



**MDCA 1452-102-HY**  
**Medical Assistant Laboratory Procedures**  
**Spring 2024**  
**Wednesday 9:30am - 12:30pm**

**Instructor Information:** Darlene Alexander, A.A.S., CMA RMA, [dalexander@com.edu](mailto:dalexander@com.edu) ,  
409-933-8231

**Student hours and location:** Tuesday Virtual by appointment

**Required Textbook:** Medical Assisting, Both, Whicker, and Wyman 8<sup>th</sup> Edition, McGraw-Hill  
Publisher. ISBN: 978-1-259-60859-9

**Required Textbook:** Student Workbook for Use with Medical Assisting, Booth, Whicker, and  
Wyman, 8<sup>th</sup> Edition, McGraw-Hill Publisher. ISBN: 978-1-259-47702-3

**Course Description:** Application of governmental health care guidelines. Includes specimen  
collection and handling, quality assurance, and quality control in performance of Clinical  
Laboratory Improvement Amendments (CLIA) - waived laboratory testing.

**Course Prerequisite:** Students must have completed and successfully pass HITT 1305, MDCA  
1443, MDCA 1321, MDCA 1302 and MDCA 1309 in order to take MDCA 1452. Students must  
have completed the free Online Learners Workshop (required for IN or HY courses). For more  
details visit; <http://online.com.edu/olw>.

**Course Requirements:** This is a Hybrid (HY) type course that requires classroom attendance (on  
campus) and online participation through Brightspace. For the online portion of the course, you are  
required to log into Brightspace of a minimum of 3 hours per week. You will also be required to  
wear a uniform to consist of royal blue scrubs and appropriate shoes.

**In order to successfully complete MDCA 1452, the student is responsible for the  
following:**

1. Adhere to attendance policy.
2. Complete all assignments as designated in the course outline and/or schedule.

3. Pass all written quizzes and exams with a minimum grade of 75%.
4. Complete lab skills with a minimum grade of 90%.
5. Adhere to Dress Code

**Determination of Course Grade/Detailed Grading Formula (methods of evaluation to be employed to include a variety of means to evaluate student performance):**

**Grading Formula:** As a student you are required to complete all lessons, assignments and test as part of each course within the program. Your semester grade will comprise of:

**Grading Scale:**

- 90.0% to 100% = A
- 80.0% to 89.99% = B
- 75.0% to 79.99 % = C
- 70.0% to 74.99 % = D
- 0% to 69% = F

**Final Grade Breakdown:** In order for me to meet “grade due” deadlines, I must have all work submitted to me by the deadlines noted on the calendar. Absolutely, no late submittals of work can be accepted. Furthermore, I do not give extra-credit assignments in this course. Final grades will be assigned according to the following scale:

|                      |             |
|----------------------|-------------|
| Assignments/Homework | 20%         |
| Lab/Participation    | 20%         |
| Discussion           | 10%         |
| Test                 | 20%         |
| Final                | 30%         |
| <b>Total</b>         | <b>100%</b> |

**Please note: “A student must receive a “C” (75%) or better.” If a student receives a grade of a “D”, or “F” for the same MDCA course on two occasions, the student will not be eligible to continue in the Medical Assistant Program”.**

*The Medical Assisting program use a competency-based evaluation process that provides the students with three attempts to pass. If the student completes a competency on their first attempt, the student will earn a grade of 100%. If the student completes on their second attempt, the student will earn a grade of 90%. If the student completes on their third attempt, the student will earn a grade of 80%. Should the competency not be passed with an 80% or higher, the student will be required to repeat the course. Competency evaluations are averaged at the end of term for the student’s final grade. A student must receive a “C” (75%) or better.” If a student receives a grade of a “D”, or “F” for the same MDCA course on two occasions, the student will not be eligible to continue in the Medical Assistant Program*

**Make-Up Policy:** Students that cannot complete assignments on time must contact the instructor. Parameters for make-up work will be made at the discretion of the instructor and may not be an option, depending on the circumstances. Furthermore, students that cannot take an exam within the allotted time must contact the instructor in order for the test to be *considered* for an additional attempt. The percentage of each activity will weight in the final grade, regardless of the student participates in the activity or test. Keep in mind, you must contact the instructor and make arrangement for submission. arranged by the instructor BEFORE the due date, a late submission will be given a score of zero. Do not expect the instructor to remind you.

**Quizzes cannot be made up. If you miss a quiz, you will not receive a grade and it might affect your average.**

**Mid-term and Exam make-ups will not be allowed unless there is an emergency, and I must be notified before the time of the exam.**

**Late Work:** Late work is defined as work not turned in when a student is present in class. Late work may be turned in with ten points off for each day the work is late up to an average of 70% or 2 days. All class work is due on the day it is given. Any class assignment not turned in on time will be considered late. All homework assignments are due on the assigned day – no exceptions! Homework assignments not turned in the next class day will be given a grade of zero. Determination of Course Grade/Detailed Grading Formula (methods of evaluation to be employed to include a variety of means to evaluate student performance):

**Attendance Policy:** Students are expected to attend every class and to be on time. Students who are late more than 5 minutes late may be counted absent by the instructor. If an absence occurs, it is mandatory for the student to call my office (409-933-8231) or email and leave a reason for the absence. A student may be dropped for non-attendance after 2 absences. Leaving the class early (before being released by the instructor) will result in an absence. More than two (2) absences would prohibit students from successful completion of this course (Instructors Judgment). Attendance will be checked daily by instructor. Students are expected to attend all lectures. Any student who has missed 10% of class time will be required to make-up the hours by appointment with the instructor if the absence is excused (MUST HAVE DR. NOTE) after second absence. If the student fails to make up the required hours, the student will be withdrawn from the program by the program director. It's recommended logging into Brightspace courses at least 2 or 3 times a week to read content and complete graded activities. It is the responsibly of the student to maintain the pace of the course recommended in the Course Schedule and to submit all graded activated before or by its due date. Students not logging into the course 2 to 3 times a week can be dropped at the instructor's discretion.

**Communicating with your instructor:** I check my e-mail and course mailbox and discussion areas daily Monday through Friday. For any course related questions please email me through Brightspace. I will respond to your phone call and e-mails within 24 hours or less. However, I may not always be able to respond to e-mails sent over the weekend until Monday Morning. I will communicate changes in or new assignments within 48 hours. When leaving a message or e-mail please state your name and student id.

### Student Learning Outcomes:

| SLO            | Learning Outcomes  | Maps to Core Objective   | Assess by Activity |
|----------------|--|--------------------------|--------------------|
| <b>SLO #1:</b> | Perform routine maintenance of administrative and clinical equipment.                      | Communication Skills     | Skills Lab         |
| <b>SLO #2:</b> | Identify and properly utilize office machines, computerized systems, and medical software. | Critical Thinking Skills | Quizzes            |
| <b>SLO #3:</b> | Demonstrate knowledge on medical office business management procedures.                    | Communication Skills     | Assignments        |

**Academic Dishonesty:** Any incident of academic policy will be dealt with in accordance with college policy and Student Handbook. Academic dishonesty – such as cheating on exams is an extremely serious offense and will result in a **grade of zero** on that exam and the student will be referred to the Office of Student Conduct for the appropriate discipline action.

**Student Concerns:** If you have any questions or concerns about any aspect of this course, please contact me using the contact information previously provided. If, after discussing your concern with me, you continue to have questions, please contact Kay Carrier, Allied Health Careers Chairperson at 409-933-8414 / [kcarrier3@com.edu](mailto:kcarrier3@com.edu) .

### Course Outline:

|   |  |            |      |   |
|---|--|------------|------|---|
| <i>Week One<br/>Jan 17<sup>th</sup></i>   | <i>Chapter 45 Orientation to the Lab</i>   | Homework   |      | <b><i>Due<br/>Jan 24<sup>th</sup></i></b> |
| <i>Week Two<br/>Jan 24<sup>th</sup></i>   | Lab  | Assignment |      | <b><i>Due<br/>Jan 31<sup>st</sup></i></b> |
| <i>Week Three<br/>Jan 31<sup>st</sup></i> | <b><i>Test # 1</i></b><br><i>Chapter 46 Microbiology and Disease</i>                             | Homework   | Quiz | <b><i>Due<br/>Feb 7<sup>th</sup></i></b>  |
| <i>Week Four<br/>Feb 7<sup>th</sup></i>   | Lab  | Assignment |      | <b><i>Due<br/>Feb 14<sup>th</sup></i></b> |
| <i>Week Five<br/>Feb 14<sup>th</sup></i>  | <b><i>Test # 2</i></b><br><i>Chapter 47 Collecting, Processing, and Urine and Stool Specimen</i> | Homework   | Quiz | <b><i>Due<br/>Feb 21<sup>st</sup></i></b> |
| <i>Week Six<br/>Feb 21<sup>st</sup></i>   | Lab  | Assignment |      | <b><i>Due<br/>Feb 28<sup>th</sup></i></b> |
| <i>Week Seven<br/>Feb 28<sup>th</sup></i> | Lab  |            |      | <b><i>Due<br/>Mar 6<sup>th</sup></i></b>  |

|   |   |            |      |                                    |
|---|---|------------|------|------------------------------------|
| <i>Week Eight<br/>Mar 6<sup>th</sup></i>                    | <b>Test # 3</b>   |            |      |                                    |
| <i>Mar 11<sup>th</sup> – Mar 15<sup>th</sup></i>            | <b>Spring Break</b>   |            |      |                                    |
| <i>Week Nine<br/>Mar 20<sup>th</sup></i>                    | <i>Chapter 48 Collecting, Processing, and Testing Blood Specimens</i> | Homework   | Quiz | <b>Due<br/>Mar 27<sup>th</sup></b> |
| <i>Week Ten<br/>Mar 27<sup>th</sup></i>                     | Start Blood Draws   | Assignment |      | <b>Due<br/>Apr 3<sup>rd</sup></b>  |
| <i>Week Eleven<br/>Apr 3<sup>rd</sup></i>                   | Practice Blood Draws  |            |      |                                    |
| <i>Week Twelve<br/>Apr 10<sup>th</sup></i>                  | <b>Test # 4</b><br>Practice Blood Draws                               |            |      |                                    |
| <i>Week Thirteen<br/>Apr 17<sup>th</sup></i>                | Practice Blood Draws  |            |      |                                    |
| <i>Week Fourteen<br/>Apr 24<sup>th</sup></i>                | Practice Blood Draws  |            |      |                                    |
| <i>Week Fifteen<br/>May 1<sup>st</sup></i>                  | Blood Draws Skills check off<br><b>Review</b>                         |            |      |                                    |
| <i>Week Sixteen<br/>May 8<sup>th</sup> - 9<sup>th</sup></i> | <b>Final</b>  |            |      |                                    |

**\*This Schedule is subject to change at the discretion of the instructor.**

**\*\*Textbook assignments will be assigned in class.**

**The Medical Assisting program use a competency-based evaluation process that provides the students with three attempts to pass. If the student completes a competency on their first attempt, the student would earn a grade of 100%. If the student completes on their second attempt, the student would earn a grade of 90%. If the student completes on their third attempt, the student would earn a grade of 80%. Should the competency not be passed with an 80% or higher, the student will be required to repeat the course.**

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### **Institutional Policies and Guidelines**

**Grade Appeal Process:** Concerns about the accuracy of grades should first be discussed with the instructor. A request for a change of grade is a formal request and must be made within six months of the grade assignment. Directions for filing an appeal can be found in the student handbook. <[https://build.com.edu/uploads/sitecontent/files/student-services/Student\\_Handbook\\_2019-2020v5.pdf](https://build.com.edu/uploads/sitecontent/files/student-services/Student_Handbook_2019-2020v5.pdf)>. *An appeal will not be considered because of general dissatisfaction with a grade, penalty, or outcome of a course. Disagreement with the instructor's professional judgment of the quality of the student's work and performance is also*

*not an admissible basis for a grade appeal.*

[https://build.com.edu/uploads/sitecontent/files/student-services/Student\\_Handbook\\_2019-2020v5.pdf](https://build.com.edu/uploads/sitecontent/files/student-services/Student_Handbook_2019-2020v5.pdf)

**Academic Success & Support Services:** College of the Mainland is committed to providing students the necessary support and tools for success in their college career. Support is offered through our Tutoring Services, Library, Counseling, and through Student Services. Please discuss any concerns with your faculty or an advisor.

**ADA Statement:** Any student with a documented disability needing academic accommodations is requested to contact Kimberly Lachney at 409-933-8919 or [klachney@com.edu](mailto:klachney@com.edu). The Office of Services for Students with Disabilities is located in the Student Success Center.

**Textbook Purchasing Statement:** A student attending College of the Mainland is not under any obligation to purchase a textbook from the college-affiliated bookstore. The same textbook may also be available from an independent retailer, including an online retailer.

**Withdrawal Policy:** COM policy states: “Students who officially withdraw from a course for any reason, on or before “W” day will receive a “W”. It is the student’s responsibility to ensure that he/she is properly withdrawn from the course. Ceasing to attend class does not officially withdraw a student from a course. As a rule, Therefore, if you do not request to be dropped from the course or drop the course yourself, at the end of the term you will receive the grade you have earned even if it is an “F”. Before withdrawing students should speak with the instructor and consult an advisor. Students are only permitted to withdraw six times during their college career by State law. The last day to withdraw for the 1<sup>st</sup> 8-week session is March 1<sup>st</sup>, May 3<sup>rd</sup>, for 16-week course and 2<sup>nd</sup> 8-weeks.

**F<sub>N</sub> Grading:** The F<sub>N</sub> grade is issued in cases of *failure due to a lack of attendance*, as determined by the instructor. The F<sub>N</sub> grade may be issued for cases in which the student ceases or fails to attend class, submit assignments, or participate in required capacities, and for which the student has failed to withdraw. The issuing of the F<sub>N</sub> grade is at the discretion of the instructor. The last date of attendance should be documented for submission of an F<sub>N</sub> grade.

**Early Warning Program:** The Student Success Center at College of the Mainland has implemented an Early Alert Program because student success and retention is very important to us. I have been asked to refer students to the program throughout the semester if they are having difficulty completing assignments or have poor attendance. If you are referred to the Early Alert Program, you will be contacted by someone in the Student Success Center who will schedule a meeting with you to see what assistance they can offer in order for you to meet your academic goals.

**Resources to Help with Stress:**

If you are experiencing stress or anxiety about your daily living needs including food, housing or just feel you could benefit from free resources to help you through a difficult time, please click here <https://www.com.edu/community-resource-center/>. College of the Mainland has partnered with free community resources to help you stay on track with your schoolwork, by addressing life issues that get in the way of doing your best in school. All services are private and confidential. You may also contact the Dean of Students office at [deanofstudents@com.edu](mailto:deanofstudents@com.edu) or [communityresources@com.edu](mailto:communityresources@com.edu).

**Chain of Command:** Students will follow the chain of command (immediate faculty member, director, department chair dean). Failure to do so will prolong any time limits that have been in place.

**Required Study Time:** Outside study, apart from regular classroom work, is required to successfully complete the required course assignments. The amount of time will vary according to the individual student's abilities. Students are responsible for reading any study materials issued by their instructors.

**Tardiness Policy:** Class starts at 9:30 and students arriving 5 minutes late result in a tardy by the instructor and the instructor may close the door and not allow further entrance until break time or until the instructor acknowledges their approval to enter will be lock. You must communicate with you instructor before class starts by email or voice mail. After 10 minutes all tardies will equal one absence. This includes all breaks during class time which are 10 minutes each. It will be the student's responsibility to make up the missed class work. ***This includes All breaks during any on campus class times.*** Failure to interact with course content via Brightspace/D2L as indicated on the Course Schedule and module overview pages in Brightspace/D2L can likewise negatively impact a student' final course grade. Unless arranged by the instructor BEFORE the due date, a late submission will be given a score of zero. Once the class is closed it WILL NOT be reopened.

**Cell Phone Use:** Cell phone use is **strictly prohibited** during any lab/class session. Please keep in "silent" mode during lectures and be respectful of instructors and other students. Should you need to answer the call, please do so out of the classroom. Due to cheating in the past, we cannot allow any wireless devices to be on during the tests. In an emergency, you may be reached by contacting Campus Police at 409-933-8403.

**Use of Camera and/or Recording Devices:** As a student active in the learning community of this course, it is your responsibility to be respectful of the learning atmosphere in your classroom. **To show respect of your fellow students and instructor, you will turn off your phone and other electronic devices and will not use these devices in the classroom unless you receive permission from the instructor.** Use of recording devices, including camera phones and tape recorders, is prohibited in classrooms, laboratories, faculty offices, and other locations where instruction, tutoring, or testing occurs. Students with disabilities who need to

use a recording device as a reasonable accommodation should contact the Office for Students with Disabilities for information regarding assistance.

**Classroom Conduct Policy:** College of the Mainland requires that students enrolled at COM be familiar with the Standards of Student Conduct, which can be found in the on-line Student Handbook. <http://www.com.edu/student-services/student-handbook.php>. Students are expected to be familiar with and abide by the Student Code of Conduct. Any violations of the Code of Conduct will result in a referral to the Dean of Students and may result in dismissal from this class.

**Classroom Behavior:** Students are expected to conduct themselves a mature adult observing all college rules and classroom etiquette. Disruptive behavior will not be tolerated in the classroom. As a student active in the learning community of this course, it is your responsibility to be respectful of the learning atmosphere in your classroom. **To show respect of your fellow students and instructor, you will turn off you phone and other electronic devices and will not use these devices in the classroom unless you receive permission from the instructor.** Students with disabilities who need to use a recording device as a reasonable accommodation should contact the Office for Students with Disabilities for information regarding reasonable accommodations.

**Behavioral Responsibilities of Students** is a critical aspect of the medical assisting program. Professional behavior is mandated for all student while in class of clinicals. Unprofessional behavior or conduct will NOT be tolerated in this program. Infractions of the policy of College of the Mainland Medical Assisting Program will lead to suspension from class/clinical and/or dismissal from the program. Instructors will document any and all unprofessional behavior/conduct on a College of the Mainland Instructor's warning form.

**\*Suspension will follow documented evidence of:**

1. Failure to submit written clinical requirements when due.
2. Unprofessional conduct. Unprofessional conduct may include but not limit to the use of abusive or profane language or gesture; sexual, social, or ethical slurs; loud boisterous or disruptive behavior; retuning to class late, talking over instructor's, throwing paperwork on floor or at someone, use of phone in classrooms or laboratory.
3. Failure to adhere to and follow the student handbook policies and procedures.

The First Occurrence will result in:

1. Verbal warning, which is stated on first day of class at the beginning of every semester.

The Second Occurrence will result in:

1. Placement of warning form in student's folder and
2. Immediate suspension from class or clinical with a mandatory review of the incident by director and department chair within two (2) working days, that may terminate into immediate dismissal from class or clinical for the remainder of the day.



*Suspension is defined as: removal from class or clinical site for the remainder of day.*

**Immediate Dismissal** from the program will follow documented evidence of any one or more for the following infractions:

1. Willful lying or deceit.
2. Verbal or physical abuse of faculty, peers, or staff/ other students on campus.
3. Failure to pass class.
4. Cheating, plagiarism, stealing.
5. Disruptive behavior of any kind.
6. Failure to successfully pass psychomotor skills outline in the above syllabus.
7. Misuse of drugs and/or alcoholic beverage and/or abusive substance.
8. Signing another student's name to any document.

**Minimum passing score for each performance objective is 90%. Skills checklists will be given at each lab sessions. It is the student's responsibility to produce the master skills sheet upon final check off.**

### **Performance Objectives**

In a skills laboratory, a simulation of a job-like environment, the student will demonstrate the correct procedure for the following without referring to resource materials. To perform these activities, the student will need a person to function in the role of a patient. The student is expected to perform each procedure with 100% proficiency. In an efficient, safe, ethical, and legal manner the student will:

### **Clinical learning experience requirements**

In order to be eligible for the clinical learning experience, a student must successfully complete the course(s) with a minimum grade of 75% in the theory component and 90% in the lab skills component. The experience is in a hospital lab or a private clinical lab, as arranged by the MDCA Program Director.

**Class Activities:** Course topics are introduced and discussed during classroom sessions. Additional group exercises and workbook activities are conducted throughout the class meetings. General, ongoing feedback for assessments and assignments will be conducted before and after the assigned due dates.

**Weekly Quizzes: Please Note** – The week begins on Thursday and ends Wednesday at midnight. Weekly quizzes will be given in class on every Thursday at the beginning of class and they will appear on the calendar. Late work may not be accepted unless individuals' arrangements have been made with me prior to the due date and time. I will e-mail you if I make any adjustments to the

calendar. If you are more than 5 minutes late you will not be able to test. **Quizzes cannot be made up. No exceptions.**

### **Student Learning Outcomes:**

1. Students completing MDCA 1452 will be able to demonstrate proper venipuncture and skin puncture techniques.
2. Students completing MDCA 1452 will be able to demonstrate compliance with universal standards and precautions based on OSHA guidelines.
3. Students completing MDCA 1452 will be able to perform CLIA waived laboratory tests, label, and handle all biologic specimens.
4. Students completing MDCA 1452 will be able to properly use equipment including calibration, maintenance, and troubleshooting.
5. Students completing MDCA 1452 will be able to demonstrate quality assurance and quality control procedures.

### **Course Objectives:**

At the conclusion of the course, students will be able to:

- Demonstrate proper venipuncture and skin puncture technique.
- Demonstrate compliance with Universal /Standard Precautions and OSHA guidelines.
- Properly perform hematocrit and glucose with blood glucose meter.
- Properly label and handle all biologic specimens.
- Perform appropriate equipment maintenance and troubleshooting.
- Demonstrate quality assurance and quality control procedures.
- Comprehend and explain to the patient the importance of diet and nutrition.

### **Entry Level Competencies for the Medical Assistant taken from the 2022 Standards and Guidelines for the Medical Assisting Educational Programs:**

This course includes the following competencies: (Cognitive, Psychomotor, Affective)

- I.C.9. Identify common pathology related to each body systems including: (a) signs, (b) symptoms, (c) etiology, (d) diagnostic measures, (e) treatment modalities.
- I.C.10. Identify Clinical Laboratory Improvement Amendments (CLIA) waived test associated with common diseases.
- I.C.12. Identify quality assurance practices in healthcare.
- II.C.6. Identify normal and abnormal; results as reports in: (a) graphs, (b) tables.
- III.C.1. Identify major types of infectious agents.
- III.C.4. Identify methods of controlling the growth of microorganisms.
- III.C.5. Identify the principles of standard precautions.
- III.C.6. Define personal protective equipment (PPE)
- XII.C.1. Identify workplace safeguards.
- XII.C.2. Identify safety techniques that can be used in responding to accidental exposure to: (a) blood, (b) other body fluids. (c) needle sticks. (d) chemicals.
- XII.C.6. Identify processes for disposal of (a) biohazards waste, (b) chemical.

### **Skill Based:**

- I.P.2. Perform: A. electrocardiography. B. Venipuncture. C. Capillary Puncture. D. Pulmonary Function Testing.
- I.P.3. Perform patient screening using established protocols.
- I.P.4. Verify the rules of medication administration: (a) right patient, (b) right medication, (c) right dose, (d) right route, (e) right time, (f) right documentation.
- I.P.7. Administer parenteral (excluding IV) medication.
- I.P.10. Perform a quality control measure.
- I.P.11. Collect specimens and perform: (a) CLIA waived hematology test. (b) CLIA waived chemistry test. (c) CLIA waived urinalysis. (d) CLIA waived immunology test. (e) CLIA waived microbiology test.
- II.P.2. Differentiate between normal and abnormal test results.
- II.P.3. Maintain lab test results using flow sheets.
- III.P.1. Participate in blood borne pathogen training.
- III.P.2. Select appropriate barrier/ personal protective equipment (PPE)
- III.P.10. Demonstrate proper disposal of biohazardous material: (a) Sharps. (b) Regulated Wastes.
- X.P.3. Document patient care accurately in the medical records
- XII.P.1. Comply with: (a) Safety Signs. (b) Symbols. (c). Labels.
- XII.P.2. Demonstrate proper use of: (a) eyewash equipment. (b). fire extinguishers, (c) sharps disposal containers.
- XII.P.3. Use proper body mechanics.

### **Behavior Based:**

- A.1. Demonstrate critical thinking.

### **Performance Objectives:**

In a skills laboratory, a simulation of a job-like environment, the student will demonstrate the correct procedure for the following without referring to resource materials. To perform these activities, the student will need a person to function in the role of a patient. The student is expected to perform each procedure with 100% proficiency. In efficient, safe, ethical, and legal manner the student will:

1. Given the required equipment and supplies, the student will perform a venipuncture within 10 minutes according to the checklist for each of the following techniques.
  - a. Multisampling evacuated tube system.
  - b. Single sample butterfly/evacuated tube system.
2. Given the required equipment and supplies, the student will demonstrate proper patient identification with 5 minutes according to the checklist which includes:
  - a. Hand washing technique.
  - b. Application of tourniquet.
  - c. Patient identification both inpatient and outpatient.

3. Given the required equipment and supplies, the student will obtain a specimen of peripheral blood by performing a skin puncture, within 10 minutes, according to the checklist which includes:
  - a. Collection of three capillary tubes.
  - b. Micro-collection.
  - c. POCT- Glucose test (via finger stick).
4. Given the required equipment and supplies, the student will prepare a blood smear for differential counts using the slide-wedge method within 3 minutes, according to the checklist.
5. Demonstrate competency in correct blood tube selection by passing a written exam.
6. Perform specific clerical functions by manual and computer methods relevant to obtaining and documenting specimens of blood.
7. Perform all skills according to OSHA guidelines for Occupational Exposure to Blood borne Pathogens Standards.
8. Obtain a blood specimen utilizing the proper color-coded tube with correct coagulant.
9. Evaluate blood sample for specimen integrity.

### **Phlebotomy for the Medical Assistant Laboratory Skills:**

By completion of the course, the student will have demonstrated the following:

1. Five (5) successful venipunctures divided into the following categories:
  - a. Multi-sample evacuated tube system 4.
  - b. Single sample, butterfly/evacuated tube system 1
2. A patient identification exam in which the student is evaluated on the following:
  - a. Patient identification in both inpatient and outpatient settings.
  - b. Hand washing technique.
  - c. Tourniquet application.
3. How to make blood smears for differential counts.
4. 3 Successful skin punctures which include:
  - a. Micro-collection -1
  - b. Capillary tube collection-1 (four different patients with three capillary tubes on each patient).
  - c. POCT- Glucose Test-1
5. How to perform and read a micro hematocrit, including how to correctly balance a centrifuge.
6. Select the correct blood tube for each blood test assigned. This competency will be tested by a written exam.

**Minimum passing score for each performance objective is 90%. Skills checklists are provided in the student workbook. It is the student's responsibility to produce the master skill sheet upon final check off.**

### **Clinical Learning Experience Requirements:**

In order to be eligible for the clinical learning experience, a student must successfully complete the course(s) with a minimum grade of 75% in the theory component and 90% in the lab skills

component. The experience is in a hospital lab or a private clinical lab, as arranged by the MDCA Program Director.

### **Student Dress for Laboratory:**

A physical appearance communicates a strong impression about an individual. Hair combed neatly, fingernails cleaned, pressed clean uniform and an overall professional appearance conveys a commitment to cleanliness and infection control.

1. For safety purposes, students are expected to wear scrubs to laboratory classes. **(MANDATORY)**.
2. Closed toe shoes (no sandals or canvas shoes) that are soft-soled, such as white leather-type tennis or similar shoes are strongly recommended.
3. Student's hair must be cleaned, neat, and conservative. The hair must be drawn back if longer than shoulder length or hanging in the face.
4. Fingernails must be kept clean and reasonable length of 1/8" above the fingertips.
5. Please limit jewelry to wedding rings and a wristwatch. No dangling chains, necklaces, or earrings are allowed. Conservative earlobe earring (no more than one pair) 5mm in diameter are permitted.

### **Laboratory Safety:**

Each student is responsible for his/her own work and for the cleaning of his/her workstation.

### **The following must be observed:**

1. Eating or drinking will not be permitted in the laboratory. (That includes no gum chewing). Avoid putting objects in your mouth.
2. Do not attempt to adjust contact lenses in the lab.
3. Wash your hand before leaving the laboratory for any reason. Proper hand washing is essential. Hand washing is the single most important means of preventing the spread of infection. Hands must be washed before and after each patient contact.
4. Disinfect work area thoroughly after each laboratory session.
5. Cover spills with paper towels, soak thoroughly with disinfectant and with 15 minutes before cleaning it up.
6. All accident is to be reported immediately to the instructor.
7. OSHA guidelines for occupational exposure to blood borne pathogen standards must be observed.

### **Online Activities:**

Any quiz, exam, or learn smart assignment will be hosted online on the publisher's server – McGraw Hill Connect, however, access to assessments and learn smart assignments are conducted through links in Blackboard. Only access the quizzes, exams, and learn smart assignments through the links provided in each learning module. Feedback on your assessments can be reviewed after each quiz or exam or exam is completed. Each learn smart assignment provides feedback as you proceed through the material. Practice assessments are also available in Connect for each Chapter.

Ongoing feedback is important for you to assess your progress in the course and to determine if your approach to learning the material is effective.

- **Case Study:** Assignments will be provided in the Blackboard learning modules. Download and save the word document and edit your response. Your completed document will be uploaded in the assignment link. A case Study rubric is provided in the rubric menu link. Use it to guide you in the completion of your document. Instructors feedback will be provided individually on your submission through your My Grades tool.
- **Discussions:** are conducted on Blackboard through the Discussions tool. The forum will help foster connections with your fellow classmates and will contribute to the sense of community (online). The discussion post will also supplement your mastery of the content and strength your communication and writing skills. A discussions rubric provided in the Rubric menu link. Use it to guide you in your posts and replies. Instructor feedback will be provided individually on each discussion through your My Grades tool.

**Course Communication Policy:** I check my e-mail and course mailbox and discussion areas daily Monday through Friday. For any course related questions please email me through blackboard. I will respond to your phone call and e-mails within 24 hours or less. However, I may not always be able to respond to e-mails sent over the weekend until Monday Morning. I will communicate changes in or new assignments within 48 hours. When leaving a message or e-mail please state your name and student id.

### **Plagiarism:**

The practice of taking someone else's work or ideas and passing them off as one's own. Plagiarism is a very serious offense. Plagiarism includes paraphrasing someone else's words without giving proper citation, copying directly from a website, and pasting it into your paper, using someone else's words without quotation marks. Any assignment containing any plagiarized material will receive a **grade of zero** and the student will be referred to Office of Student Conduct for the appropriate discipline action. In this course you may not use AI for any assignment in any way, shape, or form. Use of AI will be treated as plagiarism. **Use of Artificial Intelligence (AI):** Any assignment containing material generated by Artificial Intelligence (AI) will receive a **grade of zero** and the student will be referred to the Office of Student Conduct for appropriate disciplinary action.

### **Success Tips for Students:**

- Read all assignments and understand requirements for completing assignment prior to coming to class.
- **Three Prior to Me:** The MA faculty encourages students to problem-solve, work as a team as well as utilize available resources. In order to develop these skills, we will employ the “**Three Prior to Me**” process. This means that before you contact the instructor with a course-related question, you must have attempted to find the information in three other places. For instance, if you are unsure about the meaning of a term used in the course, you would attempt to locate this information in three places prior to asking the instructor. Hence, you might do a Google search for the term, ask a classmate, and refer

to your textbook. Instructors will question you regarding what research methods you utilized to locate information on your own. This process is not meant to be a barrier to you, but instead to provide the following benefits:

- Preparation for the workforce.
- Increased research skills.
- Instructors will have more time to provide feedback and interact with students.

**Professionalism:** Success in one's career is almost as dependent on professional behavior as on one's academic knowledge and abilities. Therefore, students are expected to exhibit professional behavior in the classroom as well as all activities with this course. Professional behavior includes:

- **Attends class is punctual-** The student attends every class period, arrives on time for class activities or informs the instructor in a timely manner of unavoidable situations that cause the student to be late or miss class.
- **Dependable-** the student meets assignment deadlines and follows through to completion of responsibilities.
- **Effective interpersonal and team skills-** The student relates well to people, shows respect to others, deals tactfully and effectively with others, influences as opposed to directs, provides constructive critics without altering others, negotiates or mediates when appropriate, exhibits openness to new ideas, and demonstrates a positive attitude.
- **Effective communication skills-** The student listens, speaks using correct grammar and without excess fillers. Example: Umm, you know, and like.
- **Ethical Conduct-** The student maintains honesty, integrity, and confidentiality of patient provider, fellow student, and college information.

### **Learning Goals:**

The learning goals for this course include:

- Role of clinical laboratory.
- Laboratory safety regulations hazards.
- Quality assurance.
- Laboratory measurements and equipment.
- Clinical laboratory and patient communication.
- Role of medical assistant in microbiology.
- Classification of microorganisms.
- Specimen collection and transportation.
- Overview of the process of diagnosing infection.
- Microbiology equipment and procedures.
- Types of specimens.
- Serology testing
- Asepsis
- Collecting the specimen.
- Routine Urinalysis.
- Urine pregnancy testing quality control.

- Blood formation and components.
- Function of blood.
- Blood specimen collection.
- Routine blood test.
- Erythrocyte sedimentation rate.
- Mono testing.
- Preparing and positioning the patient.
- Safety precautions.
- Storage and records.
- The electrocardiogram.
- Special tests.
- Pulmonary function.
- Treatments.
- Patient assessment.
- Diagnostic testing.



**ACKNOWLEDGEMENT OF RECEIPT:**

I, \_\_\_\_\_, acknowledge that I have received the syllabus for MDCA 1452 Laboratory Procedures for Medical Assistants, and that my instructor has reviewed it with me.

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**Signature of Student**

**Date**

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**Signature of Witness**

**Date**