



TECHNICAL COLLEGE
OF THE LOWCOUNTRY

Technical College of the Lowcountry
Medical Assisting Program
FALL, 2018

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COURSE SYLLABUS / FALL 2018
MED 103 Medical Assisting Introduction

Course Number & Title: MED 103 Medical Assisting Introduction

Course Length: 16 weeks

Contact Hours: SH-3, LEC-3

Credits: 3

Section: FALL 2018

Class Meeting Days/Times: Thursday/8:30-11:30

Location: New River Campus Room: 50-220

Prerequisites: NONE (suggested to take all general education requirements prior to application but not required)

Corequisites: AHS 102, BIO 112, MED 112, MED 104

Required Texts

Medical Assisting: Administrative and Clinical Procedures with Anatomy and Physiology, 6th ed., Booth, Kathryn A., Whicker, Leesa G., Wyman, Terri D., McGraw-Hill Education, 2016. ISBN: 1259197743

Student Workbook for use with Medical Assisting, 6th ed. Booth, Kathryn A., Whicker, Leesa G., Wyman, Terri D., McGraw-Hill Education, 2016. ISBN: 1259731901

All required online assignments and the SmartBook for this course are available in Connect. To access and purchase Connect, go to (*instructor provided URL*). Purchasing Connect online is the best value for your required course materials – typically half the price of the printed textbook bundle—and is usually cheaper than buying a rental or used book and a Connect access code separately.

In Connect, every question links directly to the SmartBook. This means that when you are struggling with a question you can go directly to the explanation in the SmartBook for help without carrying around a heavy textbook! You can access the SmartBook from any computer, any time. If you change your mind and decide to purchase a print text, you can buy a discounted looseleaf version of your book with the click on a button. Remember, Connect activity is part of your total grade in this course.



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Required Equipment

Flash drive / thumb drive to save work on
Working Calculator (no phone calculators allowed)
Stethoscope
Blood pressure cuff
Lab coat
Uniform (including proper footwear and lab coat)
Gloves
Black and red pens

Course Aims and Objectives

This course provides an introduction to the profession of medical assisting, including qualifications, duties, and the role of the medical assistant. It emphasizes on the healthcare industry and team, professionalism, interpersonal communication, safety, and medical law and ethics.

Specific Learning Objectives(*denotes vital objective)

By the end of this course, students will (* denotes crucial objective):

- 1.1 Recognize the duties and responsibilities of a medical assistant.*
- 1.2 Distinguish various organizations related to the medical assisting profession.
- 1.3 Explain the need for and importance of the medical assistant credentials.*
- 1.4 Identify the training needed to become a professional medical assistant.
- 1.5 Discuss professional development as it relates to medical assisting education.
- 2.1 Discuss healthcare and healthcare trends and their relationship to medical assistant practice.
- 2.2 Identify medical specialties and specialists certified by the American Board of Medical Specialties (ABMS).
- 2.3 Recognize the duties of various allied health professionals with whom medical assistants may work.
- 2.4 Compare specialty careers that a medical assistant may choose for advancement.*
- 2.5 Differentiate professional associations that relate to healthcare and their relationship to the medical assisting profession.
- 3.1 Recognize the importance of professionalism in the medical assisting practice.*
- 3.2 Explain the professional behaviors that should be exhibited by medical assistants.*
- 3.3 Model strategies for success in medical assisting education and practice.
- 4.1 Identify elements and types of communication.
- 4.2 Relate communication to human behavior and needs.
- 4.3 Categorize positive and negative communication.
- 4.4 Model ways to improve listening, interpersonal skills, and assertiveness skills.
- 4.5 Carry out therapeutic communication skills.
- 4.6 Use effective communication strategies with patients in special circumstances.
- 4.7 Carry out positive communication with coworkers and management.
- 5.1 Differentiate between laws and ethics.*
- 5.2 Identify the responsibilities of the patient and physician in a physician-patient contract, including the components for informed consent that must be understood by the patient.
- 5.3 Describe the four Ds of negligence required to prove malpractice and explain the four Cs of



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malpractice prevention.

5.4 Relate the term credentialing and explain the importance of the FDA and DEA to administrative procedures performed by medical assistants.

5.5 Summarize the purpose of the following federal healthcare regulations: HCQIA, False Claims Act, OSHA, and HIPAA.*

5.6 Identify the six principles for preventing improper release of information from the medical office.*

5.7 Discuss the importance of ethics in the medical office.*

5.8 Explain the differences among the practice management models.

6.1 Identify OSHA's role in protecting healthcare workers.*

6.2 Illustrate the cycle of infection and how to break it.*

6.3 Summarize the Bloodborne Pathogens Standard and universal precautions as described in the rules and regulations of the Occupational Safety and Health Administration (OSHA).*

6.4 Describe how transmission-based precautions supplement standard precautions.*

6.5 Summarize OSHA's education and training requirements for ambulatory care settings.

7.1 Describe the components of a medical office safety plan.*

7.2 Summarize OSHA's Hazard Communication Standard.

7.3 Describe basic safety precautions you should take to reduce electrical hazards.

7.4 Illustrate the necessary steps in a comprehensive fire safety plan.

7.5 Summarize proper methods for handling and storing chemicals used in a medical office.*

7.6 Explain the principles of good ergonomic practice and physical safety in the medical office.*

7.7 Articulate the cause of most injuries to medical office workers and the four body areas where they occur.

Professional Objectives

1. Demonstrate self-discipline and a positive attitude by being on time, being prepared for class, and submitting all assignments on time and in a neat and professional manner.
2. Be respectful, and not disruptive, to your peers and instructor.
3. Demonstrate effective oral and written communication skills by participating in class discussions, projects, problem solving, and by following verbal instructions, etc.
4. Demonstrate accuracy by following directions explicitly when completing assignments.
5. Adhere to HIPAA regulations by maintaining patient/student confidentiality.

Grading Procedures

At the end of each course, each student's final grade is determined as follows:

Unit Assignments and Quizzes (7):	25%
Professionalism	5%
Exams (7) and Projects	35%
Competencies	35%
Total	100%



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Grading Policy

Grading scale

90% - 100% A

82% - 89% B

75% - 81% C

70% - 74% D

Below 70% F

W withdraw

WP withdraw with passing grade

WF withdraw with failing grade

I Incomplete

Grading Methodology

1. **Honorlock Online Proctoring and Technology Requirements**
 - a. TCL uses an online test proctoring service called Honorlock to monitor some online tests as an alternative to in-person proctoring. Your instructor may elect to have some of your tests proctored using Honorlock. If so, you will need to make sure that you have access to the necessary equipment in order to take your online-proctored tests:
 - b. -A computer with access to a high-speed Internet connection
 - c. -A webcam and microphone. A functioning webcam and microphone are required to complete proctored online tests.
 - d. -Microsoft Office. Microsoft Office can be downloaded free by accessing the Office 365 link in you TCL email account.
2. All assignments are due on the date scheduled and no late assignments will be accepted. A grade of "0" will be given if projects or assignments are not turned in on time. If you are not going to attend class then you must turn the assignment in to the instructor prior to date due or scan and email it by the day it is due.
3. A grade of '0' will be recorded for missed tests except under extenuating circumstances. In order for a makeup test to be considered, a written excuse must be presented to the instructor (i.e. doctor, ER physician, jury duty, accident report).
4. If a lecture by a guest speaker is missed the student will be required to write a comprehensive term paper on the information covered. The term paper will be due within 1 week of the time missed.
5. If a student is absent on an assigned presentation date, a zero will automatically be given for the presentation grade except under extenuating circumstances which must be approved by the instructor.
6. A minimum score of 80% must be met on all psychomotor and affective domain objectives (skill). Three (3) attempts will be allowed per skill / objective. The student must successfully complete the 3rd objective attempt before the end of the semester.
7. If the objective is to be repeated, the highest possible recorded grade will be an 80%. If the objective is not passed on the third attempt, the grade received is the grade recorded.



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8. Repeat attempts of any psychomotor and affective objectives (skills) will be scheduled at the instructor's discretion.
9. The final grade must be 75.000 or more in order to pass the course and progress in the program.
10. Grades are posted on Blackboard within one week of administration of tests and examinations.
11. Students enrolled in classes taught online or have an online component are expected to attend on campus activities, such as testing, labs, and/or presentations as determined by program faculty.

Hazardous Weather

In case weather conditions are so severe that operation of the College may clearly pose a hardship on students and staff traveling to the College, notification of closing will be made through the following radio and television stations: WYKZ 98.7, WGCO 98.3, WGZO 103.1, WFXH 106.1, WWVW 106.9, WLOW 107.9, WGZR 104.9, WFXH 1130 AM, WLVH 101.1, WSOK 1230 AM, WAEV 97.3, WTOC TV, WTGS TV, WJWJ TV, and WSAV TV.

With TCL's Text Alerts you can receive immediate notification of emergency events via text messaging on your cell phone. All students are strongly encouraged to register their cell phones with this service. Signing up is easy, just fill out the simple form on the TCL website (<https://tcl.regroup.com/signup>).

Academic Misconduct

There is no tolerance at TCL for academic dishonesty and misconduct. The College expects all students to conduct themselves with dignity and to maintain high standards of responsible citizenship.

It is the student's responsibility to address any questions regarding what might constitute academic misconduct to the course instructor for further clarification.

The College adheres to the Student Code for the South Carolina Technical College System. Copies of the Student Code and Grievance Procedure are provided in the TCL Student Handbook, the Division Office, and the Learning Resources Center.

Health care professionals hold the public trust. Academic misconduct by health science students calls that trust into question and academic integrity is expected.

It is a fundamental requirement that any work presented by students will be their own. Examples of academic misconduct include (but are not limited to):

1. Copying the work of another student or allowing another student to copy working papers, printed output, electronic files, quizzes, tests, or assignments.
2. Completing the work of another student or allowing another student to complete or contribute to working papers, printed output, electronic files, quizzes, tests, or assignments.
3. Viewing another student's computer screen during a quiz or examinations.
4. Talking or communicating with another student during a test.
5. Violating procedures prescribed by the instructor to protect the integrity of a quiz, test, or assignment.



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6. Plagiarism in any form, including, but not limited to: copying/pasting from a website, textbook, previously submitted student work, or any instructor-prepared class material; obvious violation of any copyright-protected materials.
7. Knowingly aiding a person involved in academic misconduct.
8. Providing false information to staff and/or faculty.
9. Entering an office unaccompanied by faculty or staff.
10. ***Misuse of any electronic devices including "cheating watches". All students are required to remove ALL electronic watches of any kind during exams & quizzes and should be placed with their personal belongings in the back of the classroom.***

****During paper examinations, only answers transferred and completed on Scantron sheets will be graded electronically to count towards the test score.***

Classroom Computer Policy

Only assigned computer activity will be conducted during class time. If a student is observed accessing a computer for any reason other than assigned activities, the instructor can administer a pop quiz to the entire class. Exceptions will be made on an individual basis and must be discussed with the instructor prior to the start of class.

Cell Phone and Electronic Devices Policy

All cell phones and electronic devices will be turned off and stored before class starts. If a student's cell phone rings or if a student is observed texting or engaging in any other cell phone activity during class time, the instructor can administer a pop quiz to the entire class.

Exceptions will be made on an individual basis and must be discussed with the instructor prior to the start of class.

Attendance

1. Students will be expected to accept their responsibility for successful completion of course objectives and to demonstrate sincere interest in professional development by attendance at every scheduled class and lab.

When a student is unable to attend class due to illness, death in the family, etc., that student will be responsible for notifying the instructor (**not sending a message with another student**) prior to the class or lab from which the student will be absent.

Any student absent from class is responsible for:

- a. Obtaining all handouts
- b. Acquiring material discussed in the missed class by contacting a classmate before class to assist with notes taken, etc.
- c. Assignments
- d. Understanding that pop quizzes cannot be made up.



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2. Perfect attendance (no absences, tardiness or early departures from class or lab) will be rewarded with 5 (five) extra credit points added to the final exam grade.
3. A total of 2 absences from lecture, lab or a combination of these will be permitted without penalty. (See tardy and early departure policy below.) Each absence, tardy or early departure thereafter from either lecture or lab will result in the deduction of 2 points from the student's final grade.
4. Any student who is late for class should enter quietly as to not disrupt activities already in progress or other students in the learning process. The program faculty expects that students will be on time for each and every class and lab. A student will be counted tardy if they are 1 to 10 minutes late for class (according to clock in room where exam is being held). Tardiness of more than 10 minutes is considered an absence of one class period. Faculty expects students to remain in class for the entire period. An early departure is defined as leaving class before class is dismissed by the instructor. Two instances of tardy, or two of early departure or one tardy and one early departure will equal one absence.
5. If a student never attends or is absent for more than 10% of a class the student will be withdrawn per the attendance policy in the student handbook. Failure to attend class and/or withdrawal from class can negatively impact your financial assistance.
6. **Reinstatement requires the signature of the division Dean.**

***Attendance in an online course is defined by; at least once weekly course access and by completion of assignments as required by the instructor. Each student will be expected to access the web class at least once a week and complete weekly assignments on time. Additional access is encouraged and may be necessary for successful completion of classes.**

Withdrawals and Incompletes

In this course, the instructor *will* withdraw a student during the course of the class for non-attendance. It is the responsibility of the student to email the instructor that you will not be attending and withdraw from the class if that becomes necessary. Failure to attend class and/or withdrawal from class may impact your financial assistance.

While withdrawing from a course is sometimes necessary, it is advisable to discuss this with the instructor before withdrawing. Additionally before withdrawing, consider whether this course is a prerequisite for another course; whether the course will be offered again in the future; whether withdrawing will delay plans to transfer graduation; or whether withdrawing will affect eligibility for honors designation, health insurance benefits or other financial arrangements.

When a student determines that he/she will be unable to complete courses in which he/she is currently enrolled, it is the student's responsibility to initiate procedures leading to a formal withdrawal ("W") in order to avoid a failing ("F") grade.



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In the event it becomes necessary for a student to withdraw from the course ***OR if a student stops attending class, it is the student's responsibility to initiate and complete the necessary paperwork.*** Withdrawing from class may have consequences associated with financial aid and time to completion. Students are strongly encouraged to consult with Financial Aid prior to withdrawing from any class, particularly if the student is currently on a warning or probation status.

Progression Policy

Progression in the Medical Assisting program is dependent on satisfying course prerequisites, co-requisites and maintaining a grade of "C" or better for all courses in the curriculum. No course in the Medical Assisting curriculum may be taken more than twice.

Student Academic Integrity Policy

Students are expected to maintain absolute integrity and high standards of individual honor in their academic work. Students are expected to do their own work in this course. It is a violation of policy for any student to share work with another. This includes but is not limited to, homework, papers, other written reports, tests and exams. In addition, conduct that violates the standards of academic honesty and integrity and is subject to disciplinary action may include but is not limited to cheating, fabrication and falsification, plagiarism, abuse of academic materials, installation of a computer virus, and complicity in academic dishonesty.

Accommodations for Students with Disabilities

Students who have a documented disability or who may think that they may have learning problem may contact the school administration office. Instructors will provide the necessary accommodations upon the advice of the administration office.

Netiquette

If you communicate with your classmates or instructor in writing through the discussion forum, e-mail, message link, or chat sessions. "Online manners" are generally known as "netiquette." As a general rule, you should adhere to the same classroom conduct that you would "off-line" in a face-to-face course. Some examples of proper netiquette are:

- Avoid writing messages in all capital letters. THIS IS GENERALLY UNDERSTOOD AS SHOUTING.
- Be careful what you put in writing. Even if you are writing a message to one person, assume that anyone could read it. Though you may send a message to a single person, it is very easy to forward your message to many other people.
- Grammar and spelling matter. Online courses demand the same standard of academic communication and use of grammar as face-to-face courses.
- Never use profanity in any area of an online course. The transcripts of online course message boards, email, discussion forums, and chat sessions may be saved by the instructor and/or school administration.



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- When responding to e-mail messages, only use "Reply to All" when you really intend to reply to all.
- Avoid unkindly public criticism of others.
- Use sarcasm cautiously. In the absence of nonverbal cues such as facial expressions and voice inflections, the context for your sarcasm may be lost, and your message may thus be misinterpreted.

Course Coordinator: Jaclyn Valenti, RMA, AS, BA, M.Ed.
OFFICE LOCATION: Building 4 Room 111
PHONE NUMBER: (843) 525-8228
OFFICE HOURS: As posted, by appointment
Email: jvalenti@tcl.edu

[*This syllabus is subject to change at any point in the semester at the instructor's discretion](#)



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PROFESSIONALISM GRADE

I, _____, understand that in [MED 103/ Fall 2017], a professionalism grade will be assigned to me. I will start out with 100 points. If I breach any of the “Dress Code and Professionalism” policies as stated in the Medical Assisting Program Handbook, a minimum of 5 points will be deducted.

Student Signature _____ Date _____



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SUGGESTED 16-WEEK ADMINISTRATIVE COURSE OUTLINE

WEEK	TOPIC(S)*	CHAPTER(S)	SUGGESTED COMPETENCIES**
1	V.C.12. Define patient navigator V.C.13. Describe the role of the medical assistant as a patient navigator X.C.5. Discuss licensure and certification as they apply to healthcare providers X.C.5. Discuss licensure and certification as they apply to healthcare providers X.C.1. Differentiate between the scope of practice and standards of care for medical assistants X.P.1 Locate a state's legal scope of practice for medical assistants	1	PROCEDURE 1-1 Obtaining Certification/ Registration Information Through the Internet
2	VIII.C.4. Define a patient-centered medical home (PCMH)	2	
3	XI.P.2. Demonstrate appropriate response(s) to ethical issues "V.A.1. Demonstrate: a. empathy V.A.2. Demonstrate the principles of self-boundaries	3	PROCEDURE 3-1 Self-Evaluation of Professional Behaviors



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	<p>V.A.3. Demonstrate respect for individual diversity including:</p> <ul style="list-style-type: none"> a. gender b. race d. religion e. economic status f. appearance <p>XI.A.1. Recognize the impact personal ethics and morals have on the delivery of healthcare "</p> <p>I.A.2. Incorporate critical thinking skills when performing patient care</p>		
4-6	<p>"V.C.1. Identify styles and types of verbal communication V.C.2. Identify types of nonverbal communication "</p> <p>"V.C.15. Differentiate between adaptive and non-adaptive coping mechanisms V.C.17. Discuss the theories of:</p> <ul style="list-style-type: none"> a. Maslow b. Erikson c. Kubler-Ross" <p>"V.C.3. Recognize barriers to communication</p>	4	<p>PROCEDURE 4-1 Communicating with the Anxious Patient PROCEDURE 4-2 Communicating with the Angry Patient PROCEDURE 4-3 Communicating with the Assistance of an Interpreter</p>



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	<p>V.C.4. Identify techniques for overcoming communication barriers</p> <p>V.C.5. Recognize the elements of oral communication using a sender-receiver process"</p> <p>"V.C.14. Relate the following behaviors to professional communication:</p> <ul style="list-style-type: none">a. assertiveb. aggressivec. passive" <p>"V.P.1. Use feedback techniques to obtain patient information including:</p> <ul style="list-style-type: none">a. reflectionb. restatementc. clarification <p>V.P.2. Respond to nonverbal communication</p> <p>V.P.4. Coach patients regarding:</p> <ul style="list-style-type: none">a. office policiesb. health maintenancec. disease preventiond. treatment plan" <p>"V.P.5. Coach patients appropriately considering:</p> <ul style="list-style-type: none">a. cultural diversityb. developmental life stagec. communication barriers"		
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	<p>"V.A.1. Demonstrate: b. active listening c. nonverbal communication V.A.3. Demonstrate respect for individual diversity including: b. race c. religion"</p>		
7-9	<p>"XI.C.1. Define: a. ethics b. morals" "VIII.C.5. Differentiate between fraud and abuse X.C.1. Differentiate between scope of practice and standard of care for medical assistants X.C.2. Compare and contrast provider and medical assistant roles in terms of standard of care X.C.4. Summarize the Patient Bill of Rights " "X.C.6. Compare criminal and civil law as they apply to the practicing medical assistant X.C.7 Define: a. negligence b. malpractice c. statute of limitations</p>	5	<p>PROCEDURE 5-1 Obtaining Signature for Notice of Privacy Practices and Acknowledgment PROCEDURE 5-2 Completing a Privacy Violation Complaint Form PROCEDURE 5-3 Obtaining Authorization to Release Health Information</p>



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	<p>e. Uniform Anatomical Gift Act f. living will/advanced directives g. medical durable power of attorney h. Patient Self Determination Act (PSDA) i. risk management X.C.8. Describe the following types of insurance: a. liability b. professional (malpractice) X.C.10. Identify: b. Genetic Information Nondiscrimination Act of 2008 (GINA) X.C.11. Describe the process in compliance reporting: c. conflicts of interest X.C.13. Define the following medical legal terms: a. informed consent b. implied consent c. expressed consent d. patient incompetence e. emancipated minor f. mature minor g. subpoena duces tecum h. respondent superior i. res ipsa loquitor j. locum tenens</p>		
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	<p>k. defendant-plaintiff l. deposition m. arbitration-mediation "</p> <p>X.C.5. Discuss licensure and certification as they apply to healthcare providers X.C.3. Describe components of the Health Insurance Portability and Accountability Act (HIPAA)</p> <p>XI.C.2. Differentiate between personal and professional ethics X.P.6. Report an illegal activity in the healthcare setting following proper protocol "X.P.2. Apply HIPAA rules in regard to: a. privacy b. release of information" XI.P.1. Develop a plan for separation of personal and professional ethics XI.A.1. Recognize the impact personal ethics and morals have on the delivery of healthcare</p>		
10-15	<p>"III.C.2. Describe the infection cycle including: a. the infectious agent b. reservoir c. susceptible host d. means of transmission</p>	6	<p>PROCEDURE 6-1 Aseptic Handwashing PROCEDURE 6-2 Using an Alcohol-Based Hand Disinfectant</p>



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	<p>e. portals of entry f. portals of exit III.C.3. Define the following as practiced within an ambulatory setting: a. medical asepsis" "III.C.6. Define personal protective equipment (PPE) for: a. all body fluids, secretions and excretions b. blood c. non-intact skin d. mucous membranes" "III.C.5. Define the principles of standard precautions III.C.7. Identify Center for Disease Control (CDC) regulations that impact healthcare practices." "III.P.2. Select appropriate barrier/personal protective equipment (PPE) III.P.3. Perform handwashing III.P.10. Demonstrate proper disposal of biohazardous material a. sharps b. regulated wastes" III.P.1. Participate in bloodborne pathogen training III.A.1. Recognize the implications for failure to comply with the Center for Disease Control (CDC) regulations in healthcare settings.</p>		<p>PROCEDURE 6-3 Using a Biohazardous Sharps Container PROCEDURE 6-4 Disposing of Biohazardous Waste</p>
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15	<p>"XII.C.1. Identify: a. safety signs b. symbols c. labels XII.C.2. Identify safety techniques that can be used in responding to accidental exposure to: d. chemicals XII.C.5. Describe the purpose of Safety Data Sheets (SDS) in a healthcare setting XII.C.6. Discuss protocols for disposal of biological chemical materials"</p> <p>"X.C.4. Summarize the Patient Bill of Rights XII.C.3. Discuss fire safety issues in an ambulatory healthcare environment XII.C.8. Identify critical elements of an emergency plan for response to a natural disaster or other emergency XII.C.4. Describe fundamental principles for evaluation of a healthcare setting"</p> <p>"XII.C.7. Identify principles of: a. body mechanics b. ergonomics"</p> <p>"XII.P.2. Demonstrate proper use of:</p>	7	<p>PROCEDURE 7-1 Handling a Fire Emergency PROCEDURE 7-2 Maintaining and Using an Eyewash Station</p> <p>***remaining chapter 7 competencies will be completed in MED 104</p>
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	<p>a. eyewash equipment b. fire extinguishers"</p> <p>"XII.P.1. Comply with: a. safety signs b. symbols c. labels"</p> <p>"XII.P.3. Use proper body mechanics XII.P.5. Evaluate the work environment to identify unsafe working conditions" XII.A.2. Demonstrate self-awareness in responding to an emergency situation</p>		
16.	Course Review	Final Exam	All required competencies must be completed

* Utilize correlated content activities and questions including Videos, Animations, ACTIVSim, LearnSmart, and EHR SpringCharts.

** Competencies are found at the end of the chapter in the textbook and check-off sheets are found in the workbook.