HEARTLAND TECHNICAL EDUCATION CENTER
1763 State Route 60, Ashland, Ohio 44805-9377 (419) 289-3313 (800) 686-3313 Fax (419) 289-3729

Adult Education
Medical Assisting
Healthcare Law & Ethics / Human Relations
Syllabus
2026-2027
30 Hours

Instructor
Jamie Krabill BSN, RN krabillj@heartlandtech.org 419-289-3313 (ext. 2239)
- 19+ years nursing experience
- 13+ years nursing / medical education experience

Supplies
Notebook, pens, pencils, highlighters, etc. provided by student

Course Description:
This course examines the legal, ethical, and interpersonal principles that guide professional practice in healthcare settings. Students will explore healthcare laws, patient rights, confidentiality, informed consent, professional liability, and ethical decision-making as they relate to the role of the medical assistant. The course also emphasizes effective communication, cultural competence, teamwork, conflict resolution, and professional behavior necessary for building positive relationships with patients, families, and healthcare professionals. Through case studies and real-world applications, students will develop the knowledge and skills required to navigate legal and ethical challenges while providing compassionate, patient-centered care.

Objectives:
Upon successful completion of this course, students will be able to explain key legal concepts and regulations affecting healthcare practice; apply ethical principles to healthcare decision-making; recognize patient rights and responsibilities; maintain confidentiality and compliance with privacy standards; identify issues related to professional liability and risk management; demonstrate effective verbal, nonverbal, and written communication skills; apply principles of cultural competence and patient-centered care; utilize conflict resolution and teamwork strategies in healthcare environments; and exhibit professional attitudes and behaviors that support positive human relations and ethical medical assisting practice.

Required Textbook
Today's Medical Assistant, 5th Edition by Kathy Bonewit-West and Sue A. Hunt
Today's Medical Assistant Study Guide, 5th Edition by Kathy Bonewit-West and Sue A. Hunt

Program Policies
Chapter reading and written assignments are to be completed *before* class. Class time will be devoted to discussing content, presenting enrichment materials, answering student questions, taking exams, and additional learning activities.

Student Assessment Grading
Students will be graded on the following weight system
50% Exams
25% Assignments/Quizzes/Projects/Midterms
25% Final Exam

Percent Grade	Letter Grade	Point Value
97 to 100	A+	4.0
93 – 96	A	4.0
90 – 92	A-	3.7
87 – 89	B+	3.3
83 – 86	B	3.0
80 – 82	B-	2.7
77 – 79	C+	2.3
73 – 76	C	2.0
70 – 72	C-	1.7
67 – 69	D+	1.3
63 – 66	D	1.0
60 – 62	D-	0.7
0 - 59	F	0

Course Schedule/Outline/Calendar of Events (subject to change)

Date and Material Covered	Content Objectives	Related Learning Experiences & Assessments
Week of September 7, 2026 Chapter 1: The Health Care System	• Describe the role of the medical office care in the health system • Describe the historical development of managed care • Identify the flow of activity in ambulatory care • Identify the various types of health care professionals and describe the job responsibilities of each professional • State the educational requirements for physicians • List and describe the parts of the medical office • Identify and describe the various types of medical specialties • Describe the philosophy of the patient-centered medical home as a means of delivering primary care • Identify three medical practice types • Compare and contrast various complementary and traditional medical treatments	Read • Ch 1 Study Guide Assignment • Ch 1 Workbook Assessment • Ch 1 Exam
Date and Material Covered	**Content Objectives**	**Related Learning Experiences & Assessments**
Week of September 7, 2026 Chapter 2: The Professional Medical Assistant	• Describe the history of the medical assisting profession • Explain how a medical assisting educational program becomes accredited • Differentiate between various national credentials for medical assistants • List character and personality traits of effective medical assistants • Describe the appearance and behavior of a professional medical assistant • Describe principles of effective time management • Define professionalism for medical assistants and providers • Identify organizations and publications that guide professional behavior for medical assistants and providers • Describe how professional organizations support the profession of medical assisting • Identify the administrative tasks and clinical tasks performed by a medical assistant • Discuss the medical assistant's role in the operation of the medical office and patient education • List employment opportunities for medical assistants	Read • Ch 2 Study Guide Assignment • Ch 2 Assessment • Ch 2 Exam Procedures • Look up and interpret Ohio's legal scope of practice for the medical assistant
Date and Material Covered	**Content Objectives**	**Related Learning Experiences & Assessments**
Week of September 14, 2026	• Identify key difference between law and ethics • List reasons for medical assistants to study ethics	Read

Chapter 3: Ethics and Law for the Medical Office	• Identify specific rights that patients have in relation to health care • Correlate the concept of duties to the actions expected of health professionals • How to be a patient advocate • How to report illegal and/or unsafe activities and behaviors affecting patient care to proper authorities • Describe how certain ethical issues generate ethical conflict • Describe ways to separate and prioritize personal and professional ethics • Identify similarities and differences between public law and private law • Differentiate between criminal law and civil law • List and explain the elements of a valid contract • State the rights and duties of each party in the provider-patient relationship • Identify differences between public law and private law • Differentiate between criminal law and civil law • List and explain the elements of a valid contract • State rights and duties of each party in the provider-patient relationship • Describe the medical assistant's role in obtaining informed consent • Explain the purpose and need for professional liability insurance • Describe and explain the laws regulating controlled substances and prescription medications • List and explain several laws that protect employees of medical offices • Describe how the provisions of the Health Insurance Portability and Accountability Act (HIPAA) affect the medical office • List and explain the situations where mandatory reporting is required by the medical office • Describe how states regulate the practice of medicine and health occupations • Differentiate between licensing and voluntary accreditation for health care facilities	• Ch 3 Study Guide Assignment • Ch 3 Assessment • Ch 3 Exam Procedures • Demonstrate appropriate response to ethical issues • Separate personal and professional ethics • Incorporate the Patients' Bill of Rights • Report illegal activities and comply with public health statues • Research and write on an ethical topic related to health care
Date and Material Covered	**Content Objectives**	**Related Learning Experiences & Assessments**
<u>Week of September 14, 2026</u> Chapter 4: Interacting with Patients	• Describe the steps in the communication process • Differentiate between verbal and nonverbal communication • List several types of nonverbal communication • Identify and describe factors than can interfere with effective communication • Explain the elements of active listening • Describe the effect of assertive, aggressive, and passive behaviors on communication • Describe how eye contact can have different meanings based on cultural background • Understand how to respectfully interact with various patients within the LGBTQIA+ community • Describe ways to support the terminally ill patient in all stages of the grieving process • Demonstrate respect for cultural and ethnic diversity in approaching patients and families • Explain the role of empathy in the relationship between the medical assistant and patients • Describe importance of maintaining appropriate self-boundaries	Read • Ch 4 Study Guide Assignment • Ch 4 Assessment • Ch 4 Exam Procedures • Demonstrate effective and respectful verbal and nonverbal communication • Maintain boundaries and demonstrate respect for boundaries in communication

	● Describe how to overcome sensory and language barriers to communication ● Explain the levels of Maslow's hierarchy of needs ● Correlate the existence of unmet needs to types of patient behavior in the health care setting ● List several ways to establish caring relationships with patients	

All dates are subject to change

Revised 8/2026