

# HEALTHCARE CAREER PROGRAM – CLINICAL TRACK

The clinical track of the Healthcare Career Program focuses on the skills necessary to assist physicians and patients in various healthcare settings. These skills include communicating with patients, taking vital signs, using appropriate examination room procedures, and interpreting test results. The program also teaches the administrative skills essential for running a medical office. Students are trained to interact directly with patients and caregivers while learning the skills necessary to provide them with administrative skills, the ability to conduct laboratory work and administer clinical care.

## PROGRAM LENGTH

40 Academic Weeks  
(plus breaks)

36 Credit Hours

## PROGRAM COSTS

Cost per quarter: \$2,100  
Tuition: \$7,400  
Course Materials Fee: \$800  
Supply Fee: \$200

---

Total: \$8,400

## PLACEMENT SCORES\*

HCP: 90-120

Before students enroll in the HealthcareCareer Program at CSI, they must take a computer-based standardized ACCUPLACER® ESL Test.



800.684.6884.

**CSINOW.EDU**

Computer Systems Institute (CSI) is approved by the Division of Private Business and Vocational Schools of the Illinois Board of Higher Education and is licensed by the Commonwealth of Massachusetts Division of Professional Licensure, Office of Private Occupational School Education. CSI is authorized under federal law to enroll nonimmigrant alien students, student visas are issued to those who qualify. Programs vary by location. For more information about program graduation rates and other important information, visit our website at: [www.csinow.edu/about-csi/consumer-information](http://www.csinow.edu/about-csi/consumer-information) -Effective: 01/09/2024 v-IL/MA



## COURSE DESCRIPTION

---

<b>Customer Service</b> 3 Qtr. Credit Hours / 5 Weeks	Students will encounter and be able to identify theories, principles, strategies, initiatives, and resources to establish and maintain successful customer relationships in a business setting. Through lectures, discussions, and projects, students will learn skills on how to collect and analyze customer relationship data. Students will review the psychological basis for effective human relationships, as well as theories and models of successful customer relationship management in contemporary business settings. Emphasis on models of good customer service, resolving customer issues and complaints and building a trust relationship.
<b>Professional Development</b> 3 Qtr. Credit Hours / 5 Weeks	This course emphasizes material that will directly benefit students seeking professional employment, teaching skills of time management, communication, motivation, leadership, and negotiation skills. It provides a hands-on approach to resume development and effective interview techniques.
<b>Medical Administrative Procedures</b> 6 Qtr. Credit Hours / 5 Weeks	This course focuses on healthcare operations, the fundamental use and components of the electronic health record to better serve patient's needs as well as comply with regulations and protect the proprietary interests of the medical practice. The student will learn about the resources and practices applied to front-office administrative functions through lectures, hands-on lab application, and e-learning activities. This course develops competencies in managing office resources, supplies, and equipment; medical records management; security; legal requirements; telephone courtesy and effectiveness.
<b>Medical Terminology, Anatomy, and Physiology</b> 6 Qtr. Credit Hours / 5 Weeks	This course of study focuses on the need for effective and accurate communications in the healthcare environment and the patient-provider relationship. Areas of study will be anatomy and physiology, technical medical terminology, specialized office vocabulary, and abbreviations. The student will acquire skills, through lectures, discussions, and projects, and e-learning activities.
<b>Foundations of Clinical Procedures</b> 6 Qtr. Credit Hours / 5 Weeks	In this course, students will learn the fundamental theories and practices of patient care, infection control, performing examinations, and general operations of a healthcare facility. The student will learn through research, lecture/case studies, discussions, and projects about the various medical specialties with a specific focus on reproductive, urinary, pediatric, and geriatric cases. The student will learn through hands-on practical lab application; patient interview skills during the intake process, how to check and record vital signs, and recording patient medical history.
<b>Lab Procedures and Phlebotomy</b> 6 Qtr. Credit Hours / 5 Weeks	This course teaches the students the fundamental competencies and step by step laboratory procedures of specimen collection and analysis of biological specimens. The student will learn the key role played by the medical assistant in the collection, labeling, and preservation, and processing of those specimens through laboratory protocols. The student will learn through lecture/case studies, discussions, and projects how to effectively collect and process blood, urine, and stool specimens.
<b>Advanced Clinical Procedures</b> 6 Qtr. Credit Hours / 5 Weeks	This class builds upon competencies and skills learned in HC141. This course of study focuses on providing higher-level medical care and the administrative functions of the medical assistant in a healthcare facility. The student will learn through research, lecture/case studies, discussions, and projects the competencies in assisting with minor surgery, electrocardiography, and pulmonary functions with an emphasis on knowledge of pharmacology. Other competencies developed include accurate, dosage calculations and the administration of medications through oral and parenteral methods.
<b>Medical Law, Ethics and Patient Relations</b> 6 Qtr. Credit Hours / 5 Weeks	This course will teach the student the importance of biomedical ethics issues as well as gain familiarity with federal laws that mandate the protection and safekeeping of patient records (HIPAA: Health Insurance Portability and Accountability Act).
<b>Medical Billing and Coding</b> 6 Qtr. Credit Hours / 5 Weeks	This course provides an insight into the medical billing and coding services in healthcare, with the opportunity to demonstrate the skills and competencies that have been taught by the four prerequisite courses. The student will learn through lecture/cases studies, discussions, and projects the billing and coding policies applied in a clinical setting, submitting requests for prior authorization, finding and applying codes found in the ICD and CPT, billing and collections procedures, contracts, and identify resources available through the Healthcare Common Procedure Coding System HCPCS coding manual.