**Florida Department of Education**
**Curriculum Framework**

This program is a replacement for Medical Assisting, H170515, (0351080102).
The program length has changed from 1300 clock hours to 900 clock hours.

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

| Career Certificate Program | | |
|---|---|---|
| Program Number | H700300 | |
| CIP Number | 0351080105 | |
| Grade Level | 30,31 | |
| Standard Length | 900 hours | |
| Teacher Certification | Refer to the **Program Structure** section. | |
| CTSO | HOSA | |
| Primary SOC Code | For program SOC codes, please see the Program and Course Tables section of the CTE Program Resources page linked below. | |
| CTE Program Resources | http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml | |
| Basic Skills Level | Computation (Mathematics): 10 | Communications (Reading and Language Arts): 10 |

## Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Health Science career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Health Science career cluster. This program is designed to prepare students for employment as medical assistants.

The content includes but is not limited to communication, transcultural communication in healthcare, interpersonal skills, legal and ethical responsibilities, health-illness concepts, administrative and clinical duties, emergency procedures including CPR and first aid, emergency preparedness, safety and security procedures, medical terminology, anatomy and physiology, and employability skills.

**Additional Information** relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

## Program Structure

This program is a planned sequence of instruction consisting of 6 occupational completion points.

This program is comprised of courses which have been assigned course numbers in the SCNS (Statewide Course Numbering System) in accordance with Section 1007.24 (1), F.S. Career and Technical credit shall be awarded to the student on a transcript in accordance with Section 1001.44(3)(b), F.S.

To teach the course(s) listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the postsecondary program structure:

| OCP | Course Number | Course Title | Teacher Certification | Length |
|---|---|---|---|---|
| A | MEA0003 | Introduction to Medical Assisting and Pharmacology | MED ASST 7G<br>LPN 7G c<br>REG NURSE 7 G | 250 hours |
| | MEA0502 | Introduction to Medical Office Procedures | | 100 hours |
| B | MEA0521 | Phlebotomist | | 75 hours |
| C | MEA0574 | Laboratory Procedures | | 80 hours |
| D | MEA0543 | EKG Aide | | 75 hours |
| E | MEA0584 | Clinical Assisting | | 130 hours |
| F | MEA0943 | Practicum Experience | | 190 hours |

**Florida's Career Readiness Skills for CTE Programs**

| Employability Skills | |
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| 01.0 | Apply academic skills to workplace scenarios. |
| 01.01 | Use reading skills. |
| 01.02 | Use writing skills. |
| 01.03 | Use mathematical strategies and procedures. |
| 01.04 | Use scientific principles and procedures. |
| 02.0 | Design a solution to an industry problem. |
| 02.01 | Use critical thinking. |
| 02.02 | Use creativity. |
| 02.03 | Make sound decisions. |
| 02.04 | Solve problems. |
| 02.05 | Reason. |
| 02.06 | Plan and organize. |
| 03.0 | Manage resources within an industry project |
| 03.01 | Manage time. |
| 03.02 | Manage money or resources. |
| 03.03 | Manage materials. |
| 03.04 | Manage personnel. |
| 04.0 | Oversee the subcomponents, operations and output of a technical or organizational system. |
| 04.01 | Manage systems. |
| 04.02 | Monitor systems. |
| 04.03 | Improve systems. |
| 05.0 | Use information for decision making. |
| 05.01 | Locate information. |
| 05.02 | Organize information. |
| 05.03 | Use information. |

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| | 05.04 Analyze information. |
| | 05.05 Communicate information. |
| 06.0 | Apply relevant technology to workplace scenarios to aid productivity. |
| | 06.01 Use technology. |
| 07.0 | Interpret and express interpersonal communication. |
| | 07.01 Communicate verbally. |
| | 07.02 Listen actively. |
| | 07.03 Comprehend written material. |
| | 07.04 Convey information in writing. |
| | 07.05 Communicate nonverbally. |
| | 07.06 Interpret nonverbal communication. |
| 08.0 | Interact with others to accomplish workplace goals. |
| | 08.01 Collaborate with others in a team. |
| | 08.02 Respond to customer needs. |
| | 08.03 Exercise leadership. |
| | 08.04 Negotiate to resolve conflict. |
| | 08.05 Respect others. |
| 09.0 | Manage personal behavior to maximize productivity and professional growth. |
| | 09.01 Demonstrate responsibility and self-discipline. |
| | 09.02 Adapt and show flexibility. |
| | 09.03 Work independently. |
| | 09.04 Demonstrate a willingness to learn. |
| | 09.05 Demonstrate integrity. |
| | 09.06 Demonstrate professionalism. |
| | 09.07 Take initiative. |
| | 09.08 Display positive attitude. |
| | 09.09 Take responsibility for professional growth. |

| Job Attainment | |
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| 10.0 | Find, assess and apply to job opportunities. |
| 10.01 | Identify online job posts relevant to his or her career aspirations. |
| 10.02 | Compare and contrast the job posts' required qualifications, job duties, compensation, benefits and employers. |
| 10.03 | Define what information, documentation and writing prompts are required for the positions. |
| 11.0 | Communicate personal competence, character and fit for a job opportunity. |
| 11.01 | Develop a resume. |
| 11.02 | Write a cover letter. |
| 11.03 | Curate a professional portfolio that includes work products. |
| 11.04 | Prepare for and experience a mock job interview. |
| 12.0 | Cultivate and leverage relationships to professionally advance. |
| 12.01 | Request a signed reference letter, letter of recommendation and/or an online skill/professionalism endorsement. |
| 12.02 | Develop a plan to cultivate a professional digital footprint. |
| 12.03 | Develop a networking plan for a specific industry of interest. |

**Standards**

After successfully completing this program, the student will have demonstrated mastery the following student learning outcomes:

01.0 Demonstrate proper use of medical terminology and identify anatomy and physiology concepts in both illness and wellness states.
02.0 Demonstrate knowledge of pharmaceutical principles and administer medications.
03.0 Demonstrate basic clerical/medical office duties, including communication and interpersonal skills.
04.0 Demonstrate knowledge of legal and ethical responsibilities for medical assistants.
05.0 Perform administrative office duties and employability skills.
06.0 Demonstrate accepted professional, communication, and interpersonal skills as related to phlebotomy.
07.0 Discuss phlebotomy in relation to the health care setting.
08.0 Identify the anatomic structure and function of body systems in relation to services performed by a phlebotomist.
09.0 Recognize and identify collection reagents supplies, equipment, and interfering chemical substances.
10.0 Demonstrate skills and knowledge necessary to perform phlebotomy.
11.0 Practice infection control following standard precautions.
12.0 Practice accepted procedures of transporting, accessioning, and processing specimens.
13.0 Practice quality assurance and safety.
14.0 Perform CLAI-waived diagnostic clinical laboratory procedures.
15.0 Demonstrate knowledge of emergency preparedness and protective practices
16.0 Describe the cardiovascular system.
17.0 Identify legal and ethical responsibilities of an EKG aide.
18.0 Demonstrate knowledge of, apply, and use medical instrumentation modalities
19.0 Perform patient care techniques in the health care facility.
20.0 Demonstrate basic office examination procedures.
21.0 Demonstrate knowledge of the fundamentals of microbial control and use aseptic techniques.
22.0 Demonstrate minor treatments.
23.0 Demonstrate knowledge of basic diagnostic medical assisting procedures
24.0 Perform administrative and general skills.
25.0 Dispose of bio-hazardous waste in appropriate containers.
26.0 Collaborate, communicate, and interact professionally with other health care professionals utilizing technology.

**Florida Department of Education**
**Student Performance Standards**

**Program Title: Medical Assisting**
**Career Certificate Program Number: H700300**

| **Course Number: MEA0003**<br>**Occupational Completion Point: A (1 of 2)**<br>**Introduction to Medical Assisting and Pharmacology – 250 Hours** | |
|---|---|
| 01.0 | Demonstrate proper use of medical terminology and identify anatomy and physiology concepts in both illness and wellness states. The student will be able to: |
| 01.01 | Demonstrate accurate use and identification of medical terminology, including word parts. |
| 01.02 | Identify body organization, the 11 major organ systems of the body (1) Integumentary, (2) Skeletal, (3) Muscular, (4) Nervous, (5) Endocrine, (6) Circulatory (cardiovascular) (7) Lymphatic, (8) Respiratory, (9) Digestive, (10) Urinary, and (11) Reproductive Systems and related pathology. |
| 01.03 | Compare the structure and function of the body across the lifespan. |
| 01.04 | Identify psychological reactions to illness, including defense mechanisms. |
| 02.0 | Demonstrate knowledge of pharmaceutical principles and administer medications. The student will be able to |
| 02.01 | Identify commonly administered drugs, their uses, and effects, and the five schedules of controlled substances |
| 02.02 | Identify the major classifications of medication for each body system, including indications for use, side effects, and adverse reactions. |
| 02.03 | Use correct approved pharmaceutical abbreviations and terminology in accordance with the Joint Commission. |
| 02.04 | Identify various methods and routes of drug administration. |
| 02.05 | Instruct patients regarding self-administration of medications. |
| 02.06 | Calculate and confirm dosage and administer pharmaceuticals by applying the Rights of Drug Administration. |
| 02.07 | Demonstrate knowledge of emergency medications for first aid. |
| 02.08 | Recognize and report medication errors. |
| 02.09 | Demonstrate appropriate techniques to:<br>• Prepare and administer non-parenteral medications (solid, liquids, and inhalers).<br>• Prepare and administer parenteral medications.<br>• Reconstitute powdered drugs. |

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| | • Prepare injections from ampules and vials. |
| 02.10 | Identify the risks and complications associated with drug administration. |
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| **Course Number: MEA0502<br>Occupational Completion Point: A (2 of 2)<br>Introduction to Medical Office Procedures –100 Hour** | |
| 03.0 | Demonstrate basic clerical/medical office duties, including communication and interpersonal skills. The student will be able to |
| 03.01 | Perform effective communication skills essential to the medical office, including courtesy and respect for patients and other healthcare workers. |
| 03.02 | Maintain good interpersonal relationships, including cultural orientation, diverse ages, and cultural, economic, and religious groups. |
| 03.03 | Prepare and maintain medical records electronically as it pertains to EMR/EHR |
| 03.04 | Schedule routine appointments, patient admissions, and/or procedures within the electronic health record (EMR/EHR). |
| 03.05 | Maintain office inventory. |
| 03.06 | Receive patients and visitors and inform patients of office policies both verbally and in writing. |
| 03.07 | Identify and maintain office policies and office security policies/procedures in accordance with HIPAA. |
| 04.0 | Demonstrate knowledge of legal and ethical responsibilities for medical assistants. The student will be able to: |
| 04.01 | Describe the role of the medical assistant, including legislated Scope of Practice as set forth in Florida Statutes. |
| 04.02 | Recognize the importance of certification of the medical assistant as it relates to entering orders in EMR/EH. |
| 04.03 | Explain the difference between the liability of the providers and staff members in the medical office. |
| 04.04 | Explain the principles for preventing medical liability to include malpractice, liabilities, negligence, abandonment, false imprisonment, and fraud. |
| 04.05 | Discuss legal and ethical issues as they relate to healthcare to include the code of ethics consistent with healthcare. |
| 04.06 | Summarize the Patient Care Partnership. |
| 05.0 | Perform administrative office duties and employability skills. The student will be able to: |
| 05.01 | Execute data management using Electronic Medical Record (EMR), including, but not limited to, patient registration, appointment scheduling, charting, billing and insurance processing, procedure and diagnostic coding, ordering, monitoring patient testing, medication and prescription orders, keyboarding, and correspondence |

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| | 05.02 Execute non-EMR data management, including, but not limited to, selecting appropriate procedure and diagnostic codes, and processing insurance claims. |
| | 05.03 Perform various financial procedures, to include billing and collection procedures, payroll procedures, and checkbook procedures |
| | 05.04 Demonstrate knowledge of management in a medical office, including but not limited to personnel records, interviewing, various management styles, risk management, and conflict resolution. |
| | 05.05 Discuss the laws governing harassment, labor, and employment. |
| | 05.06 Perform employability skills. |
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| **Course Number: MEA0521<br>Occupational Completion Point: B<br>Phlebotomist – 75 Hours** | |
| 06.0 | Demonstrate accepted professional, communication, and interpersonal skills as related to phlebotomy. The student will be able to: |
| | 06.01 Demonstrate the appropriate professional behavior of a phlebotomist and describe the scope of practice (job skills and duties) for a phlebotomist |
| | 06.02 Explain to the patient the procedure to be used in specimen collection. |
| | 06.03 Explain in detail the importance of identifying patients correctly when drawing blood. |
| | 06.04 Explain the importance of continuing education in relation to certification to maintain competency and skills. |
| 07.0 | Discuss phlebotomy in relation to the health care setting. The student will be able to |
| | 07.01 List, classify, and discuss various departments and services within the health care setting with which the phlebotomist must interact to obtain laboratory specimens from patients |
| | 07.02 Identify the major departments/sections within the clinical laboratory, the major types of procedures run in each department/section, and their specimen requirements. |
| | 07.03 Describe the roles of the major classifications of clinical laboratory personnel (i.e., pathologist, chief/administrative technologist, CLS, MLS, MLT, MT, phlebotomist, lab assistant, etc.). |
| 08.0 | Identify the anatomic structure and function of body systems in relation to services performed by a phlebotomist. The student will be able to: |
| | 08.01 Describe and define major body systems with emphasis on the circulatory system. |
| | 08.02 List and describe the main superficial veins used in performing venipuncture |
| | 08.03 Locate the most appropriate site(s) for both capillary and venipuncture |
| | 08.04 Describe the function of the following blood components: erythrocytes, thrombocytes, leukocytes, and plasma |

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| | 08.05 Compare and contrast serum and plasma as they relate to blood collection. |
| | 08.06 Discuss hemostasis, hemolysis, and methods of prevention as they relate to blood collection |
| 09.0 | Recognize and identify collection reagents supplies, equipment, and interfering chemical substances. The student will be able to: |
| | 09.01 Identify and discuss the proper use of appropriate types of equipment needed to collect various clinical laboratory blood specimens by venipuncture. |
| | 09.02 Explain the special precautions and types of equipment needed to collect blood from a pediatric patient. |
| | 09.03 Identify and discuss the proper use of supplies used in collecting short-draw specimens or difficult draws. |
| | 09.04 Identify and discuss the proper use of the various types of anticoagulants, preservatives, and gels used in blood collection and the vacuum tube color-codes for these additives. |
| | 09.05 Describe the types of specimens that are analyzed in the clinical laboratory and the phlebotomist's role in collecting and/or transporting these specimens to the laboratory. |
| | 09.06 Describe substances potentially encountered during phlebotomy that can interfere in the analysis of blood constituents. |
| | 09.07 Define and utilize correct medical terminology and metric measurement needed for specimen collection. |
| 10.0 | Demonstrate skills and knowledge necessary to perform phlebotomy. The student will be able to: |
| | 10.01 Follow the approved procedure for completing a laboratory requisition form and recognize a properly completed form. |
| | 10.02 Demonstrate knowledge of established protocol for patient and specimen identification. |
| | 10.03 Discuss appropriate methods for facilitating and preparing the patient for capillary and venipuncture collection. |
| | 10.04 List appropriate antiseptic agents useful in preparing sites for capillary and venipuncture for adult and pediatric patients. |
| | 10.05 Perform venipuncture by evacuated tube, butterfly, and syringe systems, demonstrating appropriate use of supplies, proper handling of equipment and specimens, and appropriate patient care |
| | 10.06 Describe the correct order of draw. |
| | 10.07 Describe the use of barcoding systems used for specimen collection |
| | 10.08 Convey an understanding of capillary puncture using appropriate supplies and techniques for both adult and pediatric patients. |
| | 10.09 Describe the most common complications associated with capillary and venipuncture, their causes, prevention, and treatment. |
| | 10.10 Recognize and respond to possible adverse patient reactions such as allergies, convulsions, syncope, lightheadedness, vomiting, and nerve involvement. |
| | 10.11 Perform appropriate procedures for disposing of used or contaminated capillary and venipuncture supplies. |

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| | 10.12 Demonstrate the proper procedure for collecting blood cultures |
| | 10.13 Demonstrate a working understanding of how the age and weight of patients impact the maximum amount of blood that can be safely drawn. |
| 11.0 | Practice infection control following standard precautions. The student will be able to: |
| | 11.01 Define the term “hospital-acquired infection. |
| | 11.02 Describe and practice procedures for infection prevention, including hand washing skills. |
| | 11.03 Discuss transmission-based precautions. |
| | 11.04 Identify potential routes of infection and their complications. |
| 12.0 | Practice accepted procedures of transporting, accessioning, and processing specimens. The student will be able to: |
| | 12.01 Instruct patients in the proper collection of urine (clean catch, id-stream), sputum, and stool specimens. |
| | 12.02 Follow the approved procedure for preparation and processing (e.g., centrifugation, separation, aliquoting, labeling, and storage) of serum, plasma, urine, sputum, stool, and wound culture specimens. |
| | 12.03 Describe the significance of time constraints for specimen collection, transporting, and delivery. |
| | 12.04 Describe routine procedures for transporting and processing specimens, including DOT packaging requirements. |
| 13.0 | Practice quality assurance and safety. The student will be able to: |
| | 13.01 Distinguish and perform procedures that ensure the reliability of test results when collecting blood specimens. |
| | 13.02 Practice appropriate patient safety |
| | 13.03 Practice safety in accordance with OSHA (state & federal guidelines) for chemical, biological, and PPE established procedures, including proper disposal of sharps and biohazardous materials. |
| | 13.04 Follow documentation procedures for work-related accidents. |
| | 13.05 Implement appropriate Joint Commission patient safety goals and other accrediting/regulatory agency guidelines |
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| **Course Number: MEA0574<br>Occupational Completion Point: C<br>Laboratory Procedures – 80 Hours** | |
| 14.0 | Perform CLAI-waived diagnostic clinical laboratory procedures. The student will be able to: |
| | 14.01 Comply with safety signs, symbols, labels, and SDS. |

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| 14.02 | Describe the criteria used by the Food and Drug Administration (FDA) to classify a test as “CLIA-waived” and the regulatory constraints on test performance. |
| 14.03 | Explain the methods of quality control for CLIA-waived testing, identify acceptable and unacceptable control results, and describe specific corrective action required when results are unacceptable. |
| 14.04 | Demonstrate proper technique for the collection of specimens for laboratory testing. |
| 14.05 | Explain CLIA-waived testing, e.g., occult blood, urinalysis, hematology, chemistry, pregnancy, and infectious disease testing. |
| 15.0 | Demonstrate knowledge of emergency preparedness and protective practices. The student will be able to |
| 15.01 | Maintain and operate emergency equipment and supplies. |
| 15.02 | Prepare a list of community resources for emergency preparedness, including domestic violence resources. |
| 15.03 | Recognize and report abuse, including domestic violence, neglect, and suspected human trafficking. |
| 15.04 | Explain an evacuation plan for a physician’s office. |
| 15.05 | Obtain and maintain training for certification on cardiopulmonary resuscitation (CPR), automated external defibrillator (AED), foreign body airway obstruction (FBAO), and first aid. |
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| **Course Number: MEA0543<br>Occupational Completion Point: D<br>EKG Aide – 75 Hours** | |
| 16.0 | Describe the cardiovascular system. The student will be able to |
| 16.01 | Locate the heart and surrounding structures |
| 16.02 | Review the structure and function of the heart. |
| 16.03 | Trace the flow of blood through the cardiopulmonary system. |
| 16.04 | Identify and describe the electrical conduction system |
| 16.05 | Describe signs and symptoms of a patient demonstrating poor perfusion or low cardiac output and state the importance of rapid reporting. |
| 17.0 | Identify legal and ethical responsibilities of an EKG aide. The student will be able to |
| 17.01 | Recognize and practice legal and ethical responsibilities as they relate to an EKG aide |
| 17.02 | Maintain a safe and efficient work environment |

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| | 17.03 Maintain EKG equipment per the manufacturer's guidelines so it will be safe and accurate. |
| 18.0 | Demonstrate knowledge of, apply, and use medical instrumentation modalities. The student will be able to: |
| | 18.01 Calibrate and maintain EKG equipment in the work environment and verify settings on the EKG machine |
| | 18.02 Identify three types of lead systems (standard/limb, augmented, and precordial/chest). |
| | 18.03 Apply the concepts of Einthoven's triangle and Wilson's Central Terminal to EKG tracing |
| | 18.04 Prepare the patient and demonstrate proper lead placement, including lead placement with special consideration for various patients with special needs. |
| | 18.05 Demonstrate knowledge of the application of a Holter Monitor, ambulatory monitoring, and provide patient education on its use. |
| | 18.06 Identify artifacts and mechanical problems and actions to correct them. |
| | 18.07 Perform a 3, 5, 12 lead EKG and perform a rhythm strip. |
| | 18.08 Recognize normal sinus rhythm. |
| | 18.09 Recognize and report dysrhythmias that are not normal sinus rhythms. |
| | 18.10 Recognize signs and symptoms of cardiac emergencies on the EKG tracing and understand the importance of rapid reporting. |
| | 18.11 Use documentation skills to identify an electrocardiograph |
| 19.0 | Perform patient care techniques in the health care facility. The student will be able to: |
| | 19.01 Describe the physical and mental preparation of the patient for EKG testing. |
| | 19.02 Identify the patient and verify the requisition order. |
| | 19.03 State precautions required when performing cardiovascular diagnostic procedures. |
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| **Course Number: MEA0584<br>Occupational Completion Point: E<br>Clinical Assisting – 130 Hours** | |
| 20.0 | Demonstrate basic office examination procedures. The student will be able to |
| | 20.01 Prepare patients for and assist the provider with physical examinations, including, but not limited to, pre- and post-natal, male and female reproductive, to include PAP and rectal exams |
| | 20.02 Educate the patient on breast and testicular self-examinations. |

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| | 20.03 Assist with pediatric procedures, to include weighing, measuring, and collecting specimens |
| | 20.04 Educate patient utilizing the U.S. Department of Agriculture's “My Plate” Food Guide (https://www.myplate.gov/ |
| | 20.05 Educate patients on preparations for diagnostic procedures. |
| 21.0 | Demonstrate knowledge of the fundamentals of microbial control and use aseptic techniques. The student will be able to |
| | 21.01 Identify and maintain common instruments and surgical supplies. |
| | 21.02 Wrap and sterilize articles for autoclave. |
| | 21.03 Create and maintain sterile fields for dressings and minor surgery. |
| | 21.04 Prepare for minor surgical procedures, including informed consent, surgical hand wash, and applying sterile gloves |
| | 21.05 Remove sutures and staples. |
| 22.0 | Demonstrate minor treatments. The student will be able to: |
| | 22.01 Perform minor treatments as directed by the provider, including hot and cold therapy (which may include the following: hot water bag, heating pad, hot soaks and compresses, ice bag, cold compresses and packs). |
| | 22.02 Assist the provider with minor surgery. |
| | 22.03 Perform orthopedic procedures, including but not limited to the following: crutch measurements and instruction in the use of canes, crutches, walkers, and wheelchairs. |
| | 22.04 Describe casting procedures and supplies. |
| | 22.05 Apply all types of roller bandages using turns as appropriate. |
| | 22.06 Demonstrate eye and ear irrigations. |
| 23.0 | Demonstrate knowledge of basic diagnostic medical assisting procedures. The student will be able to: |
| | 23.01 Perform visual and auditory screening. |
| | 23.02 Perform spirometry. |
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| **Course Number: MEA0943**<br>**Occupational Completion Point: E**<br>**Practicum Experience – 190 Hours** | |
| This “Practicum” experience is a supervised, unpaid activity of **a total of 200 hours,** of which 160 contact hours must be in an ambulatory health care setting and no more than 40 hours in a simulated laboratory setting performing administrative and clinical procedures, and must be completed | |

prior to graduation. Students ready for the Practicum experience have completed all other program requirements and are eligible for this final phase in the program.

The program should ensure that the experience and instruction of students are meaningful and parallel in content and concept with the material presented in lecture and laboratory sessions. Sites should be selected so that each student is afforded a variety of experiences, while at the same time, all students are provided consistent learning opportunities. This experience provides an opportunity for students to utilize both administrative and clinical skills learned in the Medical Assistant classroom and clinical environment in a local clinic, provider's office, or other health care facility.

The students' practicum should be performed in a professional environment under conditions of strict supervision and guidance of a licensed provider and clinical coordinator. An individual who has knowledge of the medical assisting profession must provide on-site supervision of the student. When performed in the stimulated laboratory, all activities must be under the supervision of the medical assisting program/practicum coordinator or faculty. The content for any simulated laboratory activity will be at the discretion of each learning institution to best meet the needs of its students.

The actual hands-on experiences will tie in all the educational components based on theory and competency-based instruction that the student learned in the laboratory and classroom settings. This course is set to assess the student in their ability to utilize all critical thinking applications learned during the program and to apply these critical thinking skills during the Practicum experience. The healthcare facility and the learning college/institute will expect the student to utilize good work ethics, show excellent civic responsibilities, and further learn to both embrace and respect cultural diversity.

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| 24.0 | Perform administrative and general skills. The student will be able to: |
| 24.01 | Recognize and respond to verbal communication. |
| 24.02 | Maintain confidentiality and adhere to HIPAA regulations. |
| 24.03 | Understand how to document manually and electronically appropriately. |
| 24.04 | Understand how to schedule appointments manually and electronically accurately. |
| 24.05 | Understand how to schedule inpatient and/or outpatient procedures accurately. |
| 24.06 | Greet patients courteously and professionally. |
| 24.07 | Demonstrate safety and quality assurance in the workplace. |
| 24.08 | Perform clinical and general skills. |
| 24.09 | Demonstrate aseptic hand washing technique. |
| 25.0 | Dispose of biohazardous waste in appropriate containers. The student will be able to |

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| | 25.01 Adhere to sterilization techniques according to standards |
| | 25.02 Practice standard precautions. |
| | 25.03 Stage patients and obtain vital signs |
| | 25.04 Obtain patient histories. |
| | 25.05 Prepare and maintain examination and treatment area(s). |
| | 25.06 Prepare patient for examinations and/or minor office procedures |
| | 25.07 Assist with examinations and/or minor office procedures. |
| | 25.08 Provide and document patient education |
| | 25.09 Display professional work habits integral to medical assisting. |
| | 25.10 Communicate appropriately in healthcare settings by listening, writing, speaking, and presenting with a professional demeanor. |
| 26.0 | Collaborate, communicate, and interact professionally with other health care professionals utilizing technology. The student will be able to |
| | 26.01 Contribute to team efforts by fulfilling responsibilities and valuing diversity. |
| | 26.02 Exercise proper judgment and critical thinking skills in decision making |
| | 26.03 Adapt to changing organizational environments with flexibility. |
| | 26.04 Report as expected, on time, appropriately dressed and groomed, and ready to work. |
| | 26.05 Model acceptable work habits as defined by company policy |
| | 26.06 Complete and follow through on tasks using time management skills and take initiative as warranted |
| | 26.07 Respond appropriately and quickly to patients' needs and concerns |
| | 26.08 Practice etiquette and social sensitivity in face-to-face interaction, on the telephone, and online. |
| | 26.09 Actively adhere to policies and procedures that protect the patient's confidentiality and privacy |
| | 26.10 Understand resources related to patients' healthcare needs |

## Additional Information

### Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

### Special Notes

Although it is not required, it is strongly recommended that the programs meet the Standards and Guidelines of an Accredited Educational Program for the Medical Assistant adopted by the American Association of Medical Assistants and the Commission on Accreditation of Allied Health Education Programs (CAAHEP) or the American Medical Technologist and the Accrediting Bureau of Health Education Schools (ABHES).
For further information, contact:

Commission on Accreditation of Allied Health Education Programs (CAAHEP) www.caahep.org/
1361 Park Street, Clearwater, FL 33756, Phone: 727-210-2350/ Fax: 727-210-2354

Accrediting Bureau of Health Education Schools (ABHES) www.abhes.org/
777 Leesburg Pike, Suite 312, North Falls, VA 22043, (703) 917-9503

This program will also be in accordance with Florida Statute, Medical Assistants, 458.3485, F.S.

This program meets the Department of Health's education requirements for HIV/AIDS, Domestic Violence, and Prevention of Medical Errors. Although not a requirement for initial licensure, it is a requirement for renewal, therefore, the instructor **may** provide a certificate for renewal purposes to the student verifying these requirements have been met.

If students in this program are seeking a licensure, certificate, or registration through the Department of Health, please refer to 456.0635, F.S. for more information on disqualification for a license, certificate, or registration through the Department of Health.

Program completers of a CAAHEP or ABHES-accredited program are eligible to take the American Association of Medical Assistants' Certification Examination (CMA) or the American Medical Technologists' Certification Examination (RMA). For further information, contact:

American Association of Medical Assistants (AAMA) www.aama-ntl.org/
20 North Wacker Drive, Suite 1575, Chicago, Illinois 60606 (312-899-1500)
Or
American Medical Technologist (AMT) https://americanmedtech.org/
10700 West Higgins Road, Suite 150, Rosemont, Illinois 60018 (800-275-1268)

The Core should be taken first in the program. Following the successful completion of the core, the student is eligible to take the **National Health Care Foundation Skill Standards Assessment** with instructor approval and the completion of a portfolio.

**Career and Technical Student Organization (CTSO)**

CTSOs are co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered. Other CTSOs not listed in this curriculum framework or recognized by the Florida Department of Education are permissible provided they support student mastery over the standards and benchmarks of this curriculum framework.

**Cooperative Training – OJT**

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

**Basic Skills**

In Career Certificate programs offered for 450 hours or more, in accordance with Rule 6A-10.040, F.A.C., the minimum basic skills grade levels required for postsecondary adult career and technical students to complete this program are: Computation (Mathematics) and Communications (Reading and Language Arts). These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination.

Adult students with disabilities, as defined in s. 1004.02, F.S., may be exempted from meeting the Basic Skills requirements (Rule 6A-10.040, F.A.C.). Students served in exceptional student education (except gifted) as defined in s. 1003.01, F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College System Institution must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in s. 1004.91, F.S.

**Accommodations**

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Note: postsecondary curriculum and regulated secondary programs cannot be modified.