

**MDCA 1310**  
**Medical Assistant Interpersonal and Communication Skills**  
**Western Texas College**

I. Basic Course Information

- A. Course Description: Emphasis on the application of basic psychological principles and the study of behavior as they apply to special populations. Topics include procedures or self-understanding and social adaptability in interpersonal communication with patients and co-workers in an ambulatory care setting.
- B. Prerequisites: None

II. Student Learning Outcomes

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

III. Online Testing Requirements

- A. The midterm and final exam must be proctored by an approved testing organization. (Ask your instructor for more details.)
- B. Students are not allowed to use their book or notes of any kind while taking their proctored tests and exams.

IV. Major Course Requirements: The grade for this course will be determined as follows:

- A. Exams: 40%
- B. Quizzes: 30%
- C. Homework: 30%
- D. Grading scale:
  - A= (90-100%)
  - B= (80-89%)
  - C= (70-79%)
  - D= (60-69%)
- E. Students must earn a grade "C" or higher to successfully complete this course.
- F. Students must attain a "C" or higher to remain in the program.

V. Information on Books and Other Course Materials

- A. Title: Therapeutic Communication for Health Care Professionals
- B. Author: Tamparo, C. T. & Lindh

- C. Edition: 4th
- D. Publisher: Cengage
- E. ISBN-13: 978-1305574618

VI. Other Policies, Procedures and important dates: Please refer to the WTC Course Catalog for the following:

- A. Campus Calendar
- B. Final exam schedule
- C. How to drop a class
- D. Withdrawal information
- E. Student Conduct/Academic Integrity
- F. Class Attendance
- G. Students with disabilities

VII. Course Sequence & Content

<b>Week</b>	<b>Topic</b>
Week 1	<b>Course Overview</b>
Week 2	Ch. 1: Therapeutic Communication and Maslow (Appendix A pg 277 - 278)  <b>Quiz 1</b>
Week 3	Ch. 2: Multicultural Therapeutic Communication and Defense Mechanisms, Appendix B, pg 288 -290  <b>Quiz 2</b>
Week 4	Ch. 3: Therapeutic Communication in Complementary Medicine and Freud, Pavlov, Skinner & Piaget pgs 268 -277  <b>Quiz 3</b>
Week 5	Ch. 4: The Helping Interview and Kohlberg pg 278 - 279
Week 6	<b>EXAM I</b>
Week 7	Ch. 5: The Therapeutic Response Across the Life Span

Week 8	Ch. 6: The Therapeutic Response to Stressed, Anxious, and Fearful Clients  <b>Quiz 4</b>
Week 9	Ch. 7: The Therapeutic Response to Angry, Aggressive, Abused, or Abusive Clients
Week 10	Ch. 8: The Therapeutic Response to Depressed an/or Suicidal Clients  <b>Quiz 5</b>
Week 11	<b>Exam II</b>
Week 12	Ch. 9: The Therapeutic Response to Clients with Substance-Related and Addictive Disorders
Week 13	Ch. 10: The Therapeutic Response to Clients with Life-Altering Illness  <b>Quiz 6</b>
Week 14	Ch. 11: The Therapeutic Response to Clients Experiencing Loss, Grief, Dying, and Death
Week 15	Course Review
Week 16	<b>Final Exam</b>

Disclaimer: Sequence & Content is subject to change at the instructor's discretion.