



Horry-Georgetown
Technical College

COURSE INSTRUCTIONAL PACKAGE

AHS 176

Patient Care Clerical Principles

Effective Term

Fall 2026/Spring 2027/Summer 2027

Part I: Course Information

Effective Term: Fall 2026/Spring 2027/Summer 2027

COURSE PREFIX: AHS 176

COURSE TITLE: Patient Care Clerical Principles

CONTACT HOURS: 4

CREDIT HOURS: 4.0

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 most current textbook information. Enter the semester, course prefix, number and section when prompted and you will be linked to the correct textbook.

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

https://hortec.bncollege.com/c/Hartmans-Medical-Assisting-The-Basics/p/MBS_8837341_used?currentCampus=8242&rental=true

https://hortec.bncollege.com/c/Hartmans-Medical-Assisting-Basics---Workbook/p/MBS_8837339_new

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

1. Course Instructional Package
2. Instructor's Course Information Sheet/Calendar
3. Required text/workbook

ADDITIONAL REQUIREMENTS:

No additional requirements

TECHNICAL REQUIREMENTS:

- Access to Desire2Learn (D2L), HGTC's learning management system (LMS) used for course materials.
- Access to myHGTC portal for student self-services.
- College email access – this is the college's primary official form of communication.

ATTENDANCE VERIFICATION:

The Add/Drop Period is the first 7 days of the semester for **full term** classes. Add/Drop periods are shorter for accelerated format classes. Please refer to the [academic calendar](#) for deadlines for add/drop. You must attend at least one meeting of all 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

IDENTIFICATION VERIFICATION:

Students enrolled in online courses will be required to complete identity verification. Please refer to your Instructor's Course Information Sheet for information regarding this requirement.

STUDENT COURSE EVALUATIONS:

Each semester, students are provided with an opportunity to participate in course evaluation surveys. These evaluations offer crucial feedback to instructors and the College, leading to enhancement of educational quality. By completing these surveys, you play a key role in the ongoing improvement of teaching methods and

course content, ensuring future students enjoy a better learning experience. Students are encouraged to complete these surveys as your active participation in this process reflects your dedication to your education and drives positive change.

CLASSROOM ETIQUETTE AND STUDENT RIGHTS AND RESPONSIBILITIES:

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

To ensure a positive College experience, guidelines exist in numerous areas of campus life. The Student Code for The South Carolina Technical College System "The Student Code" (3-2-106.1) applies to all HGTC students. The Student Code sets forth rights and responsibilities of the individual student, identifies behaviors that are not consistent with the values of college communities, and describes the procedures that will be followed to adjudicate cases of alleged misconduct. Students are expected to conduct themselves in a civil manner, that is respectful of the rights of others, and that is compatible with the college's educational mission. Students are expected to comply with all of the college's duly established rules and regulations regarding student behavior while on campus; while participating in off-campus college sponsored activities; and while participating in off-campus clinical, field, internship, or in-service experiences. Students are expected to comply with all course requirements as specified by instructors in course syllabi and to meet the standards of acceptable classroom behavior set by instructors. For more information, login to your myHGTC account under "Student Rights and Responsibilities" card then select "Student Code of Conduct" or the "Student Catalog and Handbook."

NETIQUETTE: is the term commonly used to refer to conventions adopted by Internet users on the web, mailing lists, public forums, and in live chat focused on online communications etiquette. For more information regarding Netiquette expectations for distance learning courses, please visit [Online Netiquette](#).

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 1-4

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 patient's right and why they are important
9. Explain HIPPA and discuss ways to protect patient privacy
10. Discuss common and legal concepts and responsibilities in healthcare
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 relationships

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, Chapter 7: Patient Scheduling, Reception, and Related Communication, Chapter 8: Medical Record Management

Assessment(s):

Complete laboratory skills

Accompanying workbook assignments, Chapters 5-8

Test 2

Learning Outcomes:

1. Define infection prevention and discuss types of infection
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 Bloodborn 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 check-out 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 9–11

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 of 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

****Students – please refer to the Instructor’s Course Information sheet for specific information on assessments and due dates.***

GENERAL EDUCATION OUTCOMES:

This course fulfills the following General Education Outcomes through the (list the appropriate assessment – programs should select which GELO applies). Upon completion of this course, students will be able to:

(Check all that apply.)

- ☒ Communication – Students will be able to communicate effectively, orally and/or in written format.
- ☒ Critical thinking – Students will be able to demonstrate higher order of thinking when problem solving.
- ☒ Career Readiness/Lifelong Learning – Students will be able to effectively engage in the professional world or transition to higher level learning.

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 are listed below.

EVALUATION*

Tests (3 and final paper) 40%
 Assignments and discussions 40%

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, and Is also negatively impact academic progression and financial aid status.

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. Pursuant 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 reenroll. **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, refer to your Instructor's Course Information Sheet for any required on-site meeting times. In online courses, attendance is fulfilled through the submission of academic work. Please be aware that instructors may require exams to be proctored either online or at an approved testing site. If you choose to use a testing center other than those provided by HGTC, that center may charge a fee for its services.

Part V: Student Resources

THE STUDENT SUCCESS AND TUTORING CENTER (SSTC):



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

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

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

STUDENT INFORMATION CENTER – TECH Central:



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

1. Getting around HGTC: General information and guidance for enrollment, financial aid, registration, and payment plan support!
2. In-person and remote assistance are available for Desire2Learn, Student Portal, Degree Works, and Office 365.
3. 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. You may also call (843) 349-5199.

HGTC LIBRARY:



Each campus location has a library where HGTC students, faculty, and staff may check out materials with their HGTC ID. All three HGTC campus libraries have librarians and staff who can aid with research, computers to support academic research and related school-work, and individual/group study rooms. Printing is available as well at each location. Visit the [Library](#) website for more information or

call (843) 349-5268.

STUDENT TESTING:

Testing in HGTC courses may occur during regularly scheduled class time or online, with or without proctoring. Tests may be delivered in the following formats:

- Digitally through D2L
- In writing on paper
- Through a publisher platform (note: some publisher platforms carry an associated fee)

Tests may include time limits and may require proctoring depending on the course.

When proctoring is required and is not provided by the course instructor in the classroom, students may complete their test face-to-face at an [HGTC Testing Center](#) or another approved testing site, or online using HGTC's online proctoring provider. For more information about available proctoring options, visit the [Online Testing](#) section of the HGTC Testing Center webpage.

Students testing at an HGTC Testing Center should note the following:

- **Appointments must be scheduled at least 24 hours in advance.**
- **A physical, government-issued photo ID is required to test.**

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 age, race, color, sex, religion, national origin, disability, and genetic information or any other protected classes deemed unlawful under State or Federal law 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.

All inquiries regarding the federal laws as they relate to discrimination on the basis of sex may be directed to Jen Riddei, Title IX Coordinator, Horry-Georgetown Technical College, Building 1100C, Room 107B, 2050 HWY 501 E, PO Box 261966, 843-349-5218, Jenifer.Riddei@hgtc.edu.

Student and prospective student inquiries concerning the federal laws and their

application to the College or any student decision may be directed to Dr. Melissa Batten, Vice President, Student Affairs, and Section 504 & Title II Coordinator, Horry-Georgetown Technical College, Building 1100C, Room 107A, 2050 HWY 501 E, PO Box 261966-6066, 843-349-5228, Melissa.Batten@hgtc.edu.

Employee and applicant inquiries concerning the federal laws and their application to the College may be directed to Jacquelyne Synder, Vice President, Human Resources and Employee Relations and the College's Affirmative Action/Equal Opportunity Officer, Horry-Georgetown Technical College, Building 200C, Room 205B, 2050 HWY 501 E, 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 sexual harassment, 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).

All inquiries regarding the federal laws as they relate to discrimination on the basis of sex may be directed to Jen Riddei, Title IX Coordinator, Horry-Georgetown Technical College, Building 1100C, Room 107B, 2050 HWY 501 E, PO Box 261966, 843-349-5218, Jenifer.Riddei@hgtc.edu.

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](#).