

# KCLA-0010-SAT17 Introduction to Healthcare

## Course Description

In this course, you will get an overview of the various healthcare professions and roles in the healthcare environment, introduction to the legal and ethical issues within the healthcare setting, professional behavior, basic principles of communication and the impact of ethnic cultures in healthcare.

## Competencies

Upon completion of the course, you will be rated as MC (Mastered Competency) or NM (Not-Mastered Competency) based on your demonstrated ability of the course's established competencies. You will:

- Describe foundational information related to the medical field.
- Explain the reasons professionalism and work ethics are important in the medical field.
- Apply ethical standards in healthcare.
- Apply legal expectations in healthcare.
- Demonstrate the principles of HIPAA regulations by completing the HIPAA certification.
- Demonstrate communication skills within a healthcare setting.

## Assessment

Within this course you will be completing three summative objective assessments and one summative performance assessment. The first is after module 2, second after module 4 and the last after module 5. The objective test consists of multiple choice, matching, and ordering questions while the performance assessment is written. You must pass all assessments with a minimum score of 80% before you will be graded with an MC for the course.

## Syllabus and Learning Resources

Read the [KCLA 0010 syllabus \(Links to an external site.\)Links to an external site.](#) to understand the expectations for this course. The instructor will go through the syllabus and review the textbook with you on your first day of class. In this course, you will also be able to utilize the learning resources in the evolve website available through the online link or within the modules under Evolve Student Resources.

- *Kinn's The Clinical Medical Assistant* (text, study guide, procedure checklist manual ISBN: 9780323446464
- [Evolve Student Resource Online Link \(Links to an external site.\)Links to an external site.](#)

**\*NOTE:** Some assignments will require completion of an interactive pdf file. Be sure to download the file from Canvas to your flashdrive and rename and save. Work from this saved file on the flashdrive to complete, resave, and upload.

## Plagiarism

Plagiarism is the incorrect use of information from outside sources in which the content is copied into the student writing without being given correct citations crediting the original author's contribution. Plagiarism is a serious offense and is a violation of the Student Code of Conduct.

You will be writing in this course. Remember to follow the guidelines above before you submit your assignment.

## Online Communication Policy

This [document \(Links to an external site.\)Links to an external site.](#) provides information of what to anticipate for communication timelines from your instructor and for student participation throughout the course.

## Course Navigation

In the left navigation bar is a Course Tools menu. It provides information about what tools you need for the course, and how to navigate in Canvas. Start the course with the first module below. You can also click on the **Modules** link in the left navigation bar to navigate through the course.

[Start Here-Module 0](#) [Module 1](#) [Module 2](#) [Summative Assessment 1](#)

[Module 3](#) [Module 4](#) [Summative Assessment 2](#)

[Module 5](#) [Summative Assessment 3](#)

[Course Image References Available Here](#)

## Healthcare Foundations Introduction

In this module you will learn about ways in which medical care progressed over time, such as the discovery of handwashing determining patient wellness. Examples of many medical specialties and what types of conditions are treated by each one will be discussed. An important distinction will be made between what a specific healthcare provider's designation and training allows them to perform and the legal term that equates to the level and quality of care given by the healthcare professional will be explained. The Patient Centered Medical Home will be introduced as a new model of progressive patient care. Agencies important in the delivery of healthcare will be identified and the ways healthcare professionals obtain professional credentials in the healthcare industry will be presented.

### Competency

- Describe foundational information related to the medical field.

### When you have completed this module, you will be able to:

- Describe key events and pioneers in medicine.
- Summarize various types of allied health professionals and medical specialties.
- Differentiate between scope of practice and standards of care.
- Describe the patient-centered medical home.
- Identify national departments and agencies that focus on health.

- Describe how various healthcare professionals obtain credentials.

## Skills Sheet Module 1

In this module, you will need to download and print the Skills Sheet. This will help you keep track of assignments and assessments that need to be completed in this module. Have your instructor pass off each skill or activity that is required as you work through the module. This is retained in your student file upon completion. You will be doing this for each module.

### [Skills Sheet Module 1](#)

The video and reading the chapters in your textbook will provide information that will prepare you to begin your career as a Clinical Lab Assistant by introducing you to the world of healthcare and your place within it.

The learning activities will help you remember the details of the chapter and then you will be able to use the powerpoint to review the highlights. After that you can check your understanding with the Knowledge Check.

## Instructional Activities Chapter 2

1. Read Chapter 2 in the *Kinn's The Clinical Medical Assistant* text.
2. View the Disease and Health videos Part 1 and Part 2:

## Practice Chapter 2

Now that you have read the chapter, complete the exercises indicated below in the Study Guide. (Note: Any exercises that ask you to join an outside organization, contact or go to outside facilities can be disregarded). These exercises will help you use the information you learned so that it will be better understood and retained in memory. Use the answer key to self-check your work and correct mistakes you may have made. Have your instructor sign off completion of these exercises on your Skills Sheet.

Complete the following activities to practice what you have just learned. The learning activities will help you remember the details of the chapter.

1. Complete the Study Guide workbook exercises for Chapter 2.
  1. Vocabulary Review
  2. Skills and Concepts
  3. Allied Healthcare Occupations and Licensed Medical Professions
  4. Case Studies
2. Check your understanding by using the self-check [answer key](#).
3. Have your instructor sign off the completed assignments on your Skills Sheet.

To further practice the concepts in this module, use the information using flashcards, matching games, quizzes, etc. by clicking on the StudyStack link below until you are familiar and comfortable with the terms, specialties, credentials, etc.

- [Pioneers of Medicine \(Links to an external site.\)Links to an external site. \(Links to an external site.\)Links to an external site.](#)
- [Allied Health Professionals \(Links to an external site.\)Links to an external site. \(Links to an external site.\)Links to an external site.](#)
- [Licensed Health Professionals \(Links to an external site.\)Links to an external site.](#)

- [Medical Specialties \(Links to an external site.\)Links to an external site. \(Links to an external site.\)Links to an external site.](#)
- [Patient Centered Medical Home](#)

## Procedure 2-1: Scope of Practice Instruction

Complete the Internet Activity Option, #3 in conjunction with Procedure 2-1 found in the *Kinn's The Medical Assistant Study Guide* on Scope of Practice. This is information about medical assisting but will provide an overview of this subject.

1. Read the [Medical Practice act 58-67-102\(9\) and 58-67-305\(6\)a,b,c,d,e](#)
2. Write a brief report on this subject in a Word document and submit within Canvas for credit. You will be graded following the Scope of Practice Rubric in the Scope of Practice assignment page.

As you write this report consider the following:

- What do you feel was the most important realization you had regarding the field of Medical Assisting found in your reading of this chapter and other documents related to the scope of practice of this health care profession?
- Why is it useful to understand the scope of practice?
- What helped you understand the importance of staying within the scope of practice of a specific profession?
- What is the most confusing aspect to you regarding scope of practice?
- How can you put this into practice?
- How can you explain this concept to others?
- What might be the limitations of practice of laboratory testing for entry-level lab assistants?

For additional study use [StudyStack Scope of Practice](#)

## Procedure 2-1: Scope of Practice Assignment

After completing the Procedure 2-1: Scope of Practice report, upload it into the LMS for grading based on the rubric. You must achieve a minimum of 10 points to pass with an MC for this assignment.

## Healthcare Professionalism Spelling List

As a healthcare professional it is important that you develop the ability to correctly spell the sometimes complicated words used in the medical field. Any information that may be put directly into patient's medical records or information sent to colleagues or other facilities must be accurate for reasons of patient care and for legal reasons.

Open the Healthcare [Professionalism Spelling List](#)

You will see twenty words (usually part of your vocabulary list in the front of the chapter of your textbook). The first word is the correct spelling of the word and the form that you will be tested on. The second word is a phonetic version of that word. Practice the correct spelling of each word.

When you are ready you must come to the classroom testing area to take the spelling test. Within the test will be a visual display of the phonetic spelling of each of the words on the spelling list, a link that you can click on to hear each word pronounced, and a box in which you will type in the correct spelling of each word.

## Healthcare Professionalism Spelling Test- Requires Respondus LockDown Browser

### Instructions

You must come to the classroom testing center to take this Quiz. You will log into the testing computer in Lockdown Browser. An instructor will need to input a code to give you access to the quiz. You will see the phonetic spelling of the words from the Spelling list, have the opportunity to listen to the pronunciation of the word, and then you must type the correctly spelled word into the box. You must get 80% to pass this quiz. You have a total of three attempts.

Have your instructor sign this off on the Skills Sheet.

### Summary Chapter 2

View [Chapter 2 slides](#) to review the module information and determine if you need to review any concepts in more detail. This will provide a broad overview of the highlights of the chapter content.

### Knowledge Check Chapter 2

Chapter 2 quiz on Evolve may be used first as a Knowledge Check. This is an optional assignment. You do not need to submit anything for this assignment.

In [Evolve \(Links to an external site.\)Links to an external site.](#) within Student Resources, go to the correct chapter and click on the link. Click on the Chapter review quiz to complete.

### Kinn's Chapter 2 Practice Quiz

#### Instructions

This Practice Quiz will help you determine your readiness for the final test. You may take this multiple times. It will not count toward your final grade. It is recommended that you obtain a minimum score of 80% before attempting the final test.

Choose the correct answer to the questions.

### Healthcare Professionalism Introduction

This module focuses on the necessary attributes of healthcare professionals. The qualities that portray positivity and professionalism in appearance, behavior, and attitude that will enhance a career in the healthcare field are examined. Ways to avoid pitfalls that can jeopardize professionalism is also reviewed. Defining and recognizing each individual's self-boundaries are studied and evaluated. Time management strategies are reviewed to make better use of time and energy to keep a busy medical facility running smoothly.

#### Competency

- Explain the reasons professionalism and work ethics are important in the medical field.

### **When you have completed this module, you will be able to:**

- Identify the attributes of professional healthcare personnel.
- Identify obstructions to professional behaviors.
- Define the principles of self-boundaries.
- Describe time management strategies.

## **Skills Sheet Module 2**

In this module, you will need to download and print the Skills Sheet. This will help you keep track of assignments and assessments that need to be completed in this module. Have your instructor pass off each skill or activity that is required as you work through the module. This is retained in your student file upon completion. You will be doing this for each module.

### [Skills Sheet Module 2](#)

The video and reading the chapters in your textbook will provide information that will prepare you to begin your career as a Clinical Lab Assistant by introducing you to the world of healthcare and your place within it.

The learning activities will help you remember the details of the chapter and then you will be able to use the powerpoint to review the highlights. After that you can check your understanding with the Knowledge Check.

## **Instructional Activities Chapter 3**

1. Read chapter 3 in the text *Kinn's The Clinical Medical Assistant*.
2. Watch the video Professionalism and Career Planning

## **Practice Chapter 3**

Now that you have read the chapter, complete the exercises in the Study Guide. (Note: Any exercises that ask you to join an outside organization, contact them, or go to outside facilities can be disregarded). These exercises will help you use the information you learned so that it will be better understood and retained in memory. Use the answer key to self-check your work and correct mistakes you may have made. Have your instructor sign off completion of these exercises.

1. Complete the Study Guide workbook exercises for Chapter 3.
  1. Vocabulary Review
  2. Skills and Concepts
  3. Case Studies
2. Check your understanding by using the self-check [answer key](#).
3. Have your instructor sign off the completed assignments on your Skills Sheet.

## **Professionalism in the Workplace**

### **Professionalism in the Workplace:**

1. Write a brief report on the *meaning of professionalism*, highlighting a person you believe is the epitome of professionalism in the medical field. Be specific about the ways professionalism is apparent in this individual's actions and speech.
2. Write a paragraph using Microsoft Word and save the file as Professionalism on your flash drive.
3. Return to this assignment and click the **Submit Assignment** button on the right side to submit your assignment.
4. Click the **File tab**, and click the **Browse** button.
5. Navigate to your file on your flash drive and select it.
6. Click **Submit Assignment** button at the bottom.

### **Summary Chapter 3**

View [Chapter 3 Slides](#) to review the module information and determine if you need to review any concepts in more detail. This will provide a broad overview of the highlights of the chapter content.

### **Knowledge Check Chapter 3**

Chapter 3 quiz on Evolve may be used first as a Knowledge Check. This is an optional assignment. You do not need to submit anything for this assignment.

In [Evolve \(Links to an external site.\)](#)[Links to an external site.](#) within Student Resources, go to the correct chapter and click on the link. Click on the Chapter review quiz to complete.

### **Kinn's Chapter 3 Practice Quiz**

#### **Instructions**

This Practice Quiz will help you determine your readiness for the final test. You may take this multiple times. It will not count toward your final grade. It is recommended that you obtain a minimum score of 80% before attempting the final test.

Choose the correct answer to the questions.

### **Summative Objective Assessment 1- Requires Respondus LockDown Browser**

#### **Instructions**

You must come to the classroom to complete this test. An instructor will need to provide a code for you to have access to this test. You must obtain a minimum of 80% to pass.

Choose the correct answer to each question.

Turn in your Skills Sheet to the instructor so that they may sign off on your activities. If all items in the module are complete your instructor will keep the completed Skills Sheet.

### **Ethical Behaviors Introduction**

This module will help students recognize the difference between ethics and morals. It is important in a healthcare setting while working with patients from many backgrounds to have the ability to separate personal and professional ethics, use a process to make ethical decisions, and always behave in an ethical manner.

## Competency

- Apply ethical standards in healthcare.

## When you have completed this module, you will be able to:

- Compare ethics and morals.
- Differentiate between personal and professional ethics.
- Explain the effect that personal morals, values, and ethics have in the delivery of healthcare.
- Apply appropriate responses to ethical issues using the 5-step process for making ethical decisions.

## Skills Sheet Module 3

In this module, you will need to download and print the Skills Sheet. This will help you keep track of assignments and assessments that need to be completed in this module. Have your instructor pass off each skill or activity that is required as you work through the module. This is retained in your student file upon completion. You will be doing this for each module.

### [Skills Sheet Module 3](#)

The video and reading the chapters in your textbook will provide information that will prepare you to begin your career as a Clinical Lab Assistant by introducing you to the world of healthcare and your place within it.

The learning activities will help you remember the details of the chapter and then you will be able to use the powerpoint to review the highlights. After that you can check your understanding with the Knowledge Check.

## Instructional Activities Chapter 6

1. Read Chapter 6 Medicine and Ethics in the text *Kinn's The Clinical Medical Assistant*.
2. Watch the Legal and Ethical Issues video.
3. View Elsevier Medical Assisting Procedure Video (found in Evolve Student Resources)
  - Medicine and Ethics
    - Respond to issues of confidentiality

## Practice Chapter 6

At this point, you should now have a better indication of morals and ethics and the roles that they play in the medical office. Since you've read the chapter, let's apply what you've learned. Next, complete the following workbook exercises for Chapter 6. Use the answer key to self-check your work and correct any mistakes you have made. Have your instructor sign off the completion of these exercises.

Then, complete the activities below to practice your skills. These activities will help you incorporate and put into practice what you have learned in Chapter 6 regarding Ethics and Morals. To further practice, use the information using flashcards, matching games, quizzes, etc. by clicking on the StudyStack link below until you are familiar and comfortable with the terms.



1. Complete the Study Guide workbook exercises for Chapter 6.
  1. Vocabulary review
  2. Skills and Concepts
  3. Case Studies
  4. All Workplace Applications
2. Check your understanding by using the self-check [answer key](#).
3. Have your instructor sign off the completed assignments on your Skills Sheet.

## Procedure 6-1: Develop a Plan for Separating Personal and Professional Ethics

### Procedure 6-1: Recognize the Impact Personal Ethics and Morals Have on the Delivery of Healthcare.

1. Evaluate the four scenarios listed in [Accessibility score: Low Click to improve Procedure 6-1: Recognize the Impact Personal Ethics and Morals Have on the Delivery of Healthcare](#) found in the *Kinn's The Medical Assistant Study Guide and Procedure Manual* regarding separation of personal and professional ethics.
2. Using the steps of Procedure 6-1 to guide you as you complete this assignment, write a half page summary for each scenario in a Word document using Times New Roman 12 point font and citing all resources used as references.
  - Be sure to consider information stated in each step of the procedure as you complete this assignment and how it may apply to the given scenario.
  - Use the [Accessibility score: High Click to improve AAMA's Medical Assisting Code of Ethics](#) and the following five steps of the ethical decision-making process.
    1. Gathering relevant information
    2. Identifying the type of ethical problem
    4. Determining the ethical approach to use
    5. Exploring the practical alternatives
    6. Completing the action
  - State the specific ethical problem of the scenario.
  - Determine your personal view on the issue to recognize how personal ethics and morals can affect the delivery of quality patient care.
  - Determine the ethical approach to use and explore practical alternatives.
  - State how you will be able to interact with patients in a professional manner in this circumstance.
  - Include the position of the AAMA on the issue stated. (These code of ethics are similar in many healthcare fields including laboratory professionals)

You will be graded based on the rubric. A minimum score of 10 must be achieved to obtain and Mastered Competency (MC) passing grade. You are allowed three attempts to pass.

### To Submit in Canvas:

- Save the file as Professionalism on your flash drive.
- Return to this assignment and click the **Submit Assignment** button on the right side to submit your assignment.
- Click the **File tab**, and click the **Browse** button.
- Navigate to your file on your flash drive and select it
- Complete the submission in Canvas

## Summary Chapter 6

View [Chapter 6 Slides](#) to review the module information and determine if you need to review any concepts in more detail. This will provide a broad overview of the highlights of the chapter content.

## Knowledge Check Chapter 6

Chapter 6 quiz on Evolve may be used first as a Knowledge Check. This is an optional assignment. You do not need to submit anything for this assignment.

In [Evolve \(Links to an external site.\)Links to an external site.](#) within Student Resources, go to the correct chapter and click on the link. Click on the Chapter review quiz to complete.

## Kinn's Chapter 6 Practice Quiz

### Instructions

This Practice Quiz will help you determine your readiness for the final test. You may take this multiple times. It will not count toward your final grade. It is recommended that you obtain a minimum score of 80% before attempting the final test.

Choose the correct answer to the questions.

## Medicine and Law Introduction

This module will provide an overview of the legal aspects of healthcare. Deliberate implementation of risk management is discussed. Students will learn about maintaining health records and other statute of limitations. Students will be informed on the aspects of the Affordable Care Act and its impact on both patients and healthcare practices. Finally, compliance reporting is reviewed.

This module also provides the information required to work in a healthcare setting that focuses on patient privacy and reporting. Information presented will provide knowledge of the regulations and the importance of following these guidelines along with the penalties of breaching these guidelines as stated in the Health Insurance Portability and Accountability Act (HIPAA) and the Health Information Technology for Economic and Clinical Health Act (HITECH). An industry required annual certificate proving training in these areas will be awarded upon successful completion.

### Competency

- Apply legal expectations in healthcare.

- Demonstrate the principles of HIPAA regulations by completing the HIPAA certification.

**When you have completed this module, you will be able to:**

- Compare criminal and civil law as they apply to the practice of healthcare professionals.
- Define contract law and its essential components.
- Explain the process of medical professional liability lawsuits.
- Compare mediation and arbitration.
- Differentiate malfeasance, misfeasance, and nonfeasance.
- Identify the four Ds of negligence.
- Identify various types of legal damages.
- Explain the role of risk management.
- Define statutes of limitation specific to healthcare.
- Summarize features of the Affordable Care Act.
- Apply the steps of compliance reporting.
- Define components of Health Insurance Portability and Accountability Act (HIPAA).
- Explain the Health Information Technology for Economic and Clinical Health Act (HITECH).

## **Skills Sheet Module 4**

In this module, you will need to download and print the Skills Sheet. This will help you keep track of assignments and assessments that need to be completed in this module. Have your instructor pass off each skill or activity that is required as you work through the module. This is retained in your student file upon completion. You will be doing this for each module.

[Skills Sheet Module 4](#)

Reading the chapters in your textbook will provide information that will prepare you to begin your career as a Clinical Lab Assistant by introducing you to the world of healthcare and your place within it.

The learning activities will help you remember the details of the chapter and then you will be able to use the powerpoint to review the highlights. After that you can check your understanding with the Knowledge Check.

## **Instructional Activities Chapter 5**

1. Read chapter 5 in the text *Kinn's The Clinical Medical Assistant*.

## **Practice Chapter 5**

Now that you have read the chapter, complete the exercises indicated below in the Study Guide. (Note: Any exercises that ask you to join an outside organization, contact or go to outside facilities can be disregarded). These exercises will help you use the information you learned so that it will be better understood and retained in memory. Use the answer key to self-check your work and correct mistakes you may have made. Have your instructor sign off completion of these exercises on your Skills Sheet.

**Instructions:**

Complete the following activities to practice what you have just learned. The learning activities will help you remember the details of the chapter.

1. Complete the Study Guide workbook exercises for Chapter 5.
2. Vocabulary Review
3. Skills and Concepts
4. Case study
5. Workplace Applications #3
6. Check your understanding by using the self-check [answer key](#).
7. Have your instructor sign off the completed assignments on your Skills Sheet.

To further practice the concepts in this module, use the information using flashcards, matching games, quizzes, etc. by clicking on the StudyStack link below until you are familiar and comfortable with the terms and the ACA.

- [Legal Terms \(Links to an external site.\)Links to an external site.](#)
- [Affordable Care Act \(Links to an external site.\)Links to an external site.](#)

**Work Product 5-1: HIPAA Acknowledgement**

Completing this type of healthcare document will help to familiarize you with documents commonly found in the healthcare setting.

This item must be completed and submitted in Canvas.

\*Access [Accessibility score: Low Click to improve Procedure 5-1: HIPAA Acknowledgement](#)

Save to your flashdrive and then complete the activity. You can fabricate names, phone numbers, etc. Do not use personal information.

Save the completed form again and submit within the Canvas environment.

**Work Product 5-3: Patient Consent for Use and Disclosure of Protected Health Information**

Completing this type of healthcare document will help to familiarize you with documents commonly found in the healthcare setting.

This item must be completed and submitted in Canvas.

\*Access [Accessibility score: Low Click to improve Procedure 5-3: Patient Consent for Use and Disclosure of Protected Health Information](#)

Save to your flashdrive and then complete the activity. You can fabricate the patient name, email address, etc. Do not use personal information.

Save the completed form again and submit within the Canvas environment.

**Work Product 5-4: Authorization for Release of Medical Records**

Completing this type of healthcare document will help to familiarize you with documents commonly found in the healthcare setting.

This item must be completed and submitted in Canvas.

\*Access [Accessibility score: Low Click to improve Procedure 5-4: Authorization for Release of Medical Records](#)

Save to your flashdrive and then complete the activity. You can fabricate patient, provider, and facility information. Do not use personal information.

Save the completed form again and submit within the Canvas environment.

## Incident Report

The Occupational Safety and Health Administration (OSHA) protects the well being of employees at work. If there is an injury incurred on the job compliance reporting must be completed. The following form is an example of this type of reporting and will help you become familiar with this requirement.

Using the information from the scenario stated below, complete the [Accessibility score: High Click to improve OSHA 301 Form](#)

### Note:

- Save all links with fillable PDF documents for assignments to your flashdrive BEFORE filling them out
- Complete the task given in the assignment
- Resave the completed form with your name and assignment title to your flashdrive
- Upload saved and completed file into Canvas

## Compliance Reporting Form Assignment

Scenario: On June 3, 20XX employee, Susie Scribe who works for Dr. Feelgood at the ABC Clinic arrived for work at 8:00 AM. She was on her lunch hour when she slipped on water that had been spilled on the floor in the break room. When she fell, she hit her head on the tile floor. The employee was treated in the office by Dr. Feelgood and diagnosed with a mild concussion. She was given educational material on concussions, told to watch for nausea, vomiting, and fatigue then allowed to go home for the day.

## Medicine and Law Spelling List

As a healthcare professional it is important that you develop the ability to correctly spell the sometimes complicated words used in the medical field. Any information that may be put directly into patient's medical records or information sent to colleagues or other facilities must be accurate for reasons of patient care and for legal reasons.

Open the [Medicine and Law Spelling List](#)

You will see twenty words (usually part of your vocabulary list in the front of the chapter of your textbook). The first word is the correct spelling of the word and the form that you will be tested on. The second word is a phonetic version of that word. Practice the correct spelling of each word.

When you are ready you must come to the classroom testing area to take the spelling test. Within the test will be a visual display of the phonetic spelling of each of the words on the spelling list, a link that you can click on to hear each word pronounced, and a box in which you will type in the correct spelling of each word.

## Medicine and Law Spelling Test- Requires Respondus LockDown Browser

### Instructions

You must come to the classroom testing center to take this Quiz. You will log into the testing computer in Lockdown Browser. An instructor will need to input a code to give you access to the quiz. You will see the phonetic spelling of the words from the Spelling list, have the opportunity to listen to the pronunciation of the word, and then you must type the correctly spelled word into the box. You must get 80% to pass this quiz. You have a total of three attempts.

Have your instructor sign this off on the Skills Sheet.

## HIPAA Training Program

### Healthcare Compliance Pros Website

You will access Healthcare Compliance Pros training to complete this module. This company provides training for many areas in healthcare. You have been introduced to the Health Insurance Portability and Accountability Act (HIPAA) and the Health Information Technology for Economic and Clinical Health (HITECH) in your reading in the previous chapter. You have also learned about national departments and agencies that oversee areas of healthcare. That overview will help you as you complete the detailed training module for these important items from Healthcare Compliance Pros.

### Instructions

1. Contact your instructor and provide your email address so that registration for this training can be completed. This must be done before you will have access.
2. Start the training by accessing the [Healthcare Compliance Pros website \(Links to an external site.\)](#)[Links to an external site.](#)
  1. Click on 'Client Login' in the top right of the screen.
  2. Enter the email you provided for registration and '*password*' for the access password.
3. Complete each of the training programs by following it step by step, and complete the test. You must get a minimum score of 80% to pass the test.

**Note: If you have problems with access to the training website, DO NOT contact the company. Instead please contact your instructor.**

### As you work through the training:

- Pay attention to the components of the Health Insurance Portability and Accountability Act including possible penalties for failure to follow guidelines.
- Find explanation of the Health Information Technology for Economic and Clinical Health law and its impact.
- Define the expectations for following OSHA guidelines in a healthcare setting.

## HIPAA Training Program Submission

## Instructions

1. Print a copy the certificate for yourself.
2. Download a copy of the electronic certificate to your flashdrive.
3. Upload the electronic version of the certificate into Canvas as a submission for credit for the assignment.
4. Have your instructor sign off the completion on the Skills Sheet.

## Summary Chapter 5

View [Chapter 5 Slides](#) to review the module information and determine if you need to review any concepts in more detail. This will provide a broad overview of the highlights of the chapter content.

## Knowledge Check Chapter 5

Chapter 5 quiz on Evolve may be used first as a Knowledge Check. This is an optional assignment. You do not need to submit anything for this assignment.

In [Evolve \(Links to an external site.\)](#)[Links to an external site.](#) within Student Resources, go to the correct chapter and click on the link. Click on the Chapter review quiz to complete.

## Kinn's Chapter 5 Practice Quiz

### Instructions

This Practice Quiz will help you determine your readiness for the summative test. You may take this multiple times. It will not count toward your final grade. It is recommended that you obtain a minimum score of 80% before attempting the final test.

Choose the correct answer to the questions.

## Summative Objective Assessment 2- Requires Respondus LockDown Browser

### Instructions

You must come to the classroom to complete this test. An instructor will need to provide a code for you to have access to this test. You must obtain a minimum of 80% to pass.

Choose the correct answer to each question.

Turn in your Skills Sheet to the instructor so that they may sign off on your activities. If all items in the module are complete your instructor will keep the completed Skills Sheet.

## Ethics Summative Performance Assessment

This performance assessment is to determine your understanding of separating personal and professional ethics.

**Assessment:**

1. Explain how you will separate personal from professional ethics in your future as a healthcare professional. Using the following scenario write a paragraph or two based on the rubric requirements.
  - Scenario: A homeless patient has scheduled an appointment in your facility for suspected lice infestation. Do you think his/her status will affect your reaction to this patient?

Complete this on a Word document and upload into the LMS for grading

This performance assessment will be graded based on the rubric. A minimum score of 10 must be achieved to pass. There is a limit of 3 submissions to meet the criteria.

## Communication and Cultural Sensitivity Introduction

This module portrays the importance of good communication. The focus is on how first impressions, verbal communication, and nonverbal communication can portray either a professional and caring impression as desired, or an unprofessional and dismal impression causing mistrust from patients and discord between colleagues. Recommended ways to remove communication barriers are presented. Maslow's hierarchy of needs is reviewed to acknowledge the basic and higher reaching needs of all humans and how our interactions and communications must first meet this level of need. The importance of cultural competence is discussed, including using specific communication strategies and techniques to meet the needs of various cultures in the diverse patient populations that healthcare professionals work with on a daily basis.

**Competency**

- Demonstrate communication skills within a healthcare setting.

**When you have completed this module, you will be able to:**

- Explain the importance of first impressions.
- Differentiate between types of verbal and nonverbal communication.
- Differentiate between open and closed questions.
- Describe techniques for overcoming communication barriers.
- Explain Maslow's hierarchy of needs.
- Summarize factors that need to be considered when communicating with diverse patient populations.

## Skills Sheet Module 5

In this module, you will need to download and print the Skills Sheet. This will help you keep track of assignments and assessments that need to be completed in this module. Have your instructor pass off each skill or activity that is required as you work through the module. This is retained in your student file upon completion. You will be doing this for each module.

[Skills Sheet Module 5](#)

The video and reading the chapters in your textbook will provide information that will prepare you to begin your career as a Clinical Lab Assistant by introducing you to the world of healthcare and your place within it.



The learning activities will help you remember the details of the chapter and then you will be able to use the powerpoint to review the highlights. After that you can check your understanding with the Knowledge Check.

## Instructional Activities Chapter 4

1. Read chapter 4 in the text *Kinn's The Administrative Medical Assistant*.
2. Watch the video Communication Skills.
3. View the Elsevier Medical Assisting Procedure Videos (found in Evolve Student Resources)
  - Therapeutic Communication
  - Respond to nonverbal communication
  - Apply feedback techniques, including reflection, restatement, and clarification to obtain patient information

## Practice Chapter 4

Now that you have read the chapter, complete the exercises indicated below in the Study Guide. (Note: Any exercises that ask you to join an outside organization, contact or go to outside facilities can be disregarded). These exercises will help you use the information you learned so that it will be better understood and retained in memory.

Use the answer key to self-check your work and correct mistakes you may have made. Have your instructor sign off completion of these exercises on your Skills Sheet.

Instructions Complete the following activities to practice what you have just learned. The learning activities will help you remember the details of the chapter.

1. Complete the Study Guide workbook exercises for Chapter 4.
  - Vocabulary Review
  - Skills and Concepts
  - Case study

2. Check your understanding by using the [answer key](#).

To further practice the concepts in this module, use the information using flashcards, matching games, quizzes, etc. by clicking on the StudyStack link below until you are familiar and comfortable with the concepts of communication and Maslow's Hierarchy of Needs.

- [Communication \(Links to an external site.\)Links to an external site.](#)
- [Cultural Competence \(Links to an external site.\)Links to an external site.](#)
- [Active Listening \(Links to an external site.\)Links to an external site. \(Links to an external site.\)Links to an external site.](#)
- [Maslow's Hierarchy \(Links to an external site.\)Links to an external site.](#)

## Cultural Diversity

### Ethnic Group Assignment

1. Take notes while reading the information about Cultural Diversity focusing on healthcare issues in either '[Culture Clues \(Links to an external site.\)Links to an external site.](#)' and/or '[Ethnomed \(Links to an external site.\)Links to an external site.](#)'. You must read about at least **four (4)** different cultural groups.

A written assignment will be completed regarding various cultural groups and their views of healthcare. Remember: plagiarism is the incorrect use of information from outside sources in which the content is copied into the student writing without being given correct citations crediting the original author's contribution. Plagiarism is a serious offense and is a violation of the Student Code of Conduct. Make sure your writing is original work and that all information from outside sources is cited correctly.

2. Complete a typed report in **APA format** (*helpful hints and resources to follow*) on Cultural Diversity using the information that you have learned. This must include each of the 4 different cultural groups you read about. Explain the importance of understanding cultural diversity in medical professions. The following may be some areas that you discuss:

- What do you feel was the most important idea of understanding cultural beliefs and differences within healthcare in your reading Culture Clues or Ethnomed?
- Why is it useful to understand these potential differences of beliefs and ideals?
- What surprised you?
- What idea of cultural influence in healthcare stands out to you the most?
- What helped you understand the importance of cultural competence?
- What is the most confusing aspect to you regarding cultural competence?
- How can you put this behavior into practice?
- How can you explain this concept to others?
- Does this relate to your current beliefs?
- How does this relate to your current practices and knowledge?

### **Note:**

1. The following websites and You Tube Videos are useful to help you with APA format for written papers.

[APA You Tube Reference Video Links](#)

<http://owl.english.purdue.edu/owl/resource/560/01/> (Links to an external site.)[Links to an external site.](#)

2. You may also use the following link to aid in correct citation creation to give credit to your references both on the reference page and using in-text citations.

<http://citationmachine.net/index2.php?reqstyleid=2&newstyle=2&stylebox=2> (Links to an external site.)

## **Module 5 Assignment: Cultural Diversity**

Upon Completion of your paper on Cultural Diversity, upload it into the LMS for credit.

It will be graded based on the rubric. You must achieve a minimum score of 12 points to pass with an MC.

## **Psychology Spelling List**

As a healthcare professional it is important that you develop the ability to correctly spell the sometimes complicated words used in the medical field. Any information that may be put directly into patient's medical records or information sent to colleagues or other facilities must be accurate for reasons of patient care and for legal reasons.

Open the [Psychology Spelling List](#)

You will see twenty words (usually part of your vocabulary list in the front of the chapter of your textbook). The first word is the correct spelling of the word and the form that you will be tested on. The second word is a phonetic version of that word. Practice the correct spelling of each word.

When you are ready you must come to the classroom testing area to take the spelling test. Within the test will be a visual display of the phonetic spelling of each of the words on the spelling list, a link that you can click on to hear each word pronounced, and a box in which you will type in the correct spelling of each word.

## **Psychology Spelling Test- Requires Respondus LockDown Browser**

### **Instructions**

You must come to the classroom testing center to take this Quiz. You will log into the testing computer in Lockdown Browser. An instructor will need to input a code to give you access to the quiz. You will see the phonetic spelling of the words from the Spelling list, have the opportunity to listen to the pronunciation of the word, and then you must type the correctly spelled word into the box. You must get 80% to pass this quiz. You have a total of three attempts.

Have your instructor sign this off on the Skills Sheet.

## **Summary Chapter 4**

View [Chapter 4 Slides](#) to review the module information and determine if you need to review any concepts in more detail. This will provide a broad overview of the highlights of the chapter content.

## **Knowledge Check Chapter 4**

Chapter 4 quiz on Evolve may be used first as a Knowledge Check. This is an optional assignment. You do not need to submit anything for this assignment.

In [Evolve \(Links to an external site.\)Links to an external site.](#) within Student Resources, go to the correct chapter and click on the link. Click on the Chapter review quiz to complete.

## **Kinn's Chapter 4 Practice Quiz**

### **Instructions**

- This Practice Quiz will help you determine your readiness for the summative assessment. You may take this multiple times. It will not count toward your final grade. It is recommended that you obtain a minimum score of 80% before attempting the final test.

Choose the correct answer to the questions.

## **Summative Objective Assessment 3 - Requires Respondus Lockdown Browser- Requires Respondus LockDown Browser**

### **Instructions**

You must come to the classroom to complete this Chapter test. An instructor will need to provide a code for you to have access to this test. You must obtain a minimum of 80% to pass.



**SCHOOL OF APPLIED TECHNOLOGY &  
TECHNICAL SPECIALTIES  
CLINICAL LAB ASSISTANT (KCLA)**

Choose the correct answer to each question.

Turn in your Skills Sheet to the instructor so that they may sign off on your activities. If all items in the module are complete your instructor will keep the completed Skills Sheet.