

MDCA 1210

Medical Assistant Interpersonal and Communication Skills

Summer 2026



INSTRUCTOR CONTACT INFORMATION

Instructor: TAMANNA ASSIH
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Office Phone: 409-241-7502
Office Location: WATC 332
Office Hours: Please refer to Starfish

CREDIT

SCH 2 (2 hours lecture, 0 hours lab)

MODE OF INSTRUCTION

Online

PREREQUISITE/CO-REQUISITE

None

COURSE DESCRIPTION

Emphasis on the application of basic psychological principles and the study of behavior as they apply to special populations. Topics include procedures for self-understanding and social adaptability in interpersonal communication with patients and co-workers in an ambulatory care setting.

COURSE OBJECTIVES

1. *Explain basic psychological principles and developmental stages of life;*
2. *differentiate between verbal and non-verbal communication;*
3. *identify behaviors that interfere with effective communication;*
4. *identify elements of active listening;*
5. *discuss the stages of grief;*
6. *identify relationships among various health care professions;*
7. *and describe and demonstrate professionalism of an effective health care worker.*

Upon completion of this course, the student will be able to

- Explain effective and ineffective communication techniques
- Differentiate between verbal and nonverbal communication
- Identify behaviors that interfere with communication
- Demonstrate patient interviews and education techniques

- Apply cultural sensitivity and use of interpreters
- Communicate professionally with patients and coworkers
- Use proper grammar and writing in healthcare documentation
- Understand developmental stages and psychological principles
- Practice professionalism in healthcare environments

REQUIRED TEXTBOOK AND MATERIALS

- Medical Assisting: Administrative and Clinical Procedures.
ISBN with the Connect access is 9781266765377
- **Access to McGraw Hill Connect is mandatory**
- **Proctorio Chrome Lockdown Browser is mandatory to take any tests in Connect**
- Access to LIT's Blackboard LMS is mandatory

DROP POLICY

If you wish to drop a course, you are responsible for initiating and completing the drop process by the specific drop date as listed on the Academic Calendar. If you stop coming to class and fail to drop the course, you will earn an "F" in the course.

ATTENDANCE POLICY

1. **There will be no make-up assignments/tests for any online portion of this class. NO EXCEPTIONS.**

STUDENT EXPECTED TIME REQUIREMENT

For every hour in class (or unit of credit), students should expect to spend at least two to three hours per week studying and completing assignments. For a 3-credit-hour class, students should prepare to allocate approximately six to nine hours per week outside of class in a 16- week session OR approximately twelve to eighteen hours in an 8-week session. Online/Hybrid students should expect to spend at least as much time in this course as in the traditional, face-to-face class.

COURSE CALENDAR

DATE	TOPIC	READINGS	ASSIGNMENTS
Module 1	Intro to Communication Objectives 2, 3,4,7	Ch 4 Homework and Quiz	
Module 2	Non- verbal Communication in Healthcare	Ch 4 Homework and Quiz	

	Objectives 2,3, 7		
Module 3	Verbal Communication and listening skills Objecives2, 3,4,7	Ch 4 Homework and Quiz	
Module 4	Workplace Communication and Professional Behavior Objectives 3, 6, 7	Ch 3, Ch 4 Homework and quiz	
Module 5	Interview Techniques & Patient Center Care Objectives 1, 3,4, 7	Ch 36, Ch 5 Homework and quiz	
Module 6	Adapting Communication to Patient Abilities Objectives 1, 3,4,7	Ch 4, 5, 6 Homework and quiz	
Module 7	Patient Education and Learning styles	Ch 15, 7 Homework and quiz	
Module 8	Cultural Sensitivity and Interpreter Use Objectives 2, 3,6,7	Ch 4, Ch 8 Homework and quiz	
Module 9	Electronic Communication Objectives 2,3,7	Ch 8,9,14 Homework and Quiz	
Module 10	Midterm Project Objectives 1-7	Must be uploaded in Blackboard	Due 6/17

Module 11	Writing Skills SOAP notes Objectives 2,3,7	CH 10, 11 Homework and quiz	
Module 12	Role Playing Exercises Practice Objectives 2, 3, 4,6, 7		
Module 13	Role Playing Exercises Objectives 2, 3, 4,6,7		
Module 14	Practical Medical Office Objectives 2, 3,4,6,7		
	Final Project Presentation	Must be uploaded in Blackboard	Due 6/30
Last Day of Class	End of Course Reflection		Due 7/7

COURSE EVALUATION

Final grades will be calculated according to the following criteria:

GRADE BREAKDOWN

- Assignments 20%
- Quizzes 30%
- Midterm Project 20%
- Final Project 25%
- Discussion 5%

GRADE SCALE

- 90-100 A
- 80-89 B
- 70-79 C
- 60-69 D
- 0-59 F

TECHNICAL REQUIREMENTS

For the latest technical requirements, including hardware, compatible browsers, operating systems, etc., review the Minimum Computer and Equipment Requirements on the LIT Online Experience page. A functional broadband internet connection, such as DSL, cable, or WiFi is necessary to maximize the use of online technology and resources.

DISABILITIES STATEMENT

The Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973 are federal anti-discrimination statutes that provide comprehensive civil rights for persons with disabilities. LIT provides reasonable accommodations as defined in the Rehabilitation Act of 1973, Section 504 and the Americans with Disabilities Act of 1990, to students with a diagnosed disability. The Special Populations Office is located in the Eagles' Nest Room 129 and helps foster a supportive and inclusive educational environment by maintaining partnerships with faculty and staff, as well as promoting awareness among all members of the Lamar Institute of Technology community. If you believe you have a disability requiring an accommodation, please contact the Special Populations Coordinator at (409)-951-5708 or email specialpopulations@lit.edu. You may also visit the online resource at Special Populations - Lamar Institute of Technology (lit.edu).

STUDENT CODE OF CONDUCT STATEMENT

It is the responsibility of all registered Lamar Institute of Technology students to access, read, understand and abide by all published policies, regulations, and procedures listed in the LIT Catalog and Student Handbook. The LIT Catalog and Student Handbook may be accessed at www.lit.edu. Please note that the online version of the LIT Catalog and Student Handbook supersedes all other versions of the same document.

ARTIFICIAL INTELLIGENCE STATEMENT

Lamar Institute of Technology (LIT) recognizes the recent advances in Artificial Intelligence (AI), such as ChatGPT, have changed the landscape of many career disciplines and will impact many students in and out of the classroom. To prepare students for their selected careers, LIT desires to guide students in the ethical use of these technologies and incorporate AI into classroom instruction and assignments appropriately. Appropriate use of these technologies is at the discretion of the instructor. Students are reminded that all submitted work must be their own original work unless otherwise specified. Students should contact their instructor with any questions as to the acceptable use of AI/ChatGPT in their courses.

STARFISH

LIT utilizes an early alert system called Starfish. Throughout the semester, you may receive emails from Starfish regarding your course grades, attendance, or academic performance. Faculty members record student attendance, raise flags and kudos to express concern or

give praise, and you can make an appointment with faculty and staff all through the Starfish home page. You can also login to Blackboard or MyLIT and click on the Starfish link to view academic alerts and detailed information. It is the responsibility of the student to pay attention to these emails and information in Starfish and consider taking the recommended actions. Starfish is used to help you be a successful student at LIT.

ADDITIONAL COURSE POLICIES/INFORMATION

These policies are designed to promote fairness, accountability, and academic success. Students are expected to read and follow all guidelines outlined in the LIT Catalog and Student Handbook.

- No late assignments will be accepted. Any assignment submitted after the Blackboard cut-off time will result in a '0'. Make-up work is at the discretion of the instructor and will only be granted with excused absences; students must initiate the request in person and not via email.
- If you wish to drop a course, the student is responsible for initiating and completing the drop process. If you stop coming to class and fail to drop the course, you will earn an 'F' in the course.
- A grade of 'C' or better must be earned in this course for credit toward degree Requirement.
- All assignments will be completed using Blackboard/ Connect. Assignment may not be submitted via email.