

**Class Location:** PCC Campuses

**Objective:** To introduce non-native English speakers to entry level health care-related jobs

**Materials and Textbooks:** *(textbooks are property of the PCC Career Pathways Program)*

- Binders and USB thumb drives are provided. Students provide their own paper, pens, pencils, whiteout and highlighter.
- Medical Terminology: A Student-Centered Approach. ISBN: 0-7668-1522-6
- Microsoft Office 2007 Simplified, ISBN- 978-0-470-04589-3
- Gregg College Keyboarding & Document Processing 9<sup>th</sup> Edition Lessons 1-60, ISBN 0-07-825756-5

*This is a Vocational training which offers students the opportunity to improve skills in many areas including Computers, Workplace culture and Communication, and specific Health Care vocabulary which will help students to take the next step in a high demand career track.*

**Student Expectations:** *We expect...*

1. Students to participate fully, which includes speaking **English as a common language in the classroom**. Benefits of this include an opportunity to improve skills, and practice a realistic workplace environment and broaden cultural understanding of people through communication with people from all over the world.
2. Full participation in planned activities and tasks. This includes the internship component, course materials and assignments and the job search class.
3. Regular and timely class attendance. If there is an on-going issue with attendance or timeliness a student may not be eligible to complete the training, and may have to meet with program staff and their career specialist.

**Assignments:**

- All assignments are expected to be completed and turned in on time. Failure to complete or turn in your assignments may effect your completion of the class. Due dates and assignment expectations will be provided during the course of the class.

**Evaluations:**

- Midterm and final evaluations will be provided by the instructor. The evaluations are intended to note your progress in the course, describe areas that you exceed in and provide suggestions for improvement.

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| Week    | Communication Practice   | Healthcare Topics  | Computer Topics  |
|---------|--|--|--|
| Week 1  | <ul style="list-style-type: none"> <li>▪ Introductions</li> <li>▪ Past Jobs</li> <li>▪ Goal Setting</li> </ul>   | <ul style="list-style-type: none"> <li>▪ Healthcare Exploration</li> <li>▪ <b>Tour: American Red Cross</b></li> </ul>  | <ul style="list-style-type: none"> <li>▪ Introduction to Computers</li> <li>▪ Set up PCC email</li> </ul>                                  |
| Week 2  | <ul style="list-style-type: none"> <li>▪ Communication Strategies</li> </ul>   | <ul style="list-style-type: none"> <li>▪ HIPAA</li> <li>▪ Introduction to Sterile Processing</li> <li>▪ <b>Tour: Rosewood Family Health</b></li> <li>▪ <b>Tour: Providence St. Vincent's Sterile Processing</b></li> </ul> | <ul style="list-style-type: none"> <li>▪ Introduction to Word</li> </ul>   |
| Week 3  | <ul style="list-style-type: none"> <li>▪ Communication Strategies</li> <li>▪ Harassment in the Workplace</li> </ul>  | <ul style="list-style-type: none"> <li>▪ Introduction to Medical Records</li> <li>▪ Filing Strategies</li> <li>▪ Internship Workshop</li> <li>▪ TB Tests</li> </ul>  | <ul style="list-style-type: none"> <li>▪ Word: Formatting</li> <li>▪ Email Attachments</li> </ul>  |
| Week 4  | <ul style="list-style-type: none"> <li>▪ Communication Strategies</li> <li>▪ Resume Building</li> <li>▪ Filling out Applications</li> <li>▪ Internships Begin</li> </ul> | <ul style="list-style-type: none"> <li>▪ Medical Assisting Research</li> <li>▪ Medical Terminology: Introduction</li> </ul>  | <ul style="list-style-type: none"> <li>▪ Personal Job Docs</li> <li>▪ <b>Register with i-match skills</b></li> </ul>                       |
| Week 5  | <ul style="list-style-type: none"> <li>▪ Applications</li> <li>▪ Interview Practice</li> </ul>   | <ul style="list-style-type: none"> <li>▪ Medical Terminology: Integumentary System</li> </ul>  | <ul style="list-style-type: none"> <li>▪ Personal Job Docs</li> </ul>  |
| Week 6  | <ul style="list-style-type: none"> <li>▪ <b>Mid-term Evaluations</b></li> <li>▪ <b>Mock Interviews</b></li> <li>▪ Customer Service</li> </ul>                            | <ul style="list-style-type: none"> <li>▪ Medical Terminology: Skeletal System</li> </ul>   | <ul style="list-style-type: none"> <li>▪ Personal Job Docs</li> <li>▪ Word: Tables</li> </ul>  |
| Week 7  | <ul style="list-style-type: none"> <li>▪ Informational Interviews</li> <li>▪ Interview Feedback</li> <li>▪ Customer Service</li> </ul>                                   | <ul style="list-style-type: none"> <li>▪ Medical Terminology: Muscular System</li> </ul>   | <ul style="list-style-type: none"> <li>▪ Word: Letters &amp; Mailings</li> <li>▪ Cover Letter Practice</li> </ul>                          |
| Week 8  | <ul style="list-style-type: none"> <li>▪ Customer Service</li> <li>▪ Telephone Etiquette</li> </ul>  | <ul style="list-style-type: none"> <li>▪ Medical Terminology: Cardiovascular System</li> </ul>   | <ul style="list-style-type: none"> <li>▪ Introduction to Excel</li> <li>▪ Excel: Formulas &amp; Functions</li> <li>▪ Mail Merge</li> </ul> |
| Week 9  | <ul style="list-style-type: none"> <li>▪ <b>Mock Interviews</b></li> <li>▪ Telephone Practice</li> </ul>   | <ul style="list-style-type: none"> <li>▪ Medical Terminology: Respiratory System</li> </ul>  | <ul style="list-style-type: none"> <li>▪ Excel: Workbooks</li> </ul>   |
| Week 10 | <ul style="list-style-type: none"> <li>▪ Interview Feedback</li> <li>▪ Telephone Practice</li> </ul>   | <ul style="list-style-type: none"> <li>▪ Medical Terminology: Surgical Instruments</li> </ul>  | <ul style="list-style-type: none"> <li>▪ Introduction to Access</li> <li>▪ Database Management</li> </ul>                                  |
| Week 11 | <ul style="list-style-type: none"> <li>▪ Letters of Recommendation</li> <li>▪ Interview Practice</li> <li>▪ Telephone Practice</li> </ul>                                | <ul style="list-style-type: none"> <li>▪ Medical Terminology: Review</li> </ul>  | <ul style="list-style-type: none"> <li>▪ Database Management</li> </ul>  |

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| Week 12 | <ul style="list-style-type: none"> <li>▪ Internship Wrap-up</li> <li>▪ Letters of Recommendation</li> <li>▪ Interview Practice</li> </ul> | <ul style="list-style-type: none"> <li>▪ <b>Medical Terminology Final Test</b></li> </ul> |   |
| Week 13 | <ul style="list-style-type: none"> <li>▪ TBD</li> </ul>   | <ul style="list-style-type: none"> <li>▪ TBD</li> </ul>                                   | <ul style="list-style-type: none"> <li>▪ TBD</li> </ul> |
| Week 14 | <ul style="list-style-type: none"> <li>▪ <b>Final Evaluations</b></li> <li>▪ TBD</li> </ul>   | <ul style="list-style-type: none"> <li>▪ TBD</li> </ul>                                   | <ul style="list-style-type: none"> <li>▪ TBD</li> </ul> |