

Patient Care Technician

LEARNING OBJECTIVES



The CareerStep Patient Care Technician training is designed to prepare you for certification with one of three nationally recognized healthcare organizations and launch your new career in the medical field. By completing this training and externship experience, you will be fully prepared to assist doctors, nurses, and other medical professionals to care for the needs of sick and injured patients. The learning objectives below provide a map of what you will learn as you make your way through the program.

Program Orientation: Patient Care Technician

- Identify the elements, expectations, and requirements of the program.
- Navigate the program using the pages, menus, and buttons provided.
- Use the program tools, including the study planner, grade book, and completion report as well as learn how to connect with CareerStep via phone, email, forums, chat rooms, and social media.
- Identify and use program resources.

HealthCare Foundational Knowledge and Basic Science

- Translate medical terminology using abbreviations, word building, and important terms.
- Identify the role psychology plays in dealing with patients and their behavior.
- Anatomy and Physiology
- Identify the structures, locations, and functions of major body systems and the organs that comprise them.
- Explain how the organs of the major body systems interact and maintain homeostasis.

Pharmacology Basics

- Identify the classifications of drugs.
- Review indications, side effects, and adverse reactions of various classifications of drugs.

General Patient Care

- Summarize the pharmacology basics needed by a medical assistant
- Outline the tasks required to prepare the examination room and the patient for examination.
- Summarize the medical assistant's responsibilities in assisting the provider with examinations.

Infection Control

- Review the causes and diagnostic methods of various infectious and communicable diseases.
- Outline the treatments and protective measures required to manage and control the spread of infectious disease.
- Identify procedures and protocols for responding to infection control.

Preparing for Your Externship

- Introduce the Externship course.
- Review course resources.
- Explore CareerStep Community career resources.
- Learn about the benefits of an externship.
- Review externship participation eligibility requirements.

Testing and Laboratory Procedures

- Identify how specimens are collected and handled.
- Review common techniques and processes frequently used in medical laboratories.

Patient Care Coordination and Education

- Review how to administer and coordinate general patient care according to professional best practices.
- Explore the role and responsibilities in administering patient care and facilitating patient education.

Communication and Customer Service in the Healthcare Office

- Identify the various types and styles of communication used in a healthcare office.
- Review how verbal, non-verbal, and written communication skills contribute to patient experience and outcome in a health care office.
- Outline protocols for providing customer service for a health care office.

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Phlebotomy

- Identify equipment and supplies used to collect, store, and process blood samples.
- Describe common phlebotomy techniques.
- EKG and Cardiovascular
- Identify the basic anatomy of the heart
- List the steps needed to ensure proper functioning of ECG/EKG equipment (calibration, standardization)

Medical Laws and Ethics

- Describe common legal issues related to prescriptions and medication administration.
- Identify key legal and regulatory aspects of the healthcare environment.

Career Success in Healthcare

- Assess and develop your time management skills.
- Develop plans to enhance your creative and critical thinking.

Patient Care Technician Final Exam

- Identify the steps needed to take to be eligible for and effectively prepare for and access the final exam.
- Identify the format, restrictions, and policies of final exams, including scoring, retakes, allowed resources, and time limits.

HIPAA Workforce Training

- Describe HIPAA basics.
- Understand the HIPAA Privacy Rule and Security Rules.
- Describe the HITECH Act.

Clinical Externship Experience

- Earn hours and experience that lead directly to certification.

Completing Your Clinical Externship Experience

- Explore CareerStep's Community Career Resources.
- Review final externship preparation steps and contact information.
- Learn best practices and tips to consider during the externship.

- Prepare final externship documentation and forms.
- Relate the importance of good study habits to your personal success.

Program Completion: Patient Care Technician

- Prepare to take the next steps after program completion.

Total Hours: 462

362 Didactic, Simulations, and Experiential +100 Clinical Externship