



INSTRUCTIONAL PACKAGE

AHS 176

Patient Care Clerical Principles

Effective Term

Fall 2025/Spring 2026/Summer 2026

INSTRUCTIONAL PACKAGE

Part I: Course Information

Effective Term: Fall 2025/Spring 2026/Summer 2026

COURSE PREFIX: AHS 176

COURSE TITLE: Patient Care Clerical Principles

CONTACT HOURS: 4

CREDIT HOURS: 4-0-4

RATIONALE FOR THE COURSE:

Patient care technicians / medical assistants now fulfill an ever-expanding role in the medical office clinically and administratively. With increased responsibilities come a greater need for professional knowledge and skills. This class has been designed to provide the basics of clinical competency.

COURSE DESCRIPTION:

This course offers clinical experiences across health-related disciplines exposing students to various patient care areas such as direct patient care, surgical asepsis office scheduling, and office procedures.

PREREQUISITES/CO-REQUISITES:

Prerequisites: English 100 with a grade of "c" or better or appropriate placement scores

Co-Requisites: AHS 175

REQUIRED MATERIALS:

Please visit the [BOOKSTORE](#) online site for the most current textbook information.

- 1) Hartman's Medical Assisting: The Basics. Hartman Publishing ISBN 9781604251487
- 2) Hartman's Medical Assisting: The Basics. Hartman Publishing ISBN 9781604251494

<https://hortec.bncollege.com/shop/hgtc/textbook/hartmans-nursing-assistant-carebasics-600008838023?sectionId=94164625&displayStoreId=51560§ionList=&booksAddedforSec=&fromTBLlist=true>

<https://hortec.bncollege.com/shop/hgtc/textbook/hartmans-nursing-assistantworkbook-600008838999?sectionId=94164625&displayStoreId=51560§ionList=&booksAddedforSec=&fromTBLlist=true>

2025-2026

The following materials are essential and must be provided by the student

1. Course Instructional Package
2. Instructors Course Information/Calendar
3. Required text/workbook

ADDITIONAL REQUIREMENTS:

No additional requirements

TECHNICAL REQUIREMENTS:

Access to Desire2Learn (D2L), HGTC's student portal for course materials.
myHGTC and college email access.

STUDENT IDENTIFICATION VERIFICATION:

Students enrolled in online courses will be required to participate in a minimum of one (1) proctored assignment and/or one (1) virtual event to support student identification verification. Please refer to your Instructor Information Sheet for information regarding this requirement.

CLASSROOM ETIQUETTE:

Class is online, it is expected that to you be respectful in your communication with your fellow classmates and the instructor.

Part II: Student Learning Outcomes

COURSE LEARNING OUTCOMES and ASSESSMENTS*:

Module 1

Materials Covered: Chapter 1: The Role of The Medical Assistant , Chapter 2 : Legal and Ethical Issues ,Chapter 3 : Communication and Diversity , Chapter 4: Psychology and Human Needs and Development

Assessment(s):

Complete laboratory skills

Accompanying workbook assignments, Chapter 1, Chapter 2, Chapter 3, and Chapter 4

Test 1

Learning Outcomes:

1. Explain the medical assistant's role
2. Describe healthcare settings where medical assistants work

3. Identify members of the healthcare team
4. Understand delegation and scope of practice
5. Define professionalism and list examples of professional behavior
6. Describe the certification process
7. Define the terms law and ethics and list examples of legal and ethical behavior
8. Explain patients' rights and why they are important
9. Explain HIPPA and discuss ways to protect a patient privacy
10. Discuss common and legal concepts and responsibilities in health care
11. Discuss consent and how it applies to healthcare
12. Understand mandatory reporting requirements
13. Describe incident reporting
14. Define communication
15. Explain verbal and nonverbal communication
16. Identify barriers to communication
17. Define diversity and understand the importance of responding to diversity without bias
18. Understand guidelines for communication with patients
19. Understand ways to make communication accurate and explain how to develop effective interpersonal relationship
20. Explain subjective and objective information and describe how to observe and report it accurately
21. Explain how to communicate with other healthcare workers
22. Identify basic human needs and describe holistic care
23. Describe the stages of human growth and development and identify common disorders for each stage
24. Explain developmental disabilities
25. Identify seven characteristics of mental health and explain the connection between mental and physical health
26. Define Stress and stressors and discuss the psychological effects of stress
27. Identify and define common defense mechanisms
28. List the signs of substance abuse and discuss other addiction disorders
29. Describe causes and types of mental health disorders
30. Discuss the psychological effects of chronic and serious illness
31. Understand end-of-life concerns and the stages of grief
32. Define infection prevention and discuss types of infections
33. Describe the chain of infection
34. Explain standard precautions
35. Explain hand hygiene and identify when to wash hands
36. Discuss the use of personal protective equipment
37. Explain Transmission – Based Precautions
38. Define bloodborne pathogens and describe two major bloodborne diseases

39. Explain OSHA Bloodborne Pathogens Standard and the Needlestick Safety and Prevention Act.
40. List guidelines for handling equipment and specimens
41. List employee and employer responsibilities for infection prevention
42. Demonstrate how to recognize and respond to medical emergencies
43. Demonstrate knowledge of first aid procedures
44. Discuss workplace safety and identify OSHA's categories of common hazards
45. Describe regulations related to safety practices and explain the Safety Data Sheet
46. Explain the Principles of Body Mechanics
47. Describe guidelines for responding to common hazards and disasters

Module 2

Materials Covered: Chapter 5: Infection, Prevention, and Control, Chapter 6: Safety, Emergency Care and Disaster Preparation
 Chapters 7: Patient Scheduling, Reception, and Related Communication
 Chapter 8: Medical Record Management.

Assessment(s):

Complete laboratory skills
 Accompanying workbook assignments, Chapter 5 , Chapter 6 , chapter 7, and chapter 8,
 Test 2

Learning Outcomes:

1. Define infection prevention and discuss types of infections
2. Describe the chain of infection
3. Explain standard precautions
4. Explain hand hygiene and identify when to wash hands
5. Discuss the use of personal protective equipment
6. Explain Transmission – Based Precautions
7. Define bloodborne pathogens and describe two major bloodborne diseases
8. Explain OSHA Bloodborne Pathogens Standard and the Needlestick Safety and Prevention Act.
9. List guidelines for handling equipment and specimens
10. List employee and employer responsibilities for infection prevention
11. Demonstrate how to recognize and respond to medical emergencies
12. Demonstrate knowledge of first aid procedures
13. Discuss workplace safety and identify OSHA's categories of common hazards
14. Describe regulations related to safety practices and explain the Safety Data Sheet
15. Explain the Principles of Body Mechanics
16. Describe guidelines for responding to common hazards and disasters
17. Describe the approaches to patient scheduling
18. Explain the process of scheduling a new patient and returning patients
19. Discuss the management of schedule changes

20. Discuss the patient check-in and checkout process
21. Describe the management of referrals to other medical offices or facilities
22. List guidelines for communicating with dissatisfied or angry patients
23. Discuss guidelines for written communication
24. Describe the process of legally terminating a patient-provider relationship
25. Understand the EMR, HER, and paper filing systems
26. Describe the use of the patient portal for electronic record access
27. Discuss legal issues that are related to patient access
28. Describe scheduling, patient record, and billing software function

Module 3

Materials Covered: Chapter 9: Medical Insurance and Coding, Chapter 10: Billing, Collections, and Accounting, Chapter 11 Office Equipment and Supplies

Assessments: Accompanying workbook assignments for chapter 9, chapter 10, and chapter 11.
Test 3

Learning Outcomes :

- 1 Explain the basics of health insurance
- 2 Discuss private insurance programs and government-funded insurance programs
- 3 Explain the coordination of benefits
- 4 Describe the insurance claim process
- 5 Discuss the need for preauthorization for certain medical procedures
- 6 Understand the purpose of medical coding
- 7 Discuss and describe the ICD, CPT, and HCPCS coding of the systems
- 8 Describe the importance and accuracy of coding
- 9 Discuss Physician's fees and patients' billing
- 10 Describe patient accounts and statements
- 11 Understand the collection process and the life cycle of a patient bill
- 12 Explains accounts payable and receivable and practice assets and liabilities
- 13 Discuss checking account and check handling
- 14 Describe supply purchasing and the management of petty cash
- 15 Describe computer hardware and associated equipment
- 16 Discuss other common office equipment
- 17 Understand equipment management
- 18 Discuss office and medical supplies inventory

Part III: Grading and Assessment

EVALUATION OF REQUIRED COURSE MEASURES/ARTIFACTS*:

Students' performance will be assessed, and the weight associated with the various measures/artifacts is listed below.

EVALUATION*

2025-2026

Workbook Assignments	10%
Resume	15%
Tests	40%
Paper	15%
Final Exam	20%
	100%

****Students, for the specific number and type of evaluations, please refer to the Instructor's Course Information Sheet.***

GRADING SYSTEM:

Please note the College adheres to a 10-point grading scale A = 100 – 90, B = 89- 80, C = 79 – 70, D = 69 – 60, F = 59 and below.

Grades earned in courses impact academic progression and financial aid status. Before withdrawing from a course, be sure to talk with your instructor and financial aid counselor about the implications of that course of action. Ds, Fs, Ws, WFs and Is also negatively impact academic progression and financial aid status.

The Add/Drop Period is the first 5 days of the semester for **full term** classes. Add/Drop periods are shorter for accelerated format courses. Please refer to the [academic calendar](#) for deadlines for add/drop. You must attend at least one meeting of all of your classes during that period. If you do not, you will be dropped from the course(s) and your Financial Aid will be reduced accordingly.

Part IV: Attendance

Horry-Georgetown Technical College maintains a general attendance policy requiring students to be present for a minimum of 80 percent (80%) of their classes to receive credit for any course. Due to the varied nature of courses taught at the college, some faculty may require up to 90 percent (90%) attendance. According to 34 Code of Federal Regulations 228.22 - Return to Title IV Funds, once a student has missed over 20% of the course or has missed two (2) consecutive weeks, the faculty is obligated to withdraw the student and a student may not be permitted to re-enroll. **Instructors define absentee limits for their class at the beginning of each term; please refer to the Instructor Course Information Sheet.**

For online and hybrid courses, check your Instructor's Course Information Sheet for any required on-site meeting times. Please note, that instructors may require tests to be taken at approved testing sites, and if you use a testing center other than those provided by HGTC, the center may charge a fee for its services.

Part V: Student Resources



THE STUDENT SUCCESS AND TUTORING CENTER (SSTC):

The SSTC offers to all students the following **free** resources:

1. **Academic tutors** for most subject areas, **Writing Center support**, and **college success skills**.
2. Online **tutoring** and academic support resources.
3. Professional and interpersonal communication **coaching** in the EPIC Labs.

Visit the [Student Success & Tutoring Center](#) website for more information. To schedule tutoring, contact the SSTC at ssc@hgtc.edu or self-schedule in the Penji iOS/Android app or at www.penjiapp.com. Email ssc@hgtc.edu or call SSTC Conway, 349-7872; SSTC Grand Strand, 477-2113; and SSTC Georgetown, 520-1455, or go to the [Online Resource Center](#) to access on-demand resources.



STUDENT INFORMATION CENTER: TECH Central

TECH Central offers to all students the following **free** resources:

1. **Getting around HGTC:** General information and guidance for enrollment, financial aid, registration, and payment plan support!
2. Use the [Online Resource Center \(ORC\)](#) including Office 365 support, password resets, and username information.
3. **In-person workshops, online tutorials and more services** are available in Desire2Learn, Student Portal, Degree Works, and Office 365.
4. **Chat with our staff on TECH Talk**, our live chat service. TECH Talk can be accessed on the student portal and on TECH Central's website, or by texting questions to (843) 375-8552.

Visit the [Tech Central](#) website for more information. Live Chat and Center locations are posted on the website. Or please call (843) 349 – TECH (8324), **Option #1**.

STUDENT TESTING:

(If course is offered in multiple formats include this section, delete if only F2F sections are offered.)

Testing in an **online/hybrid** course may be accomplished in a variety of ways:

- Test administered within D2L
- Test administered in writing on paper
- Test administered through Publisher Platforms

Furthermore, tests may have time limits and/or require a proctor.

Proctoring can be accomplished either face-to-face at an approved site or online through our online proctoring service. To find out more about proctoring services, please visit the [Online Testing](#) section of the HGTC's Testing Center webpage.

The **Instructor Information Sheet** will have more details on test requirements for your course

DISABILITY SERVICES:

HGTC is committed to providing an accessible environment for students with disabilities. Students seeking accommodations are encouraged to visit HGTC's [Accessibility and Disability Service webpage](#) for detailed information.

It is the student's responsibility to self-identify as needing accommodations and to provide appropriate documentation. Once documentation is submitted, the student will participate in an interactive process with Accessibility and Disability Services staff to determine reasonable accommodations. Students may begin the accommodations process at any time; however, accommodations are **not retroactive** and will only be applied from the point at which they are approved. Students must contact the office **each semester** to renew their accommodations.

For assistance, please contact the Accessibility and Disability Services team at disabilityservices@hgtc.edu or 843-796-8818 (call or text).

COUNSELING SERVICES:

HGTC Counseling Services strives to optimize student success through managing personal and academic concerns that may interfere with achieving educational goals. Staff are available to every student for assistance and guidance on personal matters, academic concerns and other areas of concern. HGTC offers free in-person and telehealth counseling services to students. For more information about counseling services, please reach out to counseling@hgtc.edu or visit the website the [Counseling Services webpage](#)

STATEMENT OF EQUAL OPPORTUNITY/NON-DISCRIMINATION STATEMENT:

Our sincere commitment to both effective business management and equitable treatment of our employees requires that we present this Policy Statement as an embodiment of that commitment to the fullest.

Discrimination is conduct that includes unjust or prejudicial treatment based upon an individual's sex, race/color, religion, national origin, age, disability, service in the uniformed services (as defined in state and federal law), veteran status, political ideas, marital or family status, pregnancy, childbirth, or related medical conditions, including, but not limited to, lactation, genetic information, genetic identity, gender expression, or sexual orientation that excludes an individual from participation in, denies the individual the benefits of, treats the individual differently, or otherwise adversely affects a term or condition of a person's working or learning environment. This includes failing to provide reasonable accommodation, consistent with state and federal law, to persons with disabilities.

INQUIRIES REGARDING THE NON-DISCRIMINATION/TITLE IX POLICIES:

Student and prospective student inquiries concerning Section 504, Title II, Title VII, and Title IX and their application to the College or any student decision may be directed to the Vice President for Student Affairs.

Dr. Melissa Batten, VP Student Affairs

Title IX, Section 504, and Title II Coordinator

Building 1100, Room 107A, Conway Campus

PO Box 261966, Conway, SC 29528-6066

843-349-5228

Melissa.Batten@hgtc.edu

Employee and applicant inquiries concerning Section 504, Title II, and Title IX and their application to the College may be directed to the Vice President for Human Resources.

Jacquelyne Snyder, VP Human Resources

Affirmative Action/Equal Opportunity Officer and Title IX Coordinator

Building 200, Room 205B, Conway Campus

PO Box 261966, Conway, SC 29528-6066

843-349-5212

Jacquelyne.Snyder@hgtc.edu

TITLE IX REQUIREMENTS:

Title IX of the Education Amendments of 1972 protects students, employees, applicants for admission and employment, and other persons from all forms of sex discrimination.

HGTC prohibits the offenses of domestic violence, dating violence, sexual assault, and stalking and will provide students, faculty, and staff with necessary information regarding prevention, policies, procedures, and resources.

Any student, or other member of the college community, who believes that they have been a victim of sexual harassment, domestic violence, dating violence, sexual assault, or stalking may file a report with the college's Title IX Coordinator or campus law enforcement*.

*Faculty and Staff are required to report these incidents to the Title IX Coordinator when involving students. The only HGTC employees exempt from mandatory reporting are licensed mental health professionals (only as part of their job description such as counseling services).

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PREGNANCY ACCOMMODATIONS

Under Title IX, colleges must not exclude a pregnant student from participating in any part of an educational program. Horry-Georgetown Technical College is committed to ensuring that pregnant students receive reasonable accommodations to ensure access to our educational programs.

Students should advise the Title IX Coordinator of a potential need for accommodations as soon as they know they are pregnant. It is extremely important that communication between student, instructors, and the Title IX Coordinator begin as soon as possible. Each situation is unique and will be addressed individually.

Title IX accommodations DO NOT apply to Financial Aid. Financial Aid regulations do not give the College any discretion in terms of Financial Aid eligibility.

Certain educational programs may have strict certification requirements or requirements mandated by outside regulatory agencies. Therefore, in some programs, the application of Title

IX accommodations may be limited.

To request pregnancy accommodations, please complete the *Pregnancy Intake Form* that can be found [here](#).