

MED 114
PROFESSIONAL INTERACTION IN HEALTH CARE

COURSE DESCRIPTION:

Prerequisites: Acceptance into the Medical Assisting diploma or certificate program

Corequisites: None

This course is designed to identify various patient behaviors encountered in the medical setting. Emphasis is on stressors related to illness, cultural influences, death and dying, and needs specific to patients. Upon completion, students should be able to utilize appropriate methods of verbal and nonverbal communications with empathy and impartiality. Course Hours Per Week: Class, 1; Lab, 0; Clinical, 0; Semester Hours Credit, 1.

LEARNING OUTCOMES:

Upon successful completion of this course, the student should be able to demonstrate the following competencies and knowledge by written and/or competency evaluations:

- a. Analyze the elements for communication.
- b. Outline effective techniques for interacting with patients.
- c. Identify how the age of a patient may impact behavior.
- d. Define cultural differences that may impact effective communication.
- e. Identify valuable question patterns and techniques to use with patients.
- f. Demonstrate therapeutic communication in a role-play situation.
- g. Define helping interview.
- h. Define cognitive, psychoanalytic, and moral development.
- i. Discuss Maslow's Hierarchy of needs.
- j. Define ways that clients deal with stress, loss, grief, death, and dying.
- k. Identify manifestations of abusive or abused patients.
- l. Describe typical defensive or avoidance behavior.
- m. Identify and describe appropriate therapeutic responses.

OUTLINE OF INSTRUCTION:

- I. Therapeutic Communication
 - A. Modes of communication
 - B. Principles of verbal and nonverbal communication
 - C. Adaptations for individualized needs
 - D. Applications of electronic technology

- II. Psychology
 - A. Basic principles
 - B. Developmental stages of the life cycle.
 - C. Hereditary, cultural, and environmental influences on behavior.
 - D. Behavioral and humanistic learning theories

- III. Therapeutic Response
 - A. Stressed patients
 - B. Angry patients
 - C. Abusive and abused patients
 - D. Clients or patients dealing with loss, grief, death, and dying

REQUIRED TEXTBOOKS AND MATERIALS:

Texts to be selected by the instructor and made available through the bookstore.

STATEMENT OF STUDENTS WITH DISABILITIES:

Students who require academic accommodations due to any physical, psychological, or learning disability are encouraged to request assistance from a disability services counselor within the first two weeks of class. Likewise, students who potentially require emergency medical attention due to any chronic health condition are encouraged to disclose this information to a disability services counselor within the first two weeks of class. Counselors can be contacted by calling 686-3652 or by visiting the Student Development Office in the Phail Wynn Jr. Student Services Center, room 1309.