Dental Assisting</li> <li>● Chapter 3: The Dental Healthcare Team</li> <li>● Chapter 4: Dental Ethics</li> <li>● Chapter 5: Dentistry and the Law</li> <li>● Chapter 8: Oral Embryology and Histology</li> <li>● Chapter 10: Landmarks of the Face and Oral Cavity</li> <li>● Chapter 11: Overview of the Dentitions</li> <li>● Chapter 12: Tooth Morphology</li> <li>● Chapter 15: Preventive Dentistry</li> <li>● Chapter 26: The Patient’s Dental Record</li> <li>● Chapter 32: The Dental Office</li> </ul> <p><b>Quiz:</b></p> <ul style="list-style-type: none"> <li>● Universal Tooth Numbering System Quiz</li> <li>● Figure Quiz 8-15 and 8-19</li> <li>● OSHA Quiz</li> </ul>

	<p><b>Break:</b></p> <ul style="list-style-type: none"> <li>● 1 Hour Lunch Break</li> </ul> <p><b>Clinical:</b></p> <ul style="list-style-type: none"> <li>● In Classroom</li> </ul> <p><b>OSHA:</b></p> <ul style="list-style-type: none"> <li>● Watch OSHA video and take OSHA quiz</li> </ul> <p><b>Homework:</b></p> <p>Textbook: Modern Dental Assisting</p> <ul style="list-style-type: none"> <li>● Read Chapters 18-24</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>● Complete the Fill in the Blank, Multiple Choice and Labeling Exercises from your workbook. Chapters 18-24</li> <li>● Your instructor will check your homework to ensure it is completed.</li> </ul> <p>Patient Chart:</p> <ul style="list-style-type: none"> <li>● Create a fictional patient chart using the blank chart provided. DO NOT use personal information to complete the assignment. Only complete the Patient Registration and the Medical/Dental history. Put the fictional patient name (Last Name, First Name) on the tab of the folder. Then write your name on the front of the folder. This assignment is important because you will use this chart during every clinical for the rest of the course, so be sure to keep up with it. You must show the chart to the instructor at the beginning of Session 2 to get credit for the homework grade.</li> </ul> <p>Clinical:</p> <ul style="list-style-type: none"> <li>● Review the Clinical for Session 2 so you are familiar with the procedures. <ul style="list-style-type: none"> <li>○ Infection Control Competency Numbers: 19.1, 19.2, 19.3, 19.4, 19.5, 20.1, 20.2, 21.1, 21.2, 21.4, 21.5, 21.6, 21.7, 21.8, 23.1</li> </ul> </li> </ul> <p>Study:</p> <ul style="list-style-type: none"> <li>● Figure Quiz 10-4 and 10-5 (Beginning of Class)</li> </ul> <p>Moodle</p> <ul style="list-style-type: none"> <li>● Review Study aids</li> <li>● Participate in Discussion Board</li> <li>● Session 1 Quiz: Chapters 2-5, 8, 10-12, 15, 26, and 32</li> </ul>
<p><b>Session 2</b></p>	<p><b>Beginning of Class:</b></p> <ul style="list-style-type: none"> <li>● Check Homework – Chapters 18-24 in Workbook</li> <li>● Check Patient Chart Homework</li> </ul> <p><b>Quiz:</b></p> <ul style="list-style-type: none"> <li>● Figure Quiz 10-4 and 10-5</li> </ul> <p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>● Chapter 18: Microbiology</li> <li>● Chapter 19: Disease, Transmission and Infection Prevention</li> <li>● Chapter 20: Principles and Techniques of Disinfection</li> <li>● Chapter 21: Principles and Techniques of Instrument Processing and Sterilization</li> <li>● Chapter 22: Regulatory and Advisory Agencies</li> <li>● Chapter 23: Chemical and Waste Management</li> <li>● Chapter 24: Dental Unit Waterlines</li> </ul> <p><b>Review:</b></p> <ul style="list-style-type: none"> <li>● Review Tray Setup Handpieces and Restorative Bur Block Tray Setups</li> </ul> <p><b>Break:</b></p> <ul style="list-style-type: none"> <li>● 1 Hour Lunch Break</li> </ul>

	<p><b>Clinical:</b></p> <ul style="list-style-type: none"> <li>● At Dental Office</li> <li>● Infection Control Competency Numbers: 19.1, 19.2, 19.3, 19.4, 19.5, 20.1, 20.2, 21.1, 21.2, 21.4, 21.5, 21.6, 21.7, 21.8, 23.1</li> </ul> <p><b>Homework:</b></p> <p>Textbook: Modern Dental Assisting</p> <ul style="list-style-type: none"> <li>● Read Chapters 6, 9, 28, 33-35, and 37</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>● Complete the Fill in the Blank, Multiple Choice and Labeling Exercises from your workbook. Chapters 6, 9, 28, 33-35, and 37</li> <li>● Your instructor will check your homework to ensure it is completed.</li> </ul> <p>Clinical:</p> <ul style="list-style-type: none"> <li>● Review the Clinical for Session 3 so you are familiar with the procedures. <ul style="list-style-type: none"> <li>○ Assist During an Exam Competency Numbers: 26.1, 26.2, 26.3, 26.4, 28.2, 28.3, 28.4, 32.1, 32.2, 33.1, 33.2, 33.3, 33.4, 33.5, 35.1, 35.2</li> </ul> </li> </ul> <p>Study:</p> <ul style="list-style-type: none"> <li>● Review Figure Quiz 10-6 (Beginning of Class. A list of terms will be provided)</li> <li>● Review Handpieces and Restorative Bur Block Tray Setup (Found in Moodle)</li> </ul> <p>Moodle</p> <ul style="list-style-type: none"> <li>● Participate in Discussion Board</li> <li>● Session 2 Quiz – Chapters 18-24</li> </ul>
<p><b>Session 3</b></p>	<p><b>Beginning of Class:</b></p> <ul style="list-style-type: none"> <li>● Check Homework – Chapters 6, 9, 28, 33-35, and 37 in Workbook.</li> </ul> <p><b>Quiz:</b></p> <ul style="list-style-type: none"> <li>● Figure Quiz 10-6</li> <li>● Handpiece and Restorative Bur Block Tray Setup</li> </ul> <p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>● Chapter 6: General Anatomy</li> <li>● Chapter 9: Head and Neck Anatomy</li> <li>● Chapter 28: Oral Diagnosis and Treatment Planning</li> <li>● Chapter 33: Delivering Dental Care</li> <li>● Chapter 34: Dental Hand Instruments</li> <li>● Chapter 35: Dental Handpieces and Accessories</li> <li>● Chapter 37: Anesthesia and Pain Control</li> </ul> <p><b>Review:</b></p> <ul style="list-style-type: none"> <li>● Review Charting</li> <li>● Review Tray Setups Basic and Local Anesthetic Tray Setups</li> </ul> <p><b>Break:</b></p> <ul style="list-style-type: none"> <li>● 1 Hour Lunch Break</li> </ul> <p><b>Clinical:</b></p> <ul style="list-style-type: none"> <li>● At Dental Office</li> <li>● Assist During an Exam Competency Numbers: 26.1, 26.2, 26.3, 26.4, 28.2, 28.3, 28.4, 32.1, 32.2, 33.1, 33.2, 33.3, 33.4, 33.5, 35.1, 35.2</li> </ul> <p><b>Homework:</b></p> <p>Textbook: Modern Dental Assisting</p> <ul style="list-style-type: none"> <li>● Read Chapters 14, 55, and 57-59</li> </ul>

	<p><b>Workbook:</b></p> <ul style="list-style-type: none"> <li>● Complete the Fill in the Blank, Multiple Choice and Labeling Exercises from your workbook. Chapters 14, 55, and 57-59</li> <li>● Your instructor will check your homework to ensure it is completed.</li> </ul> <p><b>Clinical:</b></p> <ul style="list-style-type: none"> <li>● Review the Clinical for Session 4 so you are familiar with the procedure. <ul style="list-style-type: none"> <li>○ Assisting During Prophylaxis Competency Numbers: 58.1, 59.1, 15.3, 15.1</li> </ul> </li> </ul> <p><b>Study:</b></p> <ul style="list-style-type: none"> <li>● Review Basic and Local Anesthetic Tray Setup (Beginning of Class)</li> </ul> <p><b>Moodle</b></p> <ul style="list-style-type: none"> <li>● Participate in Discussion Board</li> <li>● Session 3 Quiz – Chapters 6, 9, 33-35, and 37</li> </ul> <p><b>Midterm Review:</b></p> <ul style="list-style-type: none"> <li>● START Midterm Review on Moodle.  The Midterm Exam consists of a written and clinical portion. Total Test Time is 1.5 hours.  Midterm covers Chapters 2-6, 8-12, 15, 18-24, 26, 28, 32-35, and 37.  *You have 3 attempts on the Mid-term Review in Moodle and all attempts must be completed before session 5*</li> </ul>
<p><b>Session 4</b></p>	<p><b>Beginning of Class:</b></p> <ul style="list-style-type: none"> <li>● Check Homework – Chapters 14, 55, and 57-59 in Workbook.</li> <li>● Review for Midterm</li> </ul> <p><b>Quiz:</b></p> <ul style="list-style-type: none"> <li>● Basic and Local Anesthetic Tray Setup</li> </ul> <p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>● Chapter 14: Periodontal Diseases</li> <li>● Chapter 55: Periodontics</li> <li>● Chapter 57: Pediatric Dentistry</li> <li>● Chapter 58: Coronal Polishing</li> <li>● Chapter 59: Dental Sealants</li> </ul> <p><b>Review:</b></p> <ul style="list-style-type: none"> <li>● Tray Setups- Coronal Polishing and Sealant Tray Setups</li> </ul> <p><b>Break:</b></p> <ul style="list-style-type: none"> <li>● 1 Hour Lunch Break</li> </ul> <p><b>Clinical:</b></p> <ul style="list-style-type: none"> <li>● At Dental Office</li> <li>● Assisting During Prophylaxis Competency Numbers: 58.1, 59.1, 15.3, 15.1</li> </ul> <p><b>Homework:</b></p> <p>Textbook: Modern Dental Assisting</p> <ul style="list-style-type: none"> <li>● Read Chapters 27 and 31</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>● Complete the Fill in the Blank, Multiple Choice and Labeling Exercises from your workbook. Chapters 27 and 31</li> <li>● Your instructor will check your homework to ensure it is completed.</li> </ul>

	<p>Clinical:</p> <ul style="list-style-type: none"> <li>● Review the Clinical for Session 5 so you are familiar with the procedure. <ul style="list-style-type: none"> <li>○ Taking a Patient’s Vital Signs Competency: 27.1, 27.2, 27.3, 27.4</li> </ul> </li> </ul> <p>Study:</p> <ul style="list-style-type: none"> <li>● Midterm Review in Moodle</li> </ul> <p>Moodle</p> <ul style="list-style-type: none"> <li>● Review BLS Handbook</li> <li>● Participate in Discussion Board</li> </ul>
<b>Lesson 5</b>	<p><b>Beginning of Class:</b></p> <ul style="list-style-type: none"> <li>● Check Homework – Chapters 27 and 31 in workbook.</li> </ul> <p><b>Quiz:</b></p> <ul style="list-style-type: none"> <li>● Written and Clinical Midterm Exam – (Total Test Time 1 ½ hours)</li> </ul> <p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>● Chapter 27: Vital Signs</li> <li>● Chapter 31: Assisting in a Medical Emergency</li> </ul> <p><b>Clinical:</b></p> <ul style="list-style-type: none"> <li>● In Classroom: Taking a Patient’s Vital Signs Competency: 27.1, 27.2, 27.3, 27.4</li> </ul> <p><b>Break:</b></p> <ul style="list-style-type: none"> <li>● 1 Hour Lunch Break</li> </ul> <p><b>CPR Instruction: ( In classroom)</b></p> <ul style="list-style-type: none"> <li>● CPR Lecture</li> <li>● CPR Exam (Written and Clinical)</li> </ul> <p><b>Homework:</b></p> <p>Textbook: Modern Dental Assisting</p> <ul style="list-style-type: none"> <li>● Read Chapters 45, 46, and 47</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>● Complete the Fill in the Blank, Multiple Choice and Labeling Exercises from your workbook. Chapters 45, 46, and 47.</li> <li>● Your instructor will check your homework to ensure it is completed.</li> </ul> <p>Clinical:</p> <ul style="list-style-type: none"> <li>● Review the Clinical for Session 6 so you are familiar with the procedure. Mixing Alginate Impression Material Competency Numbers: 46.1, 46.2, 46.3, 46.6, 47.2, 47.3, 47.4, 19.6, 47.7</li> <li>●</li> </ul> <p>Study:</p> <ul style="list-style-type: none"> <li>● Coronal Polishing and Sealants Tray Setup (Beginning of Class)</li> </ul> <p>Moodle</p> <ul style="list-style-type: none"> <li>● Participate in Discussion Board</li> <li>● Session 4 Quiz 14, 55, and 57-59</li> </ul>
<b>Session 6</b>	<p><b>Beginning of Class:</b></p> <ul style="list-style-type: none"> <li>● Check Homework</li> </ul> <p><b>Quiz:</b></p> <ul style="list-style-type: none"> <li>● Coronal Polishing and Sealants Tray Setup Quiz</li> </ul> <p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>● Chapter 45: Dental Cements</li> </ul>



	<ul style="list-style-type: none"> <li>● Chapter 46: Impression Materials and Techniques</li> <li>● Chapter 47: Laboratory Procedures and Materials</li> </ul> <p><b>Review:</b></p> <ul style="list-style-type: none"> <li>● Review Tray Setups: Amalgam and Composite</li> </ul> <p><b>Break:</b></p> <ul style="list-style-type: none"> <li>● 1 Hour Lunch Break</li> </ul> <p><b>Clinical:</b></p> <ul style="list-style-type: none"> <li>● At the School</li> <li>● Mixing Alginate Impression Material Competency Numbers: 46.1, 46.2, 46.3, 46.6, 47.2, 47.3, 47.4, 19.6, 47.7</li> </ul> <p><b>Homework:</b></p> <p>Textbook: Modern Dental Assisting</p> <ul style="list-style-type: none"> <li>● Read Chapters 13, 36, 43-44, 48-49, and 54.</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>● Complete the Fill in the Blank, Multiple Choice and Labeling Exercises from your workbook. Chapters 13, 36, 43-44, 48-49, and 54</li> <li>● Your instructor will check your homework to ensure it is completed.</li> </ul> <p>Clinical:</p> <ul style="list-style-type: none"> <li>● Review the Clinical for Session 7 so you are familiar with the procedure. <ul style="list-style-type: none"> <li>○ Local Anesthetic and Moisture Control Competency Numbers: 36.1, 36.2, 36.3, 34.4, 37.1, 37.2, 37.3</li> </ul> </li> </ul> <p>Study:</p> <ul style="list-style-type: none"> <li>● Composite and Amalgam Tray Setups Quiz (Beginning of Class)</li> </ul> <p>Moodle</p> <ul style="list-style-type: none"> <li>● Participate in Discussion Board</li> <li>● Session 6 Quiz – Chapters 45-47</li> </ul>
<b>Session 7</b>	<p><b>Beginning of Class:</b></p> <ul style="list-style-type: none"> <li>● Check Homework – Chapters 13, 36, 43-44, 48-49, and 54 in Workbook.</li> </ul> <p><b>Quiz:</b></p> <ul style="list-style-type: none"> <li>● Composite and Amalgam Tray Setups Quiz</li> </ul> <p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>● Chapter 13: Dental Caries</li> <li>● Chapter 36: Moisture Control</li> <li>● Chapter 43: Restorative and Esthetic Dental Materials</li> <li>● Chapter 44: Dental Liners, Bases, and Bonding Systems</li> <li>● Chapter 48: General Dentistry</li> <li>● Chapter 49: Matrix Systems for Restorative Dentistry</li> <li>● Chapter 54: Endodontics</li> </ul> <p><b>Review:</b></p> <ul style="list-style-type: none"> <li>● Review Tray Setups Crown Prep and Impressions</li> </ul> <p><b>Break:</b></p> <ul style="list-style-type: none"> <li>● 1 Hour Lunch Break</li> </ul> <p><b>Clinical:</b></p> <ul style="list-style-type: none"> <li>● At Dental Office</li> <li>● Local Anesthetic and Moisture Control Competency Numbers: 36.1, 36.2, 36.3, 34.4, 37.1, 37.2, 37.3</li> </ul> <p><b>Homework:</b></p>

	<p>Textbook: Modern Dental Assisting</p> <ul style="list-style-type: none"> <li>● Read Chapters 17, 50-53, 56, 60 and 64.</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>● Complete the Fill in the Blank, Multiple Choice and Labeling Exercises from your workbook. Chapters 17, 50-53, 56, 60 and 64.</li> <li>● Your instructor will check your homework to ensure it is completed.</li> </ul> <p>Clinical:</p> <ul style="list-style-type: none"> <li>● Review the Clinical for Session 8 so you are familiar with the procedure. Amalgam and Composite Competency Numbers: 43.1, 43.2, 43.3, 49.1, 48.3, 48.4, 48.1, 48.2</li> </ul> <p><b>Study:</b></p> <ul style="list-style-type: none"> <li>● Review Crown Prep and Impressions Tray Setup Quiz (Beginning of Class)</li> </ul> <p>Moodle</p> <ul style="list-style-type: none"> <li>● Participate in Discussion Board</li> <li>● Session 7 Quiz – Chapters 13, 36, 43-44, 48-49, and 54</li> </ul>
<p><b>Session 8</b></p>	<p><b>Beginning of Class:</b></p> <ul style="list-style-type: none"> <li>● Check Homework – Chapters 17, 50-53, 56, 60 and 64 in Workbook.</li> </ul> <p><b>Quiz:</b></p> <ul style="list-style-type: none"> <li>● Crown Prep and Impressions Tray Setup Quiz</li> </ul> <p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>● Chapter 17: Oral Pathology</li> <li>● Chapter 50: Fixed Prosthodontics</li> <li>● Chapter 51: Provisional Coverage</li> <li>● Chapter 52: Removable Prosthodontics</li> <li>● Chapter 53: Dental Implants</li> <li>● Chapter 56: Oral and Maxillofacial Surgery</li> <li>● Chapter 60: Orthodontics</li> <li>● Chapter 64: Marketing Your Skills</li> </ul> <p><b>Review:</b></p> <ul style="list-style-type: none"> <li>● Review Tray Setups Extractions and Dental Dam</li> </ul> <p><b>Break:</b></p> <ul style="list-style-type: none"> <li>● 1 Hour Lunch Break</li> </ul> <p><b>Clinical:</b></p> <ul style="list-style-type: none"> <li>● At Dental Office</li> <li>● Amalgam and Composite Competency Numbers: 43.1, 43.2, 43.3, 49.1, 48.3, 48.4, 48.1, 48.2</li> </ul> <p><b>Homework</b></p> <p>Moodle:</p> <ul style="list-style-type: none"> <li>● Start on Final Exam Review. You have 3 attempts on the review.</li> <li>● Session 8 Quiz – Chapters 17, 50-53, 56, 60 and 64</li> <li>● Participate in Discussion Board</li> </ul> <p>Clinical:</p> <ul style="list-style-type: none"> <li>● Review the Clinical for Session 9 so you are familiar with the procedure. Crown and Bridge Competency Numbers: 43.4, 51.1, 51.2, 50.3, 50.2, 50.1, 51.3</li> </ul>
<p><b>Session 9</b></p>	<p><b>Beginning of Class:</b></p> <ul style="list-style-type: none"> <li>● None</li> </ul> <p><b>Quiz:</b></p> <ul style="list-style-type: none"> <li>● None</li> </ul>

	<p><b>Lecture:</b></p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p><b>Break:</b></p> <ul style="list-style-type: none"> <li>• 1 Hour Lunch Break</li> </ul> <p><b>Clinical:</b></p> <ul style="list-style-type: none"> <li>• At Dental Office – All Day</li> <li>• Crown and Bridge Competency Numbers: 43.4, 51.1, 51.2, 50.3, 50.2, 50.1, 51.3</li> </ul> <p><b>Homework:</b></p> <ul style="list-style-type: none"> <li>• Study for the DAC Final Exam</li> <li>• Study Extraction and Dental Dam Tray Setups Quiz (Beginning of Class)</li> </ul> <p>Moodle</p> <ul style="list-style-type: none"> <li>• Participate in Discussion Board</li> <li>• Complete Final Exam Review</li> </ul>
<p><b>Session 10</b></p>	<p><b>Beginning of Class:</b></p> <p><b>Quiz:</b></p> <ul style="list-style-type: none"> <li>• Extraction and Dental Dam Tray Setup Quiz (Beginning of Class)</li> </ul> <p><b>Lecture:</b></p> <ul style="list-style-type: none"> <li>• Final Exam Review</li> </ul> <p><b>Break:</b></p> <ul style="list-style-type: none"> <li>• 1 Hour Lunch Break</li> </ul> <p><b>Clinical:</b></p> <ul style="list-style-type: none"> <li>• At Dental Office – Continuation of Session 9 Clinic</li> </ul> <p><b>Homework:</b></p> <p>Textbook: Modern Dental Assisting</p> <ul style="list-style-type: none"> <li>• Read Chapters 38-42.</li> </ul> <p>Moodle:</p> <ul style="list-style-type: none"> <li>• Read the Radiology Study Booklet</li> <li>• Participate in Discussion Board</li> </ul> <p>Study:</p> <ul style="list-style-type: none"> <li>• Study for the DAC Final Exam</li> </ul>
<p><b>Session 11</b></p>	<p><b>Beginning of Class:</b></p> <p><b>Quiz:</b></p> <ul style="list-style-type: none"> <li>• Final Exam – Chapters 13, 14, 31, 36, 43-51, 54-55, 57-59 <ul style="list-style-type: none"> <li>○ Written – 1 hr. allowed</li> <li>○ Clinical 1 – 10 min. <ul style="list-style-type: none"> <li>▪ For the first portion of the clinical exam, you will be shown a tray setup from the course, and you will be required to name the setup and all the instruments in the setup.</li> </ul> </li> <li>○ Clinical 2- 10 min. <ul style="list-style-type: none"> <li>▪ For the second portion of the clinical exam, you will be given the name of a tray setup from the course, and you will be required to set the tray and name the instruments while being observed by an instructor.</li> </ul> </li> </ul> </li> </ul> <p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>• Chapter 38: Foundations of Radiography, Radiographic Equipment, and Radiologic Safety</li> </ul>

	<ul style="list-style-type: none"> <li>● Chapter 39: Digital Imaging, Dental Film, and Processing Radiographs</li> <li>● Chapter 40: Legal Issues, Quality Assurance, and Infection Prevention</li> <li>● Chapter 41: Intraoral Imaging</li> <li>● Chapter 42: Extraoral Imaging</li> </ul> <p><b>Break:</b></p> <ul style="list-style-type: none"> <li>● 1 Hour Lunch Break</li> </ul> <p><b>Clinical:</b></p> <ul style="list-style-type: none"> <li>● Classroom</li> </ul> <p><b>Homework:</b></p> <p>Moodle:</p> <ul style="list-style-type: none"> <li>● Study Radiology Booklet <ul style="list-style-type: none"> <li>○ The Radiology Exam consists of a written portion and a clinical portion. For the clinical portion of the exam, you will be required to complete a list of exposures given by the instructor. Total time for the exam is approximately 1 ½ hours.</li> </ul> </li> <li>● Participate in Discussion Board</li> <li>● Complete the Radiology Exam Review</li> </ul>
<b>Session 12</b>	<p><b>Beginning of Class:</b></p> <p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>● None</li> </ul> <p><b>Break:</b></p> <ul style="list-style-type: none"> <li>● 1 Hour Lunch Break</li> </ul> <p><b>Clinical:</b></p> <ul style="list-style-type: none"> <li>● At Dental Office All Day <ul style="list-style-type: none"> <li>○ Instructor demonstrates, students practicing placement of films Radiology Competency Practice: 40.4, 41.1, 41.2, 41.3</li> </ul> </li> </ul> <p><b>Homework:</b></p> <p>Textbook: Modern Dental Assisting</p> <ul style="list-style-type: none"> <li>● None</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>● None</li> </ul> <p>Study:</p> <ul style="list-style-type: none"> <li>● Review for Radiology Exam, Written and Clinical</li> </ul> <p>Moodle</p> <ul style="list-style-type: none"> <li>● Participate in Discussion Board</li> </ul>
<b>Session 13</b>	<p><b>Beginning of Class:</b></p> <ul style="list-style-type: none"> <li>● Check Homework – Radiology Review</li> </ul> <p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>● None</li> </ul> <p><b>Break:</b></p> <ul style="list-style-type: none"> <li>● 1 Hour Lunch Break</li> </ul> <p><b>Clinical:</b></p> <ul style="list-style-type: none"> <li>● At Dental Office <ul style="list-style-type: none"> <li>○ Instructor demonstrates, students practicing placement of films</li> <li>○ Clinical Portion of Radiology Final Exam to be issued</li> </ul> </li> </ul> <p><b>Homework:</b></p> <p>Textbook: Modern Dental Assisting</p> <ul style="list-style-type: none"> <li>● Chapter 61 Communication in the Dental Office</li> </ul>

	<ul style="list-style-type: none"> <li>● Chapter 62 Business Operating Systems</li> <li>● Chapter 63 Financial Management in the Dental Office</li> </ul> <p>Study:</p> <ul style="list-style-type: none"> <li>● Review for Radiology Exam</li> </ul> <p>Moodle</p> <ul style="list-style-type: none"> <li>● Participate in Discussion Board</li> </ul>
<b>Session 14</b>	<p><b>Beginning of Class:</b></p> <ul style="list-style-type: none"> <li>● Check Homework – Chapter 61, 62 and 63</li> </ul> <p><b>Quiz:</b></p> <ul style="list-style-type: none"> <li>● Radiology Exam – Consists of Written and Clinical <ul style="list-style-type: none"> <li>○ Written – 1 hr. allowed</li> <li>○ Clinical - Completed during Session 12 and 13 Clinical</li> </ul> </li> </ul> <p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>● Chapter 61 Communication in the Dental Office</li> <li>● Chapter 62 Business Operating Systems</li> <li>● Chapter 63 Financial Management in the Dental Office</li> </ul> <p><b>Break:</b></p> <ul style="list-style-type: none"> <li>● 1 Hour Lunch Break</li> </ul> <p><b>Clinic:</b></p> <ul style="list-style-type: none"> <li>● Group A School- Intro to Eaglesoft</li> <li>● Group B Clinic Competency sign offs on chapters 15, 19, 21, 26 and 27</li> </ul> <p><b>Homework:</b></p> <p>Moodle</p> <ul style="list-style-type: none"> <li>● Participate in Discussion Board</li> </ul>
<b>Session 15</b>	<p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>● Group A Clinic- Competency sign offs on Chapters 15, 19, 21, 26 and 27</li> <li>● Group B School- Intro to Eaglesoft</li> </ul> <p><b>Break:</b></p> <ul style="list-style-type: none"> <li>● 1 Hour Lunch Break</li> </ul> <p><b>Clinic:</b></p> <ul style="list-style-type: none"> <li>● Group A School- Eaglesoft Training</li> <li>● Group B Clinic- Competency sign offs on chapters 28, 32, 33, 35, 36, 37</li> </ul> <p><b>Homework:</b></p> <p>Moodle</p> <ul style="list-style-type: none"> <li>● None</li> </ul>
<b>Session 16</b>	<p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>● Group A Clinic- Competency sign offs on chapters 28, 32, 33, 35, 36, 37</li> <li>● Group B School- Eaglesoft Training</li> </ul> <p><b>Break:</b></p> <ul style="list-style-type: none"> <li>● 1 Hour Lunch Break</li> </ul> <p><b>Clinic:</b></p> <ul style="list-style-type: none"> <li>● Group A School Eaglesoft Training</li> <li>● Group B Clinic- Competency Sign offs on Chapters 43, 45, 46 and 47</li> </ul> <p><b>Homework:</b></p> <p>Moodle</p> <ul style="list-style-type: none"> <li>● Participate in Discussion Board</li> </ul>
<b>Session 17</b>	<p><b>Lecture</b></p> <ul style="list-style-type: none"> <li>● Group A Clinic- Competency Sign offs on Chapters 43, 45, 46 and 47</li> </ul>

	<ul style="list-style-type: none"> <li>● Group B School- Eaglesoft Training</li> </ul> <p><b>Lunch:</b> 1-hour break</p> <p><b>Clinic:</b> Group A School- Eaglesoft Sign offs Group B Clinic- Competency Sign offs on Chapters 48, 49, 50, 51, 58, 59, 61</p> <p><b>Homework</b> Moodle</p> <ul style="list-style-type: none"> <li>● Study for Terminology Quiz</li> </ul>
<b>Session 18</b>	<p><b>Quiz:</b> <b>Terminology Quiz</b></p> <p><b>Lecture</b></p> <ul style="list-style-type: none"> <li>● Group A clinic- Competency Sign offs on Chapters 48, 49, 50, 51, 58, 59, 61</li> <li>● Group B School - Terminology Quiz – This covers terms learned throughout the entire course. After Terminology Quiz, Eaglesoft Signoffs</li> </ul> <p><b>Lunch:</b> 1-hour break</p> <p><b>Clinic:</b></p> <ul style="list-style-type: none"> <li>● Group A School- Terminology Quiz – This covers terms learned throughout the entire course.</li> <li>● <b>All students who have not completed all competency sign offs and still have additional attempts may report to the clinic to make final attempts.</b></li> </ul> <p><b>All Competency Books must be turned in today.</b></p>

# Medical Administrative Assisting Course

## **About the Field**

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Medical Administrative Assistants are important in the daily operations of healthcare service providers. They are responsible for managing the front offices of medical facilities, physician's practices, hospitals and nursing homes. Professionals in this field greet patients, update medical histories, transcribe treatment notes, arrange appointments, and process insurance information. A strong understanding of medical terminology, industry related computer software and applications are required.

## **Goals and Objectives**

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Capstone Career Development Center realizes that there is a high demand for Medical Administrative Assistants across the country. The U.S. Department of Labor lists this profession in its list of the top 50 occupations with the largest employment ranking at number 4. Healthcare service providers are often forced to hire individuals with little or no training and experience and then provide them with on-the-job training. CCDC has created a training program to meet the demands of the Healthcare community. Our goal is to prepare students to go from the classroom to the workplace quickly, by providing them with the knowledge and skills needed to be successful as a Medical Administrative Assistant.

It is the objective of CCDC to provide training that focuses solely on the fundamental skills and knowledge required to work in an administrative capacity in a healthcare setting. We strive to offer Medical Administrative Assisting and training that allows an individual to complete training and seek employment in the shortest amount of time possible.

Upon successful completion of the course, the student will receive a Certificate of Completion designating the student as a Medical Administrative Assistant. CCDC has partnered with the National Health career Association and each student that completes this course will register to sit for the CMAA Exam which will allow the student to become a Certified Medical Administrative Assistant. This exam is not required to pass the course but is highly recommended to obtain employment in the field.

## **Class Times/Course Dates**

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Tuesday and Thursday Evenings 6-9pm  
8 Weeks / 48 Hours

## **Classroom Format & Training Facility**

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Classes are conducted two evenings per week, Tuesday, and Thursday from 6:00PM – 9:00PM for eight weeks. The total number of hours for this course is 48 hours.

The courses are held in the lecture/classroom area which are equipped with multimedia equipment and seats 4-24 comfortably. Students will work at an individual computer and office station and view slides presented by an instructor, and then have time for questions, answers, and review.

## **Tuition & Maximum Class Size**

The total cost of the Medical Administrative Assisting course is \$2400.00, excluding required texts. Of that cost, \$200.00 is a deposit, due at the time Enrollment Agreement is submitted, \$100.00 of which is retainable application fee three (3) business days after signing Enrollment Agreement. It is required that payment be made in full one (1) week prior to the first day of class if no special payment arrangements have been made prior to that date. Cost subject to change without notice.

The maximum class size for this course is limited to approximately 24 people, depending on the location. A minimum enrollment of 6 students is required for the class to begin.

## **Tuition Refund Schedule**

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If a student chooses to withdraw or is terminated from this program/course for any reason, refunds will be made in accordance with the school's Refund Policy.

## **Learning Materials**

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### **Books & Texts**

The following text is required for the course.

*Kinn's The Administrative Medical Assistant (14<sup>th</sup> Edition)* by Brigitte Niedzwiecki, RN, MSN, RMA, Julie Pepper, BS CMA (AAMA) and P. Ann Weaver, MEd, MT(ASCP)  
*Paperback, 568 Pages, Published 2020 by Saunders*  
*ISBN: 9780323613651*

### **Teaching Devices**

Power Point Presentations

Study Guide

Fully equipped office including computer, photocopy machine, fax, multiple phone lines

## **Methods of Instruction**

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Methods of instruction used to achieve course objectives may include, but are not limited to:

- Present lectures/discussions/demonstrations/materials for students to understand, find, evaluate and cite information.
- Show videos to reinforce understanding of course concepts.
- Use computer software programs, online-tutorials and digital study guide for active learning of course content.
- Invite guest lecturers to class to discuss topics related to information and information competency.

## **Methods of Evaluation**

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Students will be evaluated for progress in and mastery of learning objectives by methods of evaluation which may include, but are not limited to:

- Class participation and regular attendance
- Homework Assignments
- Classroom Demonstrations
- Quizzes
- Tests

## **Student Learning Outcomes**

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The student, upon successful completion of this course will have reliably demonstrated the ability to:

1. Understand the Healthcare Industry
2. Learn Medical Ethics and Law
3. Understand the how to use the Medical Computer software
4. Patient Reception, Processing and Scheduling
5. The Paper and Electronic Medical Record
6. Health Information Management
7. Basics of Diagnostic and Procedural Coding
8. Basics of Health Insurance and Claim Forms
9. Medical Practice Management
10. Billing and Collecting
11. Resume Writing and Interviewing Techniques



# Medical Administrative Assisting Syllabus

<b>Orientation</b>	<p>Fill out all appropriate forms.</p> <p><b>Homework:</b>  Textbook:  Read Chapters 1-3  Workbook:  Chapter 1 – Vocabulary Review; Skills and Concepts  Chapter 2 – Vocabulary Review; Skills and Concepts  Chapter 3 – Vocabulary Review; Skills and Concepts  Moodle:  Discussion Question #1  Start working on Medical Terminology Study Aid</p>
<b>Week 1: Lesson 1</b>	<p><b>In Class Lecture:</b>  Chapter 1: The Professional Medical Assistant and the Healthcare Team  Chapter 2: Therapeutic Communication  Chapter 3: Legal Principles  Receive Sims Chart Course ID from instructor</p> <p><b>Homework:</b>  Textbook:  Read Chapters 4, 5 &amp; 7  Workbook:  Chapter 4 – Vocabulary Review; Skills and Concepts  Chapter 5 – Skills and Concepts  Chapter 7 – Vocabulary Review; Skills and Concepts</p>
<b>Week 1: Lesson 2</b>	<p><b>In Class Lecture:</b>  Chapter 4: Healthcare Laws  Chapter 5: Healthcare Ethics  Chapter 7: Patient Coaching  Kahoot Quiz</p> <p><b>Homework:</b>  Moodle:  Week 1 Quiz: Chapters 1-5 &amp; 7  Discussion Question #2</p>
<b>Week 2: Lesson 3</b>	<p><b>In Class Lecture:</b>  HIPAA – Compliance Presentation  OSHA – Video Presentation  Chapter 6 – Introduction to Anatomy and Medical Terminology</p> <p><b>Quizzes In Class:</b>  HIPPA Compliance Quiz  OSHA Quiz</p>

	<p><b>Homework:</b> Textbook: Read Chapters 6 Workbook: Chapter 6 – Vocabulary Review; Skills and Concepts</p>
<b>Week 2: Lesson 4</b>	<p><b>In Class Lecture:</b> Chapter 6 – Introduction to Anatomy and Medical Terminology (cont.) Kahoot Quiz</p> <p><b>Homework:</b> Textbook: Read Chapters 8-10 Workbook: Chapters 8-10 – Vocabulary Review; Skills and Concepts Moodle: Week 2 Quiz on Chapter 6 Discussion Question #3</p>
<b>Week 3: Lesson 5</b>	<p><b>In Class Lecture:</b> Chapter 8 – Technology Chapter 9 – Written Communication Chapter 10 – Telephone Techniques</p> <p><b>Homework:</b> Textbook: Read Chapters 11-13 Workbook: Chapter 11-13 - Vocabulary Review; Skills and Concepts</p>
<b>Week 3: Lesson 6</b>	<p><b>In Class Lecture:</b> Chapter 11 – Scheduling Appointments and Patient Processing Chapter 12 – Health Records Chapter 13 – Daily Operations and Safety Kahoot Quiz</p> <p><b>Homework:</b> Sims Day One (Activities 1-11) Textbook: Read Chapter 14 Workbook: Chapter 14– Vocabulary Review; Skills and Concepts Moodle: Week 3 Quiz Chapters 8-13 Discussion Question #4</p>
<b>Week 4: Lesson 7</b>	<p><b>In Class Lecture:</b> Chapter 14 – Principals of Pharmacology</p> <p><b>Homework:</b> Mid-term Study Guide (3 attempts)</p>

	<p>Study for Midterm Exam</p> <p>Textbook: Read Chapters 15 &amp; 16</p> <p>Workbook: Chapters 15 &amp; 16 – Vocabulary Review; Skills and Concepts</p>
<b>Week 4: Lesson 8</b>	<p><b>In Class Lecture:</b> Midterm Exam (75 Questions) – Complete Online Chapter 15 – Health Insurance Essentials</p> <p><b>Homework:</b> Sims Day Two (Activities 12-23) Moodle: Discussion Question #5</p>
<b>Week 5: Lesson 9</b>	<p><b>In Class Lecture:</b> Chapter 16 – Diagnostic Coding Essentials Kahoot Quiz</p> <p><b>Homework:</b> Week 4 Quiz Chapters 14-16 Textbook: Read Chapters 17 &amp; 18 Workbook: Chapter 17 &amp; 18 – Vocabulary Review; Skills and Concepts</p>
<b>Week 5: Lesson 10</b>	<p><b>In Class Lecture:</b> Register for CMAA Exam Chapter 17 – Procedural Coding Essentials Chapter 18 – Medical Billing and Reimbursement Essential</p> <p><b>Homework:</b> Sims Day Three (Activities 24-35) Textbook: Read Chapters 19 &amp; 20 Workbook: Chapter 19 &amp; 20 – Vocabulary Review; Skills and Concepts Moodle: Discussion Question #6</p>
<b>Week 6: Lesson 11</b>	<p><b>In Class Lecture:</b> Chapter 19 – Patient Account and Practice Management Chapter 20 – Advanced Roles in Administration Kahoot Quiz</p> <p><b>Homework:</b> Week 5 Quiz Chapters 17-20 Textbook: Read Chapter 21 Workbook: Chapter 21 – Vocabulary Review; Skills and Concepts CMAA Exam Prep</p>

<p><b>Week 6: Lesson 12</b></p>	<p><b>In Class Lecture:</b>  Chapter 21 – Medical Emergencies  Kahoot Quiz</p> <p><b>Homework:</b>  Sims Day Four (Activities 36-47)  Textbook:  Read Chapters 22  Workbook:  Chapter 22 – Vocabulary Review; Skills and Concepts  Moodle:  Week 6 Quiz Chapters 19-21  Discussion Question #7  CMAA Exam Prep</p>
<p><b>Week 7: Lesson 13</b></p>	<p><b>In Class Lecture:</b>  Chapter 22 – Skills and Strategies</p> <p><b>Homework:</b>  Final Exam Review on Moodle (3 attempts)  CMAA Exam Prep</p>
<p><b>Week 7: Lesson 14</b></p>	<p><b>In Class Lecture:</b>  Final Exam</p> <p><b>Homework:</b>  Sims Day Five (Activities 48-59) &amp; Day Six (Activities 60-71)  Discussion Question #8  CMAA Exam Prep</p>
<p><b>Week 8: Lesson 15</b></p>	<p><b>Homework:</b>  Sims Day Seven (Activities 72-83) &amp; Day Eight (Activities 84-95)  CMAA Exam Prep</p>
<p><b>Week 8: Lesson 16</b></p>	<p><b>Homework:</b>  Sims Day Nine (Activities 96-107) &amp; Day Ten (Activities 108-112)  CMAA Exam Prep</p>

# Phlebotomy Technician

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## About the Field

Phlebotomists, also called phlebotomy technicians, are specialized clinical laboratory technicians who collect blood samples (venipunctures) for use in diagnostic testing, blood transfusions and medical study. Phlebotomists work in hospitals, clinics, doctor's office laboratories, blood banks and health centers. Phlebotomists may also train and supervise other phlebotomy technicians and organize continuing education programs.

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## Goals and Objectives

Capstone Career Development Center (CCDC) realizes that there is a high demand for phlebotomists. The U.S. Bureau of Labor Statistics shows this profession to have a 25% grow rate which is faster than the average profession. CCDC has created a training program to meet the demands of the Healthcare community. Our goal is to prepare students to go from the classroom to the workplace quickly, by providing them with the knowledge and skills needed to be successful as a phlebotomist.

It is the objective of CCDC to provide training that focuses solely on the fundamental skills and knowledge required to work in a clinical capacity in a healthcare setting. We strive to offer phlebotomy training that allows an individual to complete training and seek employment in the shortest amount of time possible.

Upon successful completion of the course, the student will receive a Certificate of Completion in Phlebotomy, CPR certification and OSHA/ Infection control certification. Once successfully completing the course, students must take the CPT certification exam through the NHA.

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## Class Times/Course Dates

Classes are held Tuesday and Thursday nights from 5:30 p.m. – 8:30 p.m. for 11 weeks.

Class Schedule is located at the end of this catalog.

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## Classroom Format & Training Facility

Classes are conducted Tuesday and Thursday evenings from 5:30pm – 8:30 pm. The total number of hours for this course is 66 hours.

The courses are held in each location's lecture/classroom area which are equipped with multimedia equipment and seats 4-24 comfortably, depending on the location. Students will work at an individual computer and office station and view slides presented by an instructor, and then have time for questions, answers, and review.

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## Tuition & Maximum Class Size

The total cost of the Phlebotomy Technician Program is \$1,500.00, excluding required texts. Of that cost, \$200.00 is a deposit, due at the time the Enrollment Agreement is submitted, \$100.00 of which is a retainable administrative fee three (3) business days after signing the Enrollment Agreement. It is required that payment be made in full one (1) week prior to the first day of class if no special payment arrangements have been made prior to that date. Cost is subject to change without notice. Upon completion of the course students are required to sit for the CPT examination which costs \$125.00 and is included in the tuition. This exam is required to work as a phlebotomist in the state of South Carolina.

The maximum class size for this course is limited to approximately 24 people. A minimum enrollment of 6 students is required for the class to begin.

## Tuition Refund Schedule

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If a student chooses to withdraw or is terminated from this program/course for any reason, refunds will be made in accordance with the school's Refund Policy.

## Learning Materials

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### Books & Texts

The following text is required for the course.

Phlebotomy: Worktext and Procedures Manual (5<sup>th</sup> Edition) by Robin S. Warekois, BS, MT(ASCP), Richard Robinson, NASW and Pamela Primrose

*Paperback, 400 Pages, Published 2020 by Saunders*  
*ISBN: 9780323642668*

### Teaching Devices

Power Point Presentations

Study Guide

Fully equipped office including computer, photocopy machine, fax, multiple phone lines

## Methods of Instruction

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Methods of instruction used to achieve course objectives may include, but are not limited to:

- ☐ Present lectures/discussions/demonstrations/materials for students to understand, find, evaluate and cite information.
- ☐ Show videos to reinforce understanding of course concepts.
- ☐ Use computer software programs, online-tutorials and digital study guide for active learning of course content.
- ☐ Invite guest lecturers to class to discuss topics related to information and information competency.

## Methods of Evaluation

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Students will be evaluated for progress in and mastery of learning objectives by methods of evaluation which may include, but are not limited to:

- ☐ Class participation and regular attendance
- ☐ Homework Assignments
- ☐ Classroom Demonstrations
- ☐ Quizzes
- ☐ Tests

## Student Learning Outcomes

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The student, upon successful completion of this course will have reliably demonstrated the ability to:

- Correctly identify materials needed for venipuncture/capillary stick procedures
- Maintain OSHA Blood Borne Pathogen Standards
- Complete successful venipuncture and capillary sticks
- Vast understanding of medical terminology and human anatomy

# Phlebotomy Technician Syllabus

<p><b>Orientation</b></p>	<p><b>Introduction to Phlebotomy</b>  Review Rules and Regulations  Meet your instructors  Review Syllabus</p> <p><b>Homework</b>  Read Chapters 1 and 2  ➤ Complete Certification Exam Prep Exercises for Chapter 1 and 2</p>
<p><b>Week 1: Lesson 1</b></p>	<p><b>Review Homework</b></p> <p><b>Lecture</b>  Chapter 1 Introduction to Phlebotomy  Chapter 2 Health Care Structure</p> <p><b>In Class Activity</b></p> <p><b>Lesson 1 Quiz-</b> Completed on Moodle</p> <p><b>Homework</b>  Read Chapters 3 and 4  Complete Certification Exam Prep Exercises for Chapter 3 and 4</p>
<p><b>Week 1: Lesson 2</b></p>	<p><b>Review Homework</b></p> <p><b>Lecture</b>  Chapter 3 Safety  Chapter 4 Infection Control  Watch OSHA, HIPPA &amp; BBP Videos</p> <p><b>OSHA Quiz</b> – in class</p> <p><b>In Class Activity</b></p> <p><b>Lesson 2 Quiz-</b> Completed on Moodle</p> <p><b>Homework</b>  Read Chapter 5 and Chapter 6  Complete Study Questions and Certification Exam Prep for Chapter 5</p>
<p><b>Week 2: Lesson 3</b></p>	<p><b>Review Homework</b></p> <p><b>Lecture</b>  Chapter 5 Medical Terminology  Chapter 6 Human Anatomy and Physiology</p> <p><b>In Class Activity</b></p> <p><b>Lesson 3 Quiz-</b> Complete on Moodle (this quiz will only have questions pertaining to Chapter 5)</p> <p><b>Homework</b>  Review Chapter 5 terms and abbreviations</p>

	<p>Review Chapter 6 Complete Study Questions and Certification Exam Prep for Chapter 6</p>
<b>Week 2: Lesson 4</b>	<p><b>Review Homework</b></p> <p><b>Lecture</b> Chapter 6 Human Anatomy and Physiology (cont.)</p> <p><b>In Class Activities</b> <b>Figure 6-8 Quiz</b> – Complete after lecture <b>Figure 6-9 Quiz</b> – Complete after lecture <b>Lesson 4 Quiz</b> – Complete on Moodle</p> <p><b>Homework</b> Read Chapter 7 Complete Study Questions and Certification Exam Prep for Chapter 7</p>
<b>Week 3: Lesson 5</b>	<p><b>Review Homework</b></p> <p><b>Lecture</b> Chapter 7 Circulatory, Lymphatic, and Immune Systems</p> <p><b>In Class Activity</b> <b>Figure 7-1 Quiz</b> – Complete after lecture <b>Figure 7-2 Quiz</b> – Complete after lecture <b>Figure 7-3 Quiz</b> – Complete after lecture <b>Session 5 Quiz</b>- Complete on Moodle</p> <p><b>Homework</b> Read Chapters 8, 9, and 10 Complete Study Questions and Certification Exam Prep for Chapter 8, 9, and 10</p>
<b>Week 3: Lesson 6</b>	<p><b>Review Homework</b></p> <p><b>Lecture</b> Chapter 8 Venipuncture Equipment Chapter 9 Routine Venipuncture Chapter 10 Capillary Collection</p> <p><b>In Class Activity</b> <b>Figure 8-5 Quiz</b> – Complete after lecture <b>Figure 8-7 Quiz</b> – Complete after lecture <b>Figure 10-4 Quiz</b> – Complete after lecture <b>Lesson 6 Quiz</b> – Complete on Moodle</p> <p><b>Homework</b> Read Chapters 11, 12, and 13 Complete Study Questions and Certification Exam Prep for Chapter 11, 12, and 13</p>
<b>Week 4: Lesson 7</b>	<p><b>Review Homework</b></p> <p><b>Lecture-</b> Chapter 11 Venipuncture Complications</p>



	<p>Chapter 12 Blood Collection in Special Populations  Chapter 13 Arterial Blood Collection  <b>In Class Activity</b>  <b>Figure Quiz 11-2</b> – Complete after lecture  <b>Figure 13-2 Quiz</b> – Complete After Lecture  <b>Lesson 7 Quiz</b> – Complete on Moodle</p> <p><b>Homework</b>  Read Chapter 14 and 15  Complete Study Questions and Certification Exam Prep for Chapter 14 and 15</p>
<b>Week 4: Lesson 8</b>	<p><b>Review Homework</b></p> <p><b>Lecture-</b>  Chapter 14 Special Collections and Procedures  Chapter 15 Special Nonblood Collection Procedures  <b>In Class Activity</b>  <b>Session 8 Quiz-</b> Complete on Moodle</p> <p><b>Homework</b>  Read Chapter 16 and 17  Complete Study Questions and Certification Exam Prep for Chapter 16 and 17</p>
<b>Week 5: Lesson 9</b>	<p><b>Review Homework</b></p> <p><b>Lecture-</b>  Chapter 16 Specimen Handling, Transport, and Processing  Chapter 17 Point-of-Care Testing</p> <p><b>In Class Activity</b>  <b>Session 9 Quiz-</b> Complete on Moodle  <b>Figure 17-5 Quiz</b> – Complete after lecture</p> <p><b>Homework</b>  Read Chapter 18 and 19  Complete Study Questions and Certification Exam Prep for Chapter 18 and 19</p>
<b>Week 5: Lesson 10</b>	<p><b>Review Homework</b></p> <p><b>Lecture-</b>  Chapter 18 Quality Phlebotomy  Chapter 19 Legal Issues in Phlebotomy  <b>In Class Activity</b>  <b>Session 10 Quiz-</b> Complete on Moodle</p> <p><b>Homework-</b>  Complete Final Exam Review in Moodle</p>
<b>Week 6: Lesson 11</b>	<p><b>Review Homework</b>  <b>CPR</b>  <b>Lecture</b>  None</p>

	<p>Final Exam Review Day</p> <p><b>In Class Activities</b> Final Exam (1 hour)</p>
<p><b>Week 6: Lesson 12 Through Week 11: Lesson 22</b></p>	<p><b>Clinical Competency Training and Evaluations</b> <b>All Competency Evaluations are as follows:</b></p> <ul style="list-style-type: none"> <li>• Hand Washing</li> <li>• Donning and Removing Personal Protective Equipment</li> <li>• Venipuncture (Evacuated Tube Method)</li> <li>• Venipuncture (Syringe Method)</li> <li>• Capillary Puncture (Finger Stick)</li> <li>• Venipuncture (Winged Infusion Method)</li> <li>• Bleeding Time</li> <li>• Modified Allen Test</li> <li>• Radial Artery Puncture</li> <li>• Blood Culture</li> <li>• Blood smear Preparation</li> <li>• Throat Swab</li> </ul>

# Dental Front Office Administration

## About the Field

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Dental Front Office Administrator perform a variety of duties to aid in the efficient workflow and operations of a dental practice. Dental Front Office Administrator perform general administrative duties specific to the dental industry. General responsibilities may include answering the phone, greeting patients and visitors, ordering supplies, bookkeeping, and creating invoices. Tasks that might require specialized knowledge include updating and maintaining patient records, processing insurance claims, scheduling patient appointments or procedures, and coordinating lab services. A strong understanding of medical terminology, industry related computer software and applications are required.

## Goals and Objectives

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Capstone Career Development Center realizes that there is a high demand for Dental Front Office Administrators. CCDC has created a training program to meet the demands of the dental community. Our goal is to prepare students to go from the classroom to the workplace quickly by providing them with the hands-on training needed to work as a dental front office administrator.

Upon successful completion of the course, the student will receive a Certificate of Completion in Dental Front Office Administration, CPR certification and OSHA/ Infection control certification.

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## Class Times/Course Dates

The class will be held in the lecture/classroom facility.

Lecture Hall Friday 1pm-5pm

Class Schedule is located at the end of this catalog.

## Classroom Format & Training Facility

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Training is offered for 10 weeks in succession for a total of 40 clock hours. Classes will be held on Friday 1pm-5pm

Lecture portions of the course is held in lecture/classroom area which are equipped with multimedia equipment and seats 4-30 comfortably. Students will view slides presented by an instructor, and then have time for questions, answers, and review.

## Learning Materials

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### Books & Texts

The following text is required for the Dental Front Office Administration course.

The Administrative Dental Assistant (5<sup>th</sup> Edition) by Linda J Gaylor, RDA, BPA, Med

*Paperback, 328 Pages, Published 2021 by Saunders*

*ISBN: 9780323672429*

Student Workbook for The Administrative Dental Assistant (5<sup>th</sup> Edition) by Linda J Gaylor, RDA, BPA, Med

*Paperback, 192 Pages, Published 2021 by Saunders*

*ISBN: 9780323680554*

### **Teaching Devices**

Power Point Presentations

Study Guide

In class hands-On training with Eaglesoft

Video and Audio

### **Methods of Instruction**

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Methods of instruction used to achieve course objectives may include, but are not limited to:

- Present lectures/discussions/demonstrations/materials for students to understand, find, evaluate and cite information.
- Show videos to reinforce understanding of course concepts.
- Use computer software programs, online-tutorials and digital study guide for active learning of course content.
- Invite guest lecturers to class to discuss topics related to information and information competency.

### **Methods of Evaluation**

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Students will be evaluated for progress in and mastery of learning objectives by methods of evaluation which may include, but are not limited to:

- Class participation and regular attendance
- Homework Assignments
- Classroom Demonstrations
- Quizzes
- Tests

### **Student Learning Outcomes**

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The student, upon successful completion of this course will have reliably demonstrated the ability to:

- Introduction to the Dental Profession
- Communication Skills
- Managing Dental Office Systems
- Managing Dental Office Finances
- Managing Your Career

### **Tuition & Maximum Class Size**

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The total cost of the Dental Front Office Administration program \$2000.00, excluding required texts. Of that cost, \$200.00 is a deposit, due at the time Enrollment Agreement is submitted, \$100.00 of which is retainable application fee three (3) business days after signing Enrollment Agreement. It is required that payment be made in full by or on the orientation date listed on student's Enrollment Agreement if no special payment arrangements have been made prior to that date. Cost subject to change without notice.

The maximum class size for this course is limited to 30 students per class start date. A minimum enrollment of 4 students is required for the class to begin.

### **Tuition Refund Schedule**

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If a student chooses to withdraw or is terminated from this program/course for any reason, refunds will be made in accordance with the school's Refund Policy.

# Dental Front Office Administration

## Syllabus

<b>Orientation</b>	<p>Read Chapters Chapter 1 Orientation to the Dental Profession Chapter 2 Dental Basics</p> <p>Workbook Chapters 1 and 2 (Even numbers only) Discussion Question on Moodle</p>
<b>Session 1</b>	<p>Review Homework</p> <p>Lecture Topics: Chapter 1: Orientation to the Dental Profession Chapter 2: Dental Basics</p> <p>In class assignment Charting (Paper form) Charting (Eaglesoft)</p> <p>Homework: Textbook: Read Chapters 3-6 Workbook: Chapter 3-6 (Even numbers only) Moodle Session 1 Discussion Question Session 1 Quiz on Moodle</p>
<b>Session 2</b>	<p>Review Homework – Chapters 3-6</p> <p>Lecture Topics: Chapter 3- Communication Skills and Telephone Techniques Chapter 4- Written Correspondence and Electronic Communications Chapter 5- Patient Relations Chapter 6- Dental Healthcare Team Communications</p> <p>In class Assignment Complete New Patient Intake form Eaglesoft Training Videos- New Patient Setup Hands on Training- Students input New Patient into Eaglesoft</p> <p>Homework: Read Chapters 7-10 Workbook Chapters 7-10 (Even numbers only)</p>

	<p>Session 2 Quiz on Moodle</p> <p>Session 2 Discussion Question on Moodle</p>
<b>Session 3</b>	<p>Review Homework- Chapters 7-10</p> <p>Lecture Topics:  Chapter 7- Computerized Dental Practice  Chapter 8- Patient Clinical Records  Chapter 9- Information Management and Security  Chapter 10- Dental Patient Scheduling</p> <p>In Class Assignment  New Patient Paperwork  Eaglesoft Training Video- Medical History  Hands On Training- Students enter Medical History in Eaglesoft</p> <p>Homework:  Textbook:  Read Chapters 11-13  Workbook:  Chapter 11-13 (Even numbers only)  Session 3 Quiz on Moodle  Session 3 Discussion Question on Moodle</p>
<b>Session 4</b>	<p>Review Homework – Chapters 11-13 in Workbook</p> <p>Lecture Topics:  Chapter 11 Continuing Care Program  Chapter 12 Inventory Management  Chapter 13 Office Equipment</p> <p>In Class Assignment  Osha Video and Osha Quiz  Review MSDS Sheets</p> <p>Homework:  Textbook:  Read Chapters 14-17  Workbook:  Chapters 14-17 (Even numbers only)  Moodle  Session 4 Quiz  Session 4 Discussion Question</p>
<b>Session 5</b>	<p>Review Homework – Chapters 14-17</p> <p>Lecture Topics:  Chapter 14 Financial Arrangements and Collection Procedures  Chapter 15 Dental Insurance Processing  Chapter 16 Bookkeeping Procedures: Accounts Payable</p>

	<p>Chapter 17 Bookkeeping Procedures: Accounts Receivable</p> <p>Homework: Textbook:     Read Chapters 18 Workbook:     Chapter 18 (Even numbers only) Moodle     Session 5 Discussion Question     Session 5 Quiz</p>
<b>Session 6</b>	<p>Review Homework – Chapter 18</p> <p>Lecture Topics:     Chapter 18 Employment strategies</p> <p>In Class assignment Eaglesoft Training Videos- Smart Docs, Service Codes</p> <p>Homework: Moodle     Session 6 Quiz     Session 6 Discussion Question     Final Exam Review</p>
<b>Session 7</b>	<p>Eaglesoft Training Videos     Account Window     Insurance Payment     Processing Statements     End of Day, End of Month, End of Year Hands On Training with Eaglesoft     Entering New patient     Setting up appointments     Charting     Treatment Planning</p> <p>Homework Review for Final Exam</p>
<b>Session 8</b>	<p>Final Exam CPR after Exam</p> <p>Eaglesoft Training Videos     On Schedule Setup     On Schedule Toolbars &amp; Icons     On Schedule Appointments, Blocks, Search and Quick fill     Processing Recall</p>

<b>Session 9</b>	Hands on Training Eaglesoft Eaglesoft Training Videos On Schedule Setup On Schedule Toolbars & Icons On Schedule Appointments, Blocks, Search and Quick fill Processing Recall  Practice for Eaglesoft Checkoff
<b>Session 10</b>	Eaglesoft Checkoff



# Patient Care Technician

## About the Field

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As a Patient Care Technician, you will support healthcare staff, like doctors, nurses, and other medical personnel, in caring for patients with physical and/or mental issues. You will work in various settings including hospitals, nursing homes and assisted-care facilities. They are direct contact for patients and help to improve their well-being. PCT's also communicate what the patient is feeling to doctors and nurses. Patient Care Technicians are an important part of the healthcare sector.

## Goals and Objectives

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Capstone Career Development Center realizes that there is a high demand for Patient Care Technicians. CCDC has created a training program to meet the demands of the medical community. Our goal is to prepare students to go from the classroom to the workplace quickly by providing them with the hands-on training needed to work as a Patient Care Technician.

Upon successful completion of the course, and successfully passing the NHA Certified Patient Care Technician exam, students will receive a certificate of completion in Patient Care Technician, OSHA/Infection Control Certification, Blood Borne Pathogens Certification and CPR Certification.

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## Class Times/Course Dates

The class will be held in the lecture/classroom facility.

Lecture Hall Tuesday and Thursday 6pm-8pm  
Lab Friday 1pm-5pm

Class Schedule is located at the end of this catalog.

## Classroom Format & Training Facility

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Training is offered for 15 weeks in succession for a total of 120 clock hours. Classes will be held on Tuesdays, Wednesdays, and Fridays.

Lecture portions of the course is held in lecture/classroom area which are equipped with multimedia equipment and seats 4-30 comfortably. Students will view slides presented by an instructor, and then have time for questions, answers, and review.

Clinical portion of the course is held in the onsite lab area which is equipped with hands on training equipment for CNA, Phlebotomy and EKG.

## Learning Materials

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### Books & Texts

The following text is required for the Patient Care Technician course.

Fundamental Concepts and Skills for the Patient Care Technician by Kimberly Townsend, PhD, RN

*Paperback, 1088 Pages, Published 2018 by Mosby*  
ISBN: 9780323430135

Student Workbook for Fundamental Concepts and Skills for the Patient Care Technician by Kimberly Townsend, PhD, RN

*Paperback, 480 Pages, Published 2018 by Elsevier*  
ISBN: 9780323445719

## Teaching Devices

Power Point Presentations

Study Guide

In class hands-On training with Eaglesoft

Video and Audio

## Methods of Instruction

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Methods of instruction used to achieve course objectives may include, but are not limited to:

- Present lectures/discussions/demonstrations/materials for students to understand, find, evaluate and cite information.
- Show videos to reinforce understanding of course concepts.
- Use computer software programs, online-tutorials and digital study guide for active learning of course content.
- Invite guest lecturers to class to discuss topics related to information and information competency.

## Methods of Evaluation

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Students will be evaluated for progress in and mastery of learning objectives by methods of evaluation which may include, but are not limited to:

- Class participation and regular attendance
- Homework Assignments
- Classroom Demonstrations
- Quizzes
- Tests

## Student Learning Outcomes

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The student, upon successful completion of this course will have reliably demonstrated the ability to:

- Understand the role of the Patient Care Technician
- Understand the legal relationship that exist between the patient care technician and the patient.
- Medical Terminology
- Differentiate among tissues, organs, and systems
- Basic emergency care
- EKG and vital signs
- Phlebotomy
- Caring for women, children, and other adults
- End-of-life care

## Tuition & Maximum Class Size

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The total cost of the Patient Care Technician program \$2000.00, excluding required texts. Of that cost, \$200.00 is a deposit, due at the time Enrollment Agreement is submitted, \$100.00 of which is retainable application fee three (3) business days after signing Enrollment Agreement. It is required that payment be made in full by or on the orientation date listed on student's Enrollment Agreement if no special payment arrangements have been made prior to that date. Cost subject to change without notice.

The maximum class size for this course is limited to 30 students per class start date. A minimum enrollment of 4 students is required for the class to begin.

## Tuition Refund Schedule

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If a student chooses to withdraw or is terminated from this program/course for any reason, refunds will be made in accordance with the school's Refund Policy.

# Syllabus

<p><b>Orientation</b></p>	<p><b>Beginning of Class:</b></p> <ul style="list-style-type: none"> <li>• Receive Student Materials and fill out all appropriate forms.</li> </ul> <p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>• Orientation PowerPoint</li> <li>• Introduction to Patient Care Technician</li> </ul> <p><b>Homework:</b></p> <p>Textbook: Fundamental Concepts and Skill for the Patient Care Technician</p> <ul style="list-style-type: none"> <li>• Read Chapters 1-3.</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>• Complete the Exercises from your workbook. Chapters 1-3.</li> <li>• Your instructor will check your homework to ensure it is completed.</li> </ul> <p>Moodle</p> <ul style="list-style-type: none"> <li>• Review Study Aids</li> <li>• Participate in Discussion Board</li> </ul>
<p><b>Week 1 Session 1</b></p>	<p><b>Beginning of Class:</b></p> <ul style="list-style-type: none"> <li>• Check Homework – Chapters 1-3</li> </ul> <p><b>Lecture Topics: (Order will vary during lecture)</b></p> <ul style="list-style-type: none"> <li>• Chapter 1 – Today’s Health Care</li> <li>• Chapter 2 – The Role of the Patient Care Technician</li> <li>• Chapter 3 – Professionalism and Work Ethics</li> </ul> <p><b>Homework:</b></p> <p>Textbook:</p> <ul style="list-style-type: none"> <li>• Read Chapters 4-6</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>• Complete the Exercises from your workbook. Chapters 4-6</li> <li>• Your instructor will check your homework to ensure it is completed.</li> </ul> <p>Moodle</p> <ul style="list-style-type: none"> <li>• Review Study aids</li> </ul>
<p><b>Week 1 Session 2</b></p>	<p><b>Beginning of Class:</b></p> <ul style="list-style-type: none"> <li>• Check Homework – Chapters 4-6 in Workbook</li> </ul> <p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>• Chapter 4 – Communicating with the Health Care Team</li> <li>• Chapter 5 – Understanding the Patient as a Person</li> <li>• Chapter 6 – Patient Rights, Ethics and Laws</li> </ul> <p><b>Homework:</b></p> <p>Textbook:</p> <ul style="list-style-type: none"> <li>• Read Chapters 7</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>• Complete the Exercises from your workbook. Chapters 7</li> <li>• Your instructor will check your homework to ensure it is completed.</li> </ul> <p>Study:</p> <ul style="list-style-type: none"> <li>• Review Figure Quiz 07-03 &amp; 07-04 (Beginning of Class. A list of terms will be provided)</li> <li>• Review Handpieces and Restorative Bur Block Tray Setup</li> </ul> <p>Moodle</p>

<p><b>Week 1 Session 3</b></p>	<p><b>Beginning of Class:</b></p> <ul style="list-style-type: none"> <li>• Check Homework – Chapter 7.</li> <li>• Figure Quiz 07-03 &amp; 07-04</li> </ul> <p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>• Chapter 7 – Body Structure and Function/Growth and Development</li> <li>• Medical Terminology Bingo/Flashcards</li> </ul> <p><b>Homework:</b></p> <p>Textbook:</p> <ul style="list-style-type: none"> <li>• Read Chapter 9</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>• Complete the Exercises from your workbook. Chapter 9</li> <li>• Your instructor will check your homework to ensure it is completed.</li> </ul> <p>Moodle</p> <ul style="list-style-type: none"> <li>• Participate in Discussion Board</li> <li>• Week 1 Quiz – Chapters 1-7</li> </ul>
<p><b>Week 2 Session 4</b></p>	<p><b>Beginning of Class:</b></p> <ul style="list-style-type: none"> <li>• Check Homework – Chapters 9.</li> </ul> <p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>• Chapter 9 – Asepsis and Infection Control</li> <li>• Watch OSHA video</li> <li>• Watch HIPPA video</li> </ul> <p><b>Quiz (these will be completed after each video):</b></p> <ul style="list-style-type: none"> <li>• OSHA</li> <li>• HIPPA</li> <li>• BBP</li> </ul> <p><b>Homework:</b></p> <p>Textbook:</p> <ul style="list-style-type: none"> <li>• Read Chapters 10</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>• Complete the Exercises from your workbook. Chapters 10</li> <li>• Your instructor will check your homework to ensure it is completed.</li> </ul>
<p><b>Week 2 Lesson 5</b></p>	<p><b>Beginning of Class:</b></p> <ul style="list-style-type: none"> <li>• Check Homework – Chapters 10 in workbook.</li> </ul> <p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>• Chapter 10 – Workplace Safety and Body Mechanics</li> <li>• Watch BBP video</li> </ul> <p><b>Homework:</b></p> <p>Textbook:</p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>• None.</li> </ul> <p>Clinical:</p> <ul style="list-style-type: none"> <li>• Review the Procedure Checklists for Chapter 9.</li> </ul>
<p><b>Week 2 Session 6</b></p>	<p><b>Beginning of Class:</b></p> <p><b>Lecture Topics:</b></p>

	<ul style="list-style-type: none"> <li>• None</li> </ul> <p><b>Clinical:</b></p> <ul style="list-style-type: none"> <li>• Complete Procedures: <ul style="list-style-type: none"> <li>○ 9-1 – Performing Hand Hygiene with Soap and Water</li> <li>○ 9-2 – Gloving</li> <li>○ 9-3 – Gowning for Isolation</li> <li>○ 9-4 – Donning a Mask</li> <li>○ 9-5 – Isolation Precautions</li> <li>○ 9-6 – Using and Alcohol-Based Waterless Antiseptic for Routine Hand Hygiene</li> <li>○ 9-7 – Preparing a Sterile Field</li> <li>○ 9-8 – Performing Open Sterile Gloving</li> <li>○ 9-9 – Opening and Pouring a Sterile Solution</li> </ul> </li> </ul> <p><b>Homework:</b></p> <p>Textbook:</p> <ul style="list-style-type: none"> <li>• Read Chapters 8, 11, 12, 13.</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>• Complete the Exercises from your workbook. Chapters 8, 11, 12, 13</li> <li>• Your instructor will check your homework to ensure it is completed.</li> </ul> <p>Moodle</p> <ul style="list-style-type: none"> <li>• Participate in Discussion Board</li> <li>• Week 2 Quiz – Chapters 9 &amp; 10</li> </ul>
<p><b>Week 3 Session 7</b></p>	<p><b>Beginning of Class:</b></p> <ul style="list-style-type: none"> <li>• Check Homework – Chapters 8, 11, 12, &amp; 13 in Workbook.</li> </ul> <p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>• Chapter 8 – Pain Management, Comfort, Rest, and Sleep</li> <li>• Chapter 11 – Patient Safety</li> <li>• Chapter 12 – Moving, Positioning, and Preventing Falls</li> <li>• Chapter 13 – Basic Emergency Care</li> </ul> <p><b>Homework:</b></p> <p>Textbook:</p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p>Clinical:</p> <ul style="list-style-type: none"> <li>• Review the Clinical for Chapter 12 so you are familiar with the procedure.</li> </ul>
<p><b>Week 3 Session 8</b></p>	<p><b>Beginning of Class:</b></p> <p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p><b>Clinical:</b></p> <ul style="list-style-type: none"> <li>• Complete Procedure: <ul style="list-style-type: none"> <li>○ 12-1 – Positioning Patients</li> <li>○ 12-2 – Performing Range-of-Motion Exercises</li> <li>○ 12-3 – Moving the Patient</li> <li>○ 12-5 – Applying Safety Reminder Devices</li> <li>○ 12-6 – Assisting with Falls During Ambulation</li> </ul> </li> </ul>

	<p><b>Homework</b> Clinical:</p> <ul style="list-style-type: none"> <li>Review the Clinical for Chapter 13 so you are familiar with the procedure.</li> </ul>
<p><b>Week 3 Session 9</b></p>	<p><b>Beginning of Class:</b> <b>Lecture:</b></p> <ul style="list-style-type: none"> <li>None</li> </ul> <p><b>Clinical:</b></p> <ul style="list-style-type: none"> <li>CPR</li> <li>Complete Procedure: <ul style="list-style-type: none"> <li>13-2 – Perform First Aid Procedures: Care for a Patient who has Fainted</li> <li>13-5 – Perform First Aid Procedures: Control Bleeding</li> </ul> </li> </ul> <p><b>Homework:</b> Textbook:</p> <ul style="list-style-type: none"> <li>Read chapters 14 and 15</li> <li>Review Figures 14-01 &amp; 15-05</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>Complete the Exercises from your workbook. Chapters 14 &amp; 15</li> <li>Your instructor will check your homework to ensure it is completed.</li> </ul> <p>Moodle</p> <ul style="list-style-type: none"> <li>Participate in Discussion Board</li> <li>Week 3 Quiz – Chapters 8, 11, 12, 13</li> </ul>
<p><b>Week 4 Session 10</b></p>	<p><b>Beginning of Class:</b></p> <ul style="list-style-type: none"> <li>Check Homework – Chapters 14 &amp; 15 in workbook</li> <li>Figure Quiz 14-01 &amp; 15-05</li> </ul> <p><b>Lecture:</b></p> <ul style="list-style-type: none"> <li>Chapter 14 – Assisting with the Physical Examination</li> <li>Chapter 15 – Measuring and Recording Vital Signs</li> </ul> <p><b>Homework:</b> Textbook:</p> <ul style="list-style-type: none"> <li>Read Chapters 16 &amp; 17.</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>Complete the Exercises from your workbook. Chapters 16 &amp; 17</li> <li>Your instructor will check your homework to ensure it is completed</li> </ul> <p>Moodle</p> <ul style="list-style-type: none"> <li>Begin Midterm Review</li> </ul>
<p><b>Week 4 Session 11</b></p>	<p><b>Beginning of Class:</b></p> <ul style="list-style-type: none"> <li>Check Homework – Chapters 16 &amp; 17</li> </ul> <p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>Chapter 16 – Obtaining and Monitoring and Electrocardiogram</li> <li>Chapter 17 – Assisting with Admissions and Discharge</li> </ul> <p><b>Homework:</b> Clinical:</p> <ul style="list-style-type: none"> <li>Review the Clinical for Chapter 15 so you are familiar with the procedures.</li> </ul> <p>Moodle:</p> <ul style="list-style-type: none"> <li>Complete Midterm Review</li> </ul>

<p><b>Week 4 Session 12</b></p>	<p><b>Beginning of Class:</b></p> <p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>• Midterm Review (in class)</li> </ul> <p><b>Clinical:</b></p> <ul style="list-style-type: none"> <li>• Complete Procedures: <ul style="list-style-type: none"> <li>○ 15-1 – Obtain and Oral Temperature Using a Digital Thermometer</li> <li>○ 15-2 – Obtain an Aural Temperature Using a Tympanic Thermometer</li> <li>○ 15-3 – Obtain a Temporal Artery Temperature</li> <li>○ 15-4 – Obtain an Axillary Temperature</li> <li>○ 15-5 – Obtain an Apical Pulse</li> <li>○ 15-6 – Assess the Patient’s Radial Pulse</li> <li>○ 15-7 – Determine the Respiratory Rate</li> <li>○ 15-8 – Determine a Patient’s Blood Pressure</li> <li>○ 15-9 – Assessing Oxygen Saturation</li> <li>○ 15-10 – Measure a Patient’s Weight and Height</li> <li>○ 15-11 – Measuring an Infant’s Length and Weight</li> <li>○ 15-12 – Measure the Circumference of an Infant’s Head</li> </ul> </li> </ul> <p><b>Homework:</b></p> <p>Textbook:</p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p>Study:</p> <ul style="list-style-type: none"> <li>• Review for Midterm Exam</li> </ul> <p>Clinical:</p> <ul style="list-style-type: none"> <li>• Review the Clinical for Chapter 16 &amp; 17 so you are familiar with the procedure.</li> </ul> <p>Moodle</p> <ul style="list-style-type: none"> <li>• Participate in Discussion Board</li> <li>• Week 4 Quiz – Chapters 14, 15, 16, &amp; 17</li> </ul>
<p><b>Week 5 Session 13</b></p>	<p><b>Beginning of Class:</b></p> <ul style="list-style-type: none"> <li>• Midterm Exam ( 1 hour )</li> </ul> <p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p><b>Clinical:</b></p> <ul style="list-style-type: none"> <li>• Complete Procedures: <ul style="list-style-type: none"> <li>○ 16-1 – Obtain a 12-Lead ECG</li> <li>○ 17-1 – Admitting a Patient</li> <li>○ 17-2 – Transferring a Patient</li> <li>○ 17-3 – Discharging a Patient</li> </ul> </li> </ul> <p><b>Homework:</b></p> <p>Textbook:</p> <ul style="list-style-type: none"> <li>• Read Chapters 18, 19 &amp; 20</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>• Complete the Exercises from your workbook. Chapters 18, 19 &amp; 20</li> <li>• Your instructor will check your homework to ensure it is completed</li> </ul>

<p><b>Week 5 Session 14</b></p>	<p><b>Beginning of Class:</b></p> <ul style="list-style-type: none"> <li>• Check Homework – Chapter 18, 19, and 20</li> </ul> <p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>• Chapter 18 – Bedmaking and Hygiene</li> <li>• Chapter 19 – Assisting with Grooming</li> <li>• Chapter 20 – Assisting with Nutrition and Fluids</li> </ul> <p><b>Homework:</b></p> <p>Textbook:</p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p>Clinical:</p> <ul style="list-style-type: none"> <li>• Review the Clinical for Chapter 18, 19 &amp; 20 so you are familiar with the procedure</li> </ul>
<p><b>Week 5 Session 15</b></p>	<p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p><b>Clinic:</b></p> <ul style="list-style-type: none"> <li>• Complete Procedures: <ul style="list-style-type: none"> <li>○ 18-1 – Bathing the Patient and Administering a Back Rub</li> <li>○ 18-2 – Perineal Care: Male and Female and the Catheterized Patient</li> <li>○ 18-3 – Administering Oral Hygiene</li> <li>○ 18-4 – Denture Care</li> <li>○ 18-5 – Bed Making</li> <li>○ 19-1 – Giving Hair Care</li> <li>○ 19-2 – Shaving the Patient</li> <li>○ 19-3 – Giving Nail and Foot Care</li> <li>○ 19-4 – Dressing and Undressing the Patient</li> <li>○ 19-5 – Changing the Gown of a Patient with an IV Line</li> <li>○ 20-1 – Assisting Patient with Eating</li> <li>○ 20-2 – Measuring Intake and Output</li> <li>○ 20-3 – Discontinuing a Peripheral IV Site</li> </ul> </li> </ul> <p><b>Homework:</b></p> <p>Textbook:</p> <ul style="list-style-type: none"> <li>• Read chapters 21, 22, &amp; 23</li> <li>• Review figure 21-08</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>• Complete the Exercises from your workbook. Chapters 21, 22, &amp; 23</li> <li>• Your instructor will check your homework to ensure it is completed.</li> </ul> <p>Moodle:</p> <ul style="list-style-type: none"> <li>• Participate in Discussion Board</li> <li>• Week 5 Quiz – Chapters 18, 19,&amp; 20</li> </ul>
<p><b>Week 6 Session 16</b></p>	<p><b>Beginning of Class:</b></p> <ul style="list-style-type: none"> <li>• Check Homework – Chapter 21, 22, &amp; 23</li> <li>• Figure Quiz 21-08</li> </ul> <p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>• Chapter 21 – Assisting with Urinary Elimination</li> <li>• Chapter 22 – Assisting with Bowel Elimination</li> <li>• Chapter 23 – Assisting with Oxygen Needs</li> </ul>



	<p><b>Homework:</b> Textbook:  <ul style="list-style-type: none"> <li>• None</li> </ul> Workbook:  <ul style="list-style-type: none"> <li>• None</li> </ul> Clinical:  Review the Clinical for Chapter 21 so you are familiar with the procedure</p>
<p><b>Week 6 Session 17</b></p>	<p><b>Lecture Topics:</b>  <ul style="list-style-type: none"> <li>• None</li> </ul> <b>Clinical:</b>  <ul style="list-style-type: none"> <li>• Complete Procedures: <ul style="list-style-type: none"> <li>○ 21-1 – Positioning the Bedpan</li> <li>○ 21-2 – Catheterization : Male and Female Patients</li> <li>○ 21-3 – Performing Routine Catheter Care</li> <li>○ 21-4 – Changing a Leg Bag to a Drainage Bag and Emptying a Drainage Bag</li> <li>○ 21-5 – Removing and Indwelling Catheter</li> </ul> </li> </ul> <b>Homework:</b> Textbook:  <ul style="list-style-type: none"> <li>• None</li> </ul> Workbook:  <ul style="list-style-type: none"> <li>• None</li> </ul> Clinical:  <ul style="list-style-type: none"> <li>• Review the Clinical for Chapter 22 &amp; 23 so you are familiar with the procedures</li> </ul> </p>
<p><b>Week 6 Session 18</b></p>	<p><b>Lecture Topics:</b>  <ul style="list-style-type: none"> <li>• None</li> </ul> <b>Clinical:</b>  <ul style="list-style-type: none"> <li>• Complete Procedures: <ul style="list-style-type: none"> <li>○ 22-1 – Administering an Enema</li> <li>○ 22-2 – Performing Colostomy and Ileostomy Care</li> <li>○ 23-2 – Oxygen Administration</li> <li>○ 23-4 – Oropharyngeal Suctioning</li> </ul> </li> </ul> <b>Homework:</b> Textbook:  <ul style="list-style-type: none"> <li>• Read chapters 24 and 25</li> <li>• Review figures 24-11 and 24-19</li> </ul> Workbook:  <ul style="list-style-type: none"> <li>• Complete the Exercises from your workbook. Chapters 24 &amp; 25</li> <li>• Your instructor will check your homework to ensure it is completed</li> </ul> Moodle:  <ul style="list-style-type: none"> <li>• Participate in Discussion Board</li> <li>• Week 6 Quiz – Chapters 21, 22, 23</li> </ul> </p>
<p><b>Week 7 Session 19</b></p>	<p><b>Beginning of Class:</b>  <ul style="list-style-type: none"> <li>• Check Homework – Chapter 24 &amp; 25</li> <li>• Figure Quiz 24-11 and 24-19</li> </ul> <b>Lecture Topics:</b></p>

	<ul style="list-style-type: none"> <li>• Chapter 24 – Blood Collecting and Processing</li> <li>• Chapter 25 – Specimen Collecting and Testing</li> </ul> <p><b>Homework:</b> Textbook:</p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p>Clinical: Review the Clinical for Chapter 24 so you are familiar with the procedure</p>
<p><b>Week 7 Session 20</b></p>	<p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p><b>Clinical:</b></p> <ul style="list-style-type: none"> <li>• Complete Procedures: <ul style="list-style-type: none"> <li>○ 24-1 – Collecting a Venous Blood Sample with a Syringe</li> <li>○ 24-2 – Collecting a Venous Blood Sample Using an Evacuated Tube</li> <li>○ 24-3 – Collecting Capillary Blood Using Dermal Puncture</li> <li>○ 24-4 – Measuring Blood Glucose</li> </ul> </li> </ul> <p><b>Homework:</b> Textbook:</p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p>Clinical: Review the Clinical for Chapter 25 so you are familiar with the procedure</p>
<p><b>Week 7 Session 21</b></p>	<p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p><b>Clinical:</b></p> <ul style="list-style-type: none"> <li>• Complete Procedures: <ul style="list-style-type: none"> <li>○ 25-1 – Collection of a 24-hour Urine Specimen</li> <li>○ 25-2 – Collecting a Clean-Catch Midstream Urine Specimen</li> <li>○ 25-3 – Collecting a Urine Specimen from an Infant or Child</li> <li>○ 25-4 – Testing Urine with Chemical Reagent Strips</li> <li>○ 25-5 – Collecting a Stool Specimen</li> <li>○ 25-6 – Collecting a Sputum Specimen by Expectoration</li> </ul> </li> <li>• Review Procedures: <ul style="list-style-type: none"> <li>○ 24-1 – Collecting a Venous Blood Sample with a Syringe</li> <li>○ 24-2 – Collecting a Venous Blood Sample Using an Evacuated Tube</li> <li>○ 24-3 – Collecting Capillary Blood Using Dermal Puncture</li> <li>○ 24-4 – Measuring Blood Glucose</li> </ul> </li> </ul> <p><b>Homework:</b> Textbook:</p> <ul style="list-style-type: none"> <li>• Read Chapters 26, 27 &amp; 28</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>• Complete the Exercises from your workbook. Chapters 26, 27 &amp; 28</li> <li>• Your instructor will check your homework to ensure it is completed.</li> </ul> <p>Moodle:</p>

	<ul style="list-style-type: none"> <li>• Participate in Discussion Board</li> <li>• Week 7 Quiz – Chapters 24 &amp; 25</li> </ul>
<b>Week 8 Session 22</b>	<p><b>Beginning of Class:</b></p> <ul style="list-style-type: none"> <li>• Check Homework – Chapters 26, 27, &amp; 28</li> </ul> <p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>• Chapter 26 – Care of the Surgical Patient</li> <li>• Chapter 27 – Heat and Cold Applications</li> <li>• Chapter 28 – Care of Wounds and Pressure Ulcers</li> </ul> <p><b>Homework:</b></p> <p>Textbook:</p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p>Clinical:</p> <ul style="list-style-type: none"> <li>• Review Procedures for chapter 26</li> </ul>
<b>Week 8 Session 23</b>	<p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p><b>Clinical:</b></p> <ul style="list-style-type: none"> <li>• Complete Procedures: <ul style="list-style-type: none"> <li>○ 26-1 – The Surgical Skin Prep</li> <li>○ 26-2 – Applying Sequential Compression Devices</li> <li>○ 26-3 – Applying Antiembolic Elastic Stockings</li> </ul> </li> </ul> <p><b>Homework:</b></p> <p>Textbook:</p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p>Clinical:</p> <ul style="list-style-type: none"> <li>• Review the clinical for chapter 27 &amp; 28 so you are familiar with the procedures</li> </ul>
<b>Week 8 Session 24</b>	<p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p><b>Clinical:</b></p> <ul style="list-style-type: none"> <li>• Complete Procedures: <ul style="list-style-type: none"> <li>○ 27-1 – Applying Heat Applications</li> <li>○ 27-2 – Applying Cold Applications</li> <li>○ 28-1 – Applying a Bandage</li> <li>○ 28-2 – Applying a Binder, Arm Sling, and T-Binder</li> </ul> </li> </ul> <p><b>Homework:</b></p> <p>Textbook:</p> <ul style="list-style-type: none"> <li>• Read Chapters 29 &amp; 30</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>• Complete the Exercises from your workbook. Chapters 29 &amp; 30</li> <li>• Your instructor will check your homework to ensure it is completed.</li> </ul> <p>Moodle:</p>

	<ul style="list-style-type: none"> <li>• Participate in Discussion Board</li> <li>• Week 8 Quiz – Chapters 26, 27, &amp; 28</li> </ul>
<b>Week 9 Session 25</b>	<p><b>Beginning of Class:</b></p> <ul style="list-style-type: none"> <li>• Check Homework – Chapter 29 &amp; 30</li> </ul> <p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>• Chapter 29 – Rehabilitative and Restorative Care</li> <li>• Chapter 30 – Care of Women and Children</li> </ul> <p><b>Homework:</b></p> <p>Textbook:</p> <ul style="list-style-type: none"> <li>• Read Chapters 31 &amp; 32</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>• Complete the Exercises from your workbook. Chapters 31 &amp; 32</li> <li>• Your instructor will check your homework to ensure it is completed.</li> </ul>
<b>Week 9 Session 26</b>	<p><b>Beginning of Class:</b></p> <ul style="list-style-type: none"> <li>• Check Homework – chapter 31 &amp; 32</li> </ul> <p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>• Chapter 31 – Caring for the Older Adult</li> <li>• Chapter 32 – Caring for Patients with Mental Health Needs</li> </ul> <p><b>Homework:</b></p> <p>Textbook:</p> <ul style="list-style-type: none"> <li>• Read Chapters 33 &amp; 34</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>• Complete the Exercises from your workbook. Chapters 33 &amp; 34</li> <li>• Your instructor will check your homework to ensure it is completed.</li> </ul> <p>Clinical:</p> <ul style="list-style-type: none"> <li>• Review the clinical for chapter 33 &amp; 34 so you are familiar with the procedures</li> </ul> <p>Moodle:</p> <ul style="list-style-type: none"> <li>• Begin Final Exam Review</li> </ul>
<b>Week 9 Session 27</b>	<p><b>Beginning of Class:</b></p> <ul style="list-style-type: none"> <li>• Check Homework – Chapter 33 &amp; 34</li> </ul> <p><b>Lecture Topics:</b></p> <ul style="list-style-type: none"> <li>• Chapter 33 – Caring for Patients with Chronic Conditions</li> <li>• Chapter 34 – End-of-Life Care</li> </ul> <p><b>Clinical:</b></p> <ul style="list-style-type: none"> <li>• Complete Procedures: <ul style="list-style-type: none"> <li>○ 33-1 – Administering a Nebulizer Treatment</li> <li>○ 34-1 – Care of the Body After Death</li> </ul> </li> </ul> <p><b>Homework:</b></p> <p>Textbook:</p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p>Workbook:</p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p>Moodle:</p> <ul style="list-style-type: none"> <li>• Complete Final Exam Review</li> <li>• Complete Week 9 Quiz – Chapters 29, 30, 31, 32, 33, &amp; 34</li> </ul>

	<ul style="list-style-type: none"> <li>• Participate in Discussion Board</li> </ul>
<b>Week 10 Session 28</b>	<p><b>Beginning of Class:</b></p> <ul style="list-style-type: none"> <li>• Final Exam (1 hour)</li> </ul> <p><b>Lecture</b></p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p><b>Clinical:</b></p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p><b>Homework:</b></p> <p>Clinical:</p> <ul style="list-style-type: none"> <li>• Review Chapter 9 Procedures</li> </ul>
<b>Week 10 Session 29</b>	<p><b>Lecture</b></p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p><b>Clinical:</b></p> <p>Competency Evaluation for Procedures:</p> <ul style="list-style-type: none"> <li>○ 9-1 – Performing Hand Hygiene with Soap and Water</li> <li>○ 9-2 – Gloving</li> <li>○ 9-3 – Gowning for Isolation</li> <li>○ 9-4 – Donning a Mask</li> <li>○ 9-5 – Isolation Precautions</li> <li>○ 9-6 – Using and Alcohol-Based Waterless Antiseptic for Routine Hand Hygiene</li> <li>○ 9-7 – Preparing a Sterile Field</li> <li>○ 9-8 – Performing Open Sterile Gloving</li> <li>○ 9-9 – Opening and Pouring a Sterile Solution</li> </ul> <p><b>Homework:</b></p> <p>Clinical</p> <ul style="list-style-type: none"> <li>• Review Chapter 12 Procedures</li> </ul>
<b>Week 10 Session 30</b>	<p><b>Lecture</b></p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p><b>Clinical:</b></p> <p>Competency Evaluation for Procedures:</p> <ul style="list-style-type: none"> <li>○ 12-1 – Positioning Patients</li> <li>○ 12-2 – Performing Range-of-Motion Exercises</li> <li>○ 12-3 – Moving the Patient</li> <li>○ 12-5 – Applying Safety Reminder Devices</li> <li>○ 12-6 – Assisting with Falls During Ambulation</li> </ul> <p><b>Homework:</b></p> <p>Clinical</p> <p>Review Chapter 13 &amp; 15 Procedures</p>
<b>Week 11 Session 31</b>	<p><b>Lecture</b></p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p><b>Clinical:</b></p> <p>Competency Evaluation for Procedures:</p> <ul style="list-style-type: none"> <li>○ 13-2 – Perform First Aid Procedures: Care for a Patient who has Fainted</li> <li>○ 13-5 – Perform First Aid Procedures: Control Bleeding</li> <li>○ 15-1 – Obtain and Oral Temperature Using a Digital Thermometer</li> <li>○ 15-2 – Obtain an Aural Temperature Using a Tympanic Thermometer</li> <li>○ 15-3 – Obtain a Temporal Artery Temperature</li> </ul>

	<ul style="list-style-type: none"> <li>○ 15-4 – Obtain an Axillary Temperature</li> <li>○ 15-5 – Obtain an Apical Pulse</li> <li>○ 15-6 – Assess the Patient’s Radial Pulse</li> <li>○ 15-7 – Determine the Respiratory Rate</li> <li>○ 15-8 – Determine a Patient’s Blood Pressure</li> <li>○ 15-9 – Assessing Oxygen Saturation</li> <li>○ 15-10 – Measure a Patient’s Weight and Height</li> <li>○ 15-11 – Measuring an Infant’s Length and Weight</li> <li>○ 15-12 – Measure the Circumference of an Infant’s Head</li> </ul> <p><b>Homework:</b> Clinical</p> <ul style="list-style-type: none"> <li>○ Review Chapter 13 &amp; 15 Procedures</li> </ul>
<p><b>Week 11 Session 32</b></p>	<p><b>Lecture</b></p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p><b>Clinical (continuation of Session 31):</b> Competency Evaluation for Procedures:</p> <ul style="list-style-type: none"> <li>○ 13-2 – Perform First Aid Procedures: Care for a Patient who has Fainted</li> <li>○ 13-5 – Perform First Aid Procedures: Control Bleeding</li> <li>○ 15-1 – Obtain and Oral Temperature Using a Digital Thermometer</li> <li>○ 15-2 – Obtain an Aural Temperature Using a Tympanic Thermometer</li> <li>○ 15-3 – Obtain a Temporal Artery Temperature</li> <li>○ 15-4 – Obtain an Axillary Temperature</li> <li>○ 15-5 – Obtain an Apical Pulse</li> <li>○ 15-6 – Assess the Patient’s Radial Pulse</li> <li>○ 15-7 – Determine the Respiratory Rate</li> <li>○ 15-8 – Determine a Patient’s Blood Pressure</li> <li>○ 15-9 – Assessing Oxygen Saturation</li> <li>○ 15-10 – Measure a Patient’s Weight and Height</li> <li>○ 15-11 – Measuring an Infant’s Length and Weight</li> <li>○ 15-12 – Measure the Circumference of an Infant’s Head</li> </ul> <p><b>Homework:</b> Clinical</p> <ul style="list-style-type: none"> <li>• Review Chapter 16 &amp; 17 Procedures</li> </ul>
<p><b>Week 11 Session 33</b></p>	<p><b>Lecture</b></p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p><b>Clinical:</b> Competency Evaluation for Procedures:</p> <ul style="list-style-type: none"> <li>○ 16-1 – Obtain a 12-Lead ECG</li> <li>○ 17-1 – Admitting a Patient</li> <li>○ 17-2 – Transferring a Patient</li> <li>○ 17-3 – Discharging a Patient</li> </ul> <p><b>Homework:</b> Clinical</p> <ul style="list-style-type: none"> <li>• Review Chapter 18 Procedures</li> </ul>

<p><b>Week 12 Session 34</b></p>	<p><b>Lecture</b></p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p><b>Clinical:</b> Competency Evaluation for Procedures:</p> <ul style="list-style-type: none"> <li>○ 18-1 – Bathing the Patient and Administering a Back Rub</li> <li>○ 18-2 – Perineal Care: Male and Female and the Catheterized Patient</li> <li>○ 18-3 – Administering Oral Hygiene</li> <li>○ 18-4 – Denture Care</li> <li>○ 18-5 – Bed Making</li> </ul> <p><b>Homework:</b> Clinical</p> <ul style="list-style-type: none"> <li>• Review Chapter 19 Procedures</li> </ul>
<p><b>Week 12 Session 35</b></p>	<p><b>Lecture</b></p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p><b>Clinical:</b> Competency Evaluation for Procedures:</p> <ul style="list-style-type: none"> <li>○ 19-1 – Giving Hair Care</li> <li>○ 19-2 – Shaving the Patient</li> <li>○ 19-3 – Giving Nail and Foot Care</li> <li>○ 19-4 – Dressing and Undressing the Patient</li> <li>○ 19-5 – Changing the Gown of a Patient with an IV Line</li> </ul> <p><b>Homework:</b> Clinical</p> <ul style="list-style-type: none"> <li>• Review Chapter 20 &amp; 21 Procedures</li> </ul>
<p><b>Week 12 Session 26</b></p>	<p><b>Lecture</b></p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p><b>Clinical:</b> Competency Evaluation for Procedures:</p> <ul style="list-style-type: none"> <li>○ 20-1 – Assisting Patient with Eating</li> <li>○ 20-2 – Measuring Intake and Output</li> <li>○ 20-3 – Discontinuing a Peripheral IV Site</li> <li>○ 21-1 – Positioning the Bedpan</li> <li>○ 21-2 – Catheterization : Male and Female Patients</li> <li>○ 21-3 – Performing Routine Catheter Care</li> <li>○ 21-4 – Changing a Leg Bag to a Drainage Bag and Emptying a Drainage Bag</li> <li>○ 21-5 – Removing and Indwelling Catheter</li> </ul> <p><b>Homework:</b> Clinical</p> <ul style="list-style-type: none"> <li>• Review Chapter 21 &amp; 22 Procedures</li> </ul>
<p><b>Week 13 Session 37</b></p>	<p><b>Lecture</b></p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p><b>Clinical:</b> Competency Evaluation for Procedures:</p> <ul style="list-style-type: none"> <li>○ 21-1 – Positioning the Bedpan</li> </ul>

	<ul style="list-style-type: none"> <li>○ 21-2 – Catheterization : Male and Female Patients</li> <li>○ 21-3 – Performing Routine Catheter Care</li> <li>○ 21-4 – Changing a Leg Bag to a Drainage Bag and Emptying a Drainage Bag</li> <li>○ 21-5 – Removing and Indwelling Catheter</li> <li>○ 22-1 – Administering an Enema</li> <li>○ 22-2 – Performing Colostomy and Ileostomy Care</li> </ul> <p><b>Homework:</b> Clinical Review Chapter 23 Procedures</p>
<b>Week 13 Session 38</b>	<p><b>Lecture</b></p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p><b>Clinical:</b> Competency Evaluation for Procedures:</p> <ul style="list-style-type: none"> <li>○ 23-2 – Oxygen Administration</li> <li>○ 23-4 – Oropharyngeal Suctioning</li> </ul> <p><b>Homework:</b> Clinical Review Chapter 24 Procedures</p>
<b>Week 13 Session 39</b>	<p><b>Lecture</b></p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p><b>Clinical:</b> Competency Evaluation for Procedures:</p> <ul style="list-style-type: none"> <li>○ 24-1 – Collecting a Venous Blood Sample with a Syringe</li> <li>○ 24-2 – Collecting a Venous Blood Sample Using an Evacuated Tube</li> <li>○ 24-3 – Collecting Capillary Blood Using Dermal Puncture</li> <li>○ 24-4 – Measuring Blood Glucose</li> </ul> <p><b>Homework:</b> Clinical Review Chapter 25 Procedures</p>
<b>Week 14 Session 40</b>	<p><b>Lecture</b></p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p><b>Clinical:</b> Competency Evaluation for Procedures:</p> <ul style="list-style-type: none"> <li>○ 25-1 – Collection of a 24-hour Urine Specimen</li> <li>○ 25-2 – Collecting a Clean-Catch Midstream Urine Specimen</li> <li>○ 25-3 – Collecting a Urine Specimen from an Infant or Child</li> <li>○ 25-4 – Testing Urine with Chemical Reagent Strips</li> <li>○ 25-5 – Collecting a Stool Specimen</li> <li>○ 25-6 – Collecting a Sputum Specimen by Expectoration</li> </ul> <p><b>Homework:</b> Clinical Review Chapter 26 &amp; 27 Procedures</p>
<b>Week 14 Session 41</b>	<p><b>Lecture</b></p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p><b>Clinical:</b></p>



	<p>Competency Evaluation for Procedures:</p> <ul style="list-style-type: none"> <li>○ 26-1 – The Surgical Skin Prep</li> <li>○ 26-2 – Applying Sequential Compression Devices</li> <li>○ 26-3 – Applying Antiembolic Elastic Stockings</li> <li>○ 27-1 – Applying Heat Applications</li> <li>○ 27-2 – Applying Cold Applications</li> </ul> <p><b>Homework:</b> Clinical Review Chapter 28, 33, 34 Procedures</p>
<b>Week 14 Session 42</b>	<p><b>Lecture</b></p> <ul style="list-style-type: none"> <li>• None</li> </ul> <p><b>Clinical:</b> Competency Evaluation for Procedures:</p> <ul style="list-style-type: none"> <li>○ 28-1 – Applying a Bandage</li> <li>○ 28-2 – Applying a Binder, Arm Sling, and T-Binder</li> <li>○ 33-1 – Administering a Nebulizer Treatment</li> <li>○ 34-1 – Care of the Body After Death</li> </ul> <p><b>Homework:</b> None</p>
<b>Week 15 Session 43</b>	<b>NHA Exam Review</b>
<b>Week 15 Session 44</b>	<b>NHA Exam Review</b>
<b>Week 15 Session 45</b>	<b>Open Clinic for any Make Up Work (students must attend)</b>

# Clinical Medical Assisting

## About the Field

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As a Clinical Medical Assistant, you will work directly with patients as well as healthcare staff, like doctors, nurses, and other medical personnel, caring for patients with physical and/or mental issues. You will work in various settings including hospitals, nursing homes and assisted-care facilities. Medical Assistants are a direct contact for patients and help to improve their well-being. CCMA's also communicate what the patient is feeling to doctors and nurses as well as obtain vital signs, blood samples, and assist in a variety of necessary procedures. Clinical Medical Assistants are an important part of the healthcare sector.

## Goals and Objectives

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Capstone Career Development Center realizes that there is a high demand for Clinical Medical Assistants. CCDC has created a training program to meet the demands of the medical community. Our goal is to prepare students to go from the classroom to the workplace quickly by providing them with the hands-on training needed to work as a Clinical Medical Assistant.

Upon successful completion of the course, and successfully passing the NHA Certified Clinical Medical Assisting exam, students will receive a certificate of completion in Clinical Medical Assisting, OSHA/Infection Control Certification, Blood Borne Pathogens Certification and CPR Certification.

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## Class Times/Course Dates

The class will be held in the lecture/classroom facility.

Lecture Hall Monday and Wednesday 5:30pm-9:30pm

Class Schedule is located at the end of this catalog.

## Classroom Format & Training Facility

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Training is offered for 16 weeks in succession for a total of 120 clock hours. Classes will be held on Tuesdays, Wednesdays, and Fridays.

Lecture portions of the course is held in lecture/classroom area which are equipped with multimedia equipment and seats 4-30 comfortably. Students will view slides presented by an instructor, and then have time for questions, answers, and review.

Clinical portion of the course is held in the onsite lab area which is equipped with hands on training equipment for CNA, Phlebotomy and EKG.

## Learning Materials

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### Books & Texts

The following text is required for the Patient Care Technician course.

Kinn's The Clinical Medical Assistant, 14<sup>th</sup> Edition

*Paperback, 976 Pages, Published 2020 by Saunders*

*ISBN: 9780323613576*

Study Guide and Procedure Checklist Manual for Kinn's The Clinical Medical Assistant, 14<sup>th</sup> Edition

*Paperback, 832 Pages, Published 2020 by Saunders*

*ISBN: 9780323613613*

## **Teaching Devices**

Power Point Presentations

Study Guide

In class hands-On training with Eaglesoft

Video and Audio

## **Methods of Instruction**

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Methods of instruction used to achieve course objectives may include, but are not limited to:

- Present lectures/discussions/demonstrations/materials for students to understand, find, evaluate and cite information.
- Show videos to reinforce understanding of course concepts.
- Use computer software programs, online-tutorials and digital study guide for active learning of course content.
- Invite guest lecturers to class to discuss topics related to information and information competency.

## **Methods of Evaluation**

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Students will be evaluated for progress in and mastery of learning objectives by methods of evaluation which may include, but are not limited to:

- Class participation and regular attendance
- Homework Assignments
- Classroom Demonstrations
- Quizzes
- Tests

## **Student Learning Outcomes**

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The student, upon successful completion of this course will have reliably demonstrated the ability to:

- Understand the role of the Clinical Medical Assistant
- Human Anatomy
- Medical Terminology
- Differentiate among tissues, organs, and systems
- Basic emergency care
- EKG and vital signs
- Phlebotomy
- Pharmacology and Administering Medications
- Assisting in Medical Specialties

## **Tuition & Maximum Class Size**

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The total cost of the Clinical Medical Assisting program is \$4000.00, excluding required texts. Of that cost, \$200.00 is a deposit, due at the time Enrollment Agreement is submitted, \$100.00 of which is retainable application fee three (3) business days after signing Enrollment Agreement. It is required that payment be made in full by or on the orientation date listed on student's Enrollment Agreement if no special payment arrangements have been made prior to that date. Cost subject to change without notice.

The maximum class size for this course is limited to 30 students per class start date. A minimum enrollment of 4 students is required for the class to begin.

## **Tuition Refund Schedule**

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If a student chooses to withdraw or is terminated from this program/course for any reason, refunds will be made in accordance with the school's Refund Policy.

# Syllabus

<p><b>Orientation</b></p>	<p><b>Introduction to Clinical Medical Assisting</b>            Review Rules and Regulations            Meet your instructors            Review Syllabus</p> <p><b>Homework</b>            Textbook: Read Chapters 1 and 2            Workbook: Complete Vocabulary Review, Abbreviations, and Certification Preparation for chapters 1 and 2</p>
<p><b>Week 1: Lesson 1</b></p>	<p><b>Review Homework</b></p> <p><b>Lecture</b>            Chapter 1: The Professional Medical Assistant and the Healthcare Team            Chapter 2: Health Records</p> <p><b>In Class Activity</b></p> <p><b>Homework</b>            Textbook: Read Chapter 3                              Study Figure 03-05            Workbook: Complete Vocabulary Review, Abbreviations, and Certification Preparation for Chapter 3</p>
<p><b>Week 1: Lesson 2</b></p>	<p><b>Review Homework</b></p> <p><b>Lecture</b>            Chapter 3: Introduction to Anatomy and Medical Terminology</p> <p><b>In Class Activity</b>  <b>Figure 03-05 Quiz</b></p> <p><b>Homework</b>  <b>Week 1 Quiz-</b> Completed on Moodle            Textbook: Read Chapter 4                              Study Figure 04-01            Workbook: Complete Vocabulary Review, Abbreviations, and Certification Preparation for Chapter 4</p>
<p><b>Week 2: Lesson 3</b></p>	<p><b>Review Homework</b></p> <p><b>Lecture</b>            Chapter 4: Infection Control            Watch OSHA Video            Watch HIPPA Video            Watch BBP Video</p> <p><b>In Class Activity</b>  <b>OSHA/HIPPA/BBP Quizzes</b>  <b>Figure 04-01 Quiz</b></p> <p><b>Homework</b>            Textbook: Read Chapters 5 and 6            Workbook: Complete Vocabulary Review, Abbreviations, and Certification Preparation for Chapter 5 and 6</p>

<p><b>Week 2: Lesson 4</b></p>	<p><b>Review Homework</b></p> <p><b>Lecture</b>  Chapter 5: Vital Signs  Chapter 6: Physical Examination</p> <p><b>In Class Activities</b>  <b>Figure 05-05 Quiz</b>  <b>Figure 06-10 Quiz</b></p> <p><b>Homework</b>  <b>Week 2 Quiz</b> – Completed on Moodle  Textbook: Read Chapter 7 and 8  Workbook: Complete Vocabulary Review, Abbreviations and Certification Preparation for Chapter 7 and 8</p>
<p><b>Week 3: Lesson 5</b></p>	<p><b>Review Homework</b></p> <p><b>Lecture</b>  Chapter 7: Patient Coaching  Chapter 8: Nutrition and Health Promotion</p> <p><b>In Class Activity</b></p> <p><b>Homework</b>  Textbook: Read Chapters 9 and 10  Workbook: Complete Vocabulary Review, Skills and Concepts section B and D, and Certification Preparation for Chapter 9. Complete Vocabulary Review and Certification Preparation for Chapter 10.</p>
<p><b>Week 3: Lesson 6</b></p>	<p><b>Review Homework</b></p> <p><b>Lecture</b>  Chapter 9: Surgical Supplies and Instruments  Chapter 10: Assisting with Surgical Procedures</p> <p><b>In Class Activity</b></p> <p><b>Homework</b>  <b>Week 3 Quiz</b> – Complete on Moodle  Textbook: Read Chapters 11 and 12  Study Figure 11-01 and 11-03  Workbook: Complete Vocabulary Review, Abbreviations and Certification Preparation for Chapter 11 and 12</p>
<p><b>Week 4: Lesson 7</b></p>	<p><b>Review Homework</b></p> <p><b>Lecture</b>  Chapter 11: Principles of Electrocardiography  Chapter 12: Medical Emergencies</p> <p><b>In Class Activity</b>  <b>Figure 11-01 Quiz</b>  <b>Figure 11-03 Quiz</b></p> <p><b>Homework</b>  Begin Mid-Term Review (3 attempts) – Completed on Moodle</p>
<p><b>Week 4: Lesson 8</b></p>	<p><b>Review Homework</b></p> <p><b>Lecture-</b>  None</p>

	<p>In Class CPR</p> <p><b>Homework</b>  <b>Week 4 Quiz-</b> Complete on Moodle  Textbook: Read Chapter 13 and 14  Workbook: Complete Vocabulary Review, Abbreviations, and Certification Preparation for Chapter 13. Complete Vocabulary Review, Abbreviations, Math for Medications (A-E), Reading Syringes and Certification Preparation for Chapter 14.  Review for Mid-Term</p>
<b>Week 5: Lesson 9</b>	<p><b>Review Homework</b>  <b>Lecture</b>  Chapter 13: Principles of Pharmacology  Chapter 14: Pharmacology Math  <b>In Class Activity</b></p> <p><b>Homework</b>  Textbook: Read Chapter 15  Study Figure 15-11  Workbook: Complete Vocabulary Review, Abbreviations and Certification Preparation for Chapter 15  Study for Mid-Term</p>
<b>Week 5: Lesson 10</b>	<p><b>Review Homework</b>  <b>Lecture</b>  <b>Mid-Term Exam (1 hour)</b>  Chapter 15: Administering Medications  <b>In Class Activity</b>  <b>Figure 15-11 Quiz</b></p> <p><b>Homework-</b>  <b>Week 5 Quiz</b> – Completed on Moodle  Textbook: Read Chapters 16, 17, and 18  Study figures 16-02, 16-03, and 17-01  Workbook: Complete Vocabulary Review, Abbreviations, and Certification Preparation for chapter 16, 17, and 18.</p>
<b>Week 6: Lesson 11</b>	<p><b>Review Homework</b>  <b>Lecture</b>  Chapter 16: Ophthalmology and Otolaryngology  Chapter 17: Dermatology  Chapter 18: Allergy and Infectious Disease  <b>In Class Activities</b>  <b>Figure 16-02 Quiz</b>  <b>Figure 16-03 Quiz</b>  <b>Figure 17-01 Quiz</b></p> <p><b>Homework</b>  Textbook: Read Chapters 19 and 20  Study Figure 20-01  Workbook: Complete Vocabulary Review, Abbreviations, and Certification Preparation for Chapter 19 and 20</p>

<p><b>Week 6: Lesson 12</b></p>	<p><b>Review Homework</b>  <b>Lecture</b>  Chapter 19: Gastroenterology  Chapter 20: Orthopedics and Rheumatology  <b>In Class Activities</b>  <b>Figure 20-01 Quiz</b></p> <p><b>Homework</b>  <b>Week 6 Quiz</b> – Complete on Moodle  Textbook: Read Chapters 21 and 22  Study Figure 21-02  Workbook: Complete Vocabulary Review, Abbreviations, and Certification Preparation for Chapter 21 and 22</p>
<p><b>Week 7: Lesson 13</b></p>	<p><b>Review Homework</b>  <b>Lecture</b>  Chapter 21: Neurology  Chapter 22: Behavioral Health  <b>In Class Activities</b>  <b>Figure 21-02 Quiz</b></p> <p><b>Homework</b>  Textbook: Read Chapters 23 and 24  Workbook: Complete Vocabulary Review, Abbreviations, and Certification Preparation for Chapter 23 and 24</p>
<p><b>Week 7: Lesson 14</b></p>	<p><b>Review Homework</b>  <b>Lecture</b>  Chapter 23: Endocrinology  Chapter 24: Cardiology  <b>In Class Activities</b></p> <p><b>Homework</b>  <b>Week 7 Quiz</b> – Complete on Moodle  Textbook: Read Chapters 25 and 26  Study Figure 25-01  Workbook: Complete Vocabulary Review, Abbreviations, and Certification Preparation for Chapter 25 and 26</p>
<p><b>Week 8: Lesson 15</b></p>	<p><b>Review Homework</b>  <b>Lecture</b>  Chapter 25: Pulmonology  Chapter 26: Urology and Male Reproduction  <b>In Class Activities</b>  <b>Figure 25-01 Quiz</b></p> <p><b>Homework</b>  Textbook: Read Chapters 27, 28, and 29  Workbook: Complete Vocabulary Review, Abbreviations, and Certification Preparation for Chapter 27, 28, and 29</p>
<p><b>Week 8: Lesson 16</b></p>	<p><b>Review Homework</b></p>

	<p><b>Lecture</b> Chapter 27: Obstetrics and Gynecology Chapter 28: Pediatrics Chapter 29: Geriatrics</p> <p><b>In Class Activities</b></p> <p><b>Homework</b> <b>Week 8 Quiz</b> – Complete on Moodle Textbook: Read Chapters 30 and 31 Workbook: Complete Vocabulary Review, Abbreviations, and Certification Preparation for Chapter 30 and 31</p>
<b>Week 9: Lesson 17</b>	<p><b>Review Homework</b></p> <p><b>Lecture</b> Chapter 30: Introduction of the Clinical Laboratory Chapter 31: Urinalysis</p> <p><b>In Class Activities</b></p> <p><b>Homework</b> Textbook: Read Chapters 32, 33, and 34 Study Figure 32-08 and 32-15 Workbook: Complete Vocabulary Review, Abbreviations, and Certification Preparation for Chapter 32, 33, and 34 <b>Complete Final Review (3 attempts)</b> – Completed in Moodle</p>
<b>Week 9: Lesson 18</b>	<p><b>Review Homework</b></p> <p><b>Lecture</b> Chapter 32: Blood Collection Chapter 33: Analysis of Blood Chapter 34: Microbiology and Immunology</p> <p><b>In Class Activities</b> <b>Figure 32-08 Quiz</b> <b>Figure 32-15 Quiz</b></p> <p><b>Homework</b> <b>Week 9 Quiz</b> – Complete on Moodle <b>Final Review</b> – Complete on Moodle</p>
<b>Week 10: Lesson 19</b>	<p><b>Lecture</b> None</p> <p><b>In Class Activities</b> <b>Final Exam (1 hour)</b> Begin Competency Evaluations</p>
<b>Week 10: Lesson 20- Week 15: Lesson 30</b>	<b>Competency Evaluations</b>
<b>Week 16: Lesson 31-32</b>	<b>NHA Review</b>



## Greenville Class Schedule

### Dental Chairside Assisting (DAC)

Start	End	Day	Time	Hours	No Class	Orientation	Graduation	CPR
11/12/2022	4/1/2023	Sat	8a-5p	144	11/26, 12/26, 12/31	11/3/2022	6/2023	12/17/2022
2/11/2023	6/24/2023	M,W,Sa	6-8p, 8-12p	144	4/8, 5/27, 5/29	1/30/2023	6/2024	3/11/2022
4/22/2023	8/26/2023	Sat	8a-5p	144	5/27	4/13/2023	6/2024	5/20/2023
7/22/2023	12/2/2023	M,W,Sa	6-8p, 8-12p	144	9/2, 9/4, 11/25	7/10/2023	6/2024	8/19/2023
9/16/2023	2/3/2024	Sat	8a-5p	144	11/25, 12/23, 12/30	9/7/2023	6/2024	10/14/2023

### Medical Administrative Assisting (MAA)

Start	End	Day	Time	Hours	No Class	Orientation	Graduation	Exam
11/22/2022	1/17/2023	Tu/Th	6pm-9pm	48		11/15/2022	06/2023	2/2/23

### Dental Front Office Administration (DAA)

Start	End	Day	Time	Hours	No Class	Orientation	Graduation	CPR
1/13/2023	3/17/2023	Friday	1pm-5pm	40		1/6/2023	06/2023	3/3/23
4/21/23	6/30/2023	Friday	1pm-5pm	40		4/14/23	06/2024	6/16/23
7/21/23	9/29/2023	Friday	1pm-5pm	40	9/1	7/14/23	06/2024	9/15/23
10/20/23	1/5/24	Friday	1pm-5pm	40	11/24, 12/29	10/13/23	06/2024	12/15/23

### Phlebotomy Technician (PHB)

Start	End	Day	Time	Hours	No Class	Orientation	Graduation	CPR	Exam
1/17/2023	3/30/2023	Tu/Th	5:30-9:30p	88		1/10/2023	6/2023	2/21/2023	4/13/2023
4/18/2023	6/29/2023	Tu/Th	5:30-9:30p	88		4/11/2023	6/2024	5/23/2023	7/13/2023
7/18/2023	9/28/2023	Tu/Th	5:30-9:30p	88		7/11/2023	6/2024	8/22/2023	10/12/2023
10/17/2023	1/11/2024	Tu/Th	5:30-9:30p	88	10/31, 11/23, 12/26, 12/28	10/10/2023	6/2024	11/28/2023	1/25/2024

### Patient Care Technician (PCT)

Start	End	Day	Time	Hours	No Class	Orientation	Graduation	CPR	Exam
6/13/2023	10/3/2023	Tu/Th/Fr	6-8p/1-5p	120	7/4	6/6/2023	12/2023	6/30/2023	10/18/2023
10/24/2023	2/16/2024	Tu/Th/Fr	6-8p/1-5p	120	11/23, 12/26, 12/28	10/17/2023	6/2024	11/10/2023	2/22/2024

### Clinical Medical Assisting (CMA)

Start	End	Day	Time	Hours	No Class	Orientation	Graduation	CPR	Exam
3/13/2023	7/10/2023	Mon/Wed	5:30-9:30p	128	5/29	3/6/2023	12/2023	4/5/2023	7/26/23
7/31/2023	11/20/2023	Mon/Wed	5:30-9:30p	128	9/4	7/24/2023	12/2023	8/23/2023	12/6/23

## Spartanburg Class Schedules

### Chairside Dental Assisting w/ Dental Admin (DAC)

Start	End	Day	Time	Hours	No Class	Orientation	Graduation	CPR
1/14/2023	5/20/2023	Sat	8am-5pm	144	4/8	1/5/2023	06/2023	2/11/23
6/10/2023	10/14/2023	Sat	8am-5pm	144	9/2,	6/1/2023	06/2024	7/8/23
11/4/2023	3/23/2024	Sat	8am-5pm	144	11/25, 12/23, 12/30	10/26/23	06/2024	12/9/23

### Dental Front Office Administration (DAA)

Start	End	Day	Time	Hours	No Class	Orientation	Graduation	CPR
1/13/2023	3/17/2023	Friday	1pm-5pm	40		1/6/2023	06/2023	3/3/23
4/21/23	6/30/2023	Friday	1pm-5pm	40		4/14/23	06/2024	6/16/23
7/21/23	9/29/2023	Friday	1pm-5pm	40	9/1	7/14/23	06/2024	9/15/23
10/20/23	1/5/24	Friday	1pm-5pm	40	11/24, 12/29	10/13/23	06/2024	12/15/23

### Phlebotomy Technician (PHB)

Start	End	Day	Time	Hours	No Class	Orientation	Graduation	CPR	Exam
11/8/2022	1/24/2023	Tu/Th	5:30-9:30pm	88	11/24	11/1/2022	6/2023	12/15/22	2/9/23
2/14/2023	4/27/2023	Tu/Th	5:30-9:30pm	88		2/7/2023	06/2023	3/21/23	5/11/23
5/16/2023	8/1/2023	Tu/Th	5:30-9:30pm	88		5/9/2023	06/2024	6/20/23	8/17/23
8/22/2023	11/7/2023	Tu/Th	5:30-9:30pm	88	10/31	8/15/2023	06/2024	9/26/23	11/30/23
12/5/2023	2/22/2024	Tu/Th	5:30-9:30pm	88	12/26, 12/28	11/28/2023	06/2024	1/16/24	3/7/24

### Medical Administrative Assisting (MAA)

Start	End	Day	Time	Hours	No Class	Orientation	Graduation	Exam
11/22/2022	1/17/2023	Tu/Th	6pm-9pm	48		11/15/2022	06/2023	2/2/23