

Patient Care Specialist

curriculum

Patient Care Technician prepares the student to work in a hospital, assisted living, or long-term care environment under the direct supervision of a licensed nurse. Students are trained to perform clinical skills such as monitoring and recording vital signs, assisting with mobility and activities of daily living, basic respiratory care, perform EKG, Dialysis, and phlebotomy by obtaining specimens, heat, and cold applications, pre-and post-operative care, and other tasks related to direct patient care

PART I: CNA SECTION

Units	Modules	Clinical Lab Skills	Takeaways
UNIT 1 BASICS OF BEING A RCHF NURSE ASSISTANT	<ul style="list-style-type: none"> Theories of basic human needs Diversity The resident, resident's family, visitors (others)* The health care team Micro organisms The process of infection Medical asepsis Universal Precautions Exposure control OSHA Environmental Resident risk factors Accidents and incidents Disaster plan Responding to emergency codes Fire safety Choking and Heimlich maneuver Physical effects of aging process Abuse. Respect of all personal belongings Restraint safety 	<ul style="list-style-type: none"> Hand washing Using an ABC fire extinguisher Heimlich Maneuver Applies waist restraint 	<ul style="list-style-type: none"> Communication and Interpersonal Skills (Core Values) Infection Control Safety and Emergency Procedures, incl. Heimlich maneuver Promoting Residents' Independence Respecting Residents' Rights Maintaining care & security of resident's personal possessions Avoiding the need for restraints
UNIT 2 BASIC NURSING SKILLS	<ul style="list-style-type: none"> The Respiratory and Circulatory Systems Taking and recording respirations Taking and recording temperatures Taking and recording radial pulse Measuring/recording height Measuring/recording weight Components and care of the resident's environment Include during admission, discharge, transfer Isolation Precautions <ul style="list-style-type: none"> Types of Patient/Resident Isolation Bedmaking 	<ul style="list-style-type: none"> Measure and record respiration Measure and record oral temperature using a non-digital thermometer Measure and record rectal temperature using a non-digital thermometer; Measure and record radial pulse Measure and record height; Measure and record weight using balance scale and chair scale Makes an unoccupied bed Make an occupied bed; Use of personal protective equipment (PPE) - disposable gloves, gown, goggles and mask; Follows isolation procedures in disposal of soiled linen 	<ul style="list-style-type: none"> Taking and recording vital sign Measuring and recording height and weight Caring for the resident's environment Recognizing abnormal changes in body functioning and the importance of reporting such changes to a supervisor, including, but not limited to, <ul style="list-style-type: none"> Shortness of breath Rapid respirations Coughs Chills Difficult or painful urination Pain in chest or abdomen Freedom from pain <ul style="list-style-type: none"> Pain management Recognizing and reporting pain Care of the Dying Patient/Resident <ul style="list-style-type: none"> Care of dying patient/resident & significant others

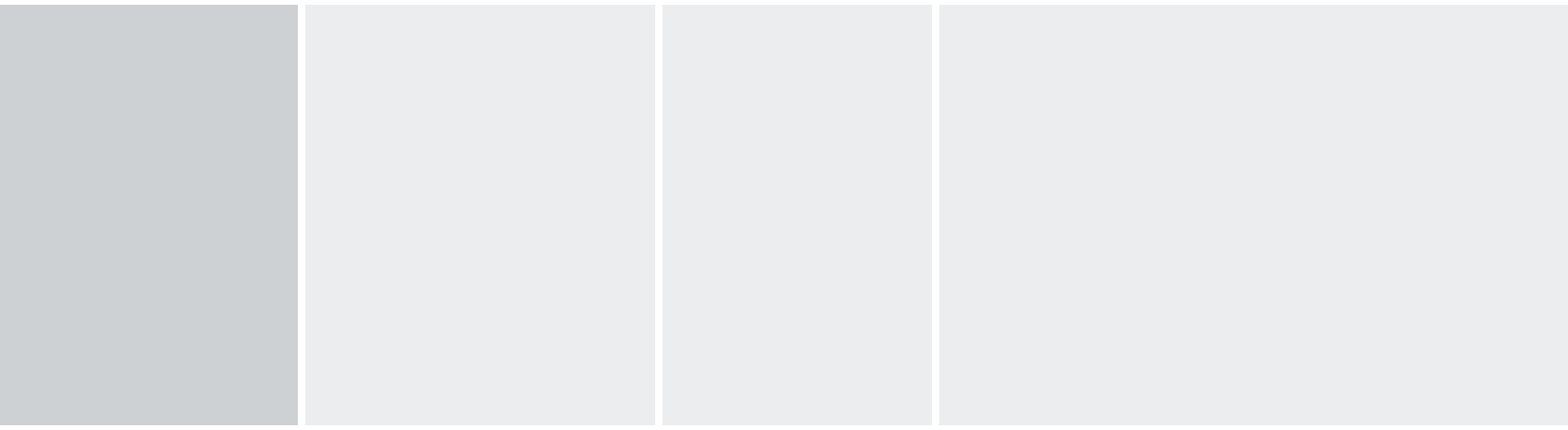
<p style="text-align: center;">UNIT 4</p> <p style="text-align: center;">MENTAL HEALTH AND SOCIAL SERVICE NEED</p>	<ul style="list-style-type: none"> • Developmental tasks that occur with the aging Process • How to respond to resident behaviors • Modifying aide's behavior in response to resident's behavior • Allowing the resident to make personal choices, providing and reinforcing other behavior consistent with the resident's dignity. • Family as a source of emotional support 		<ul style="list-style-type: none"> • Changes in behavior and body, concept of loss • Human behavior <ul style="list-style-type: none"> ➢ (Negative behavior) ➢ Appropriate interventions • Therapeutic intervention <ul style="list-style-type: none"> ➢ Verbally and/or physically aggressive behavior ➢ Inappropriate or self-destructive behavior • Personal choice and a sense of control <ul style="list-style-type: none"> ➢ Cultural diversity ➢ Resident dignity ➢ Resident confidentiality • Who is family <ul style="list-style-type: none"> ➢ Family reaction to placement ➢ Family adjustment to placement ➢ Family dynamics
<p style="text-align: center;">UNIT 5</p> <p style="text-align: center;">CARE OF RESIDENTS WITH SPECIAL NEEDS</p>	<ul style="list-style-type: none"> • Dealing with the Cognitively Impaired Resident • Urinalysis • Blood Collection • Analysis of Blood • Microbiology and Immunology • Surgical Supplies and Instruments • Assisting with Surgical procedure • Principle of Electrocardiography 	<ul style="list-style-type: none"> • Techniques for addressing the needs and behaviors of people with Alzheimer's disease <ul style="list-style-type: none"> ➢ Safety ➢ Wandering • Understanding behaviors of cognitively impaired residents • Methods of reducing the effects of cognitive impairments 	<ul style="list-style-type: none"> • Techniques for addressing the unique needs and behaviors of individuals with dementia: <ul style="list-style-type: none"> ➢ Alzheimer's Stage I ➢ Alzheimer's Stage II ➢ Alzheimer's Stage II • Care of Patients/Residents with Special Needs Due to Medical Conditions such as but not limited to: <ol style="list-style-type: none"> 1. Stroke 2. Respiratory problems 3. Seizure disorders 4. Cardiovascular disorders 5. Sensory loss and deficits

<p style="text-align: center;">UNIT 6</p> <p style="text-align: center;">BASIC RESTORATIVE SERVICES</p>	<ul style="list-style-type: none"> • Training the resident in self care according to the resident's abilities • Use of assistive devices in transferring, ambulating, eating and dressing 	<ul style="list-style-type: none"> • Introduction to restorative nursing care • Understanding the role of PT, OT and the use of assistive devices in restorative nursing care • Use of assistive devices in eating • Use of assistive devices in dressing 	<ul style="list-style-type: none"> • Maintenance of range of motion • Proper turning and positioning in bed and chairs • Care and use of prosthetic and orthodontic devices • Care and use of prosthetic and orthodontic devices used in a restorative nursing environment
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<p>Internship Clinical Rotation</p>	<p style="text-align: center;">SUPERVISED CLINICAL EXPERIENCE IN RHC</p> <p>Practice skills learned in classroom/lab in a clinical setting under the supervision of a registered nurse instructor.</p>
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PART II: EKG SECTION

Units	Modules	Clinical Lab	Takeaways
<p style="text-align: center;">Unit 7 Medical Terminology</p>	<ul style="list-style-type: none"> • The heart: What is the heart • Pericardium: The layer or sac that surrounds the heart. • Myocardium: The middle layer. • Endocardium: The innermost layer. • Epicardium: The top layer. • Conduction System of the Heart • How does the conduction system work? • Myocardial infarction: Commonly known as a heart attack • Myocardial ischemia: Angina 		<ul style="list-style-type: none"> • Opportunity to learn the structure of the heart • Trace the evolution of cardiology • Development of the roles of cardiologist and EKG technician in the nineteenth and twentieth centuries • Use the rules given to build, spell, and pronounce health terms.
<p style="text-align: center;">Unit 8 Introduction to EKG</p>	<ul style="list-style-type: none"> • Myocardial ischemia: Angina • The Medical Assistant's Role in Electrocardiography and Pulmonary Function Testing • Equipment used by the EKG Technician • The scope of the EKG practice • Legal issues and concerns of the medical (EKG) technician 		<ul style="list-style-type: none"> • The ability to define Electrocardiography and how it is used as a diagnostic tool • The ability to describe the heart including its structure and functions.



<p>Unit 9 Safety and Health</p>	<ul style="list-style-type: none"> • Safety considerations during the Cardiovascular Examination • The importance of infection control • OSHA (Occupational Safety and Health Administration); universal precautions • Cleaning and maintenance of the equipment 		<ul style="list-style-type: none"> • The exam will require a basic understanding of the role of the EKG technician and the moral and legal considerations of the health care profession.
<p>Unit 10 EKG Practice on Mannequin</p>	<ul style="list-style-type: none"> • The EKG Machine <ul style="list-style-type: none"> ▶ EKG Leads • Performing an EKG: <ul style="list-style-type: none"> ▶ Preparation for the EKG Procedure ▶ Identifying Anatomical Landmarks ▶ Applying the Electrodes and Leads • Safety and Infection Control • Operating the EKG machine • Checking the EKG Tracing • Troubleshooting Artifacts and other Problems 	<ul style="list-style-type: none"> • Practice on Mannequin 	<ul style="list-style-type: none"> • Demonstrate proficiency by successfully performing a minimum of two instructor supervised EKG's on a mannequin with 100% proficiency
<p>Unit 11 EKG Live Practice</p>	<ul style="list-style-type: none"> • Practicing Electrocardiography on a volunteer • Reading a Lead II EKG Strip: <ul style="list-style-type: none"> • Sinus Rhythms • Ectopic Beats • Atrial Dysrhythmias • Junctional Rhythms • Ventricular Dysrhythmias • Asystole 	<ul style="list-style-type: none"> • EKG Live Practice 	<ul style="list-style-type: none"> • Demonstrate proficiency by successfully performing a minimum of two instructor supervised EKG's on a live patient volunteer with 100% accuracy

PART III: PHLEBOTOMY SECTION

Units	Modules	Clinical Lab Skills	Takeaways
<p>Unit 12 Introduction to Phlebotomy & Infection Control</p>	<ul style="list-style-type: none"> • Introduction & Duties to Phlebotomy Technician • Occupational safety and health hazard administration OSHA • Healthcare safety hazards • Chain of infection • Modes of transmission • Breaking the chain of infection • Hand hygiene • Personal protective equipment • Standard precautions • What are blood borne pathogens 	<ul style="list-style-type: none"> • Laboratory Departments • Contact precautions • Droplet precautions • Airborne precautions • Types and functions of PPE • Selecting PPE • Order of donning and removing PPE • Post-exposure to bloodborne pathogens • Bloodborne pathogen standards 	<ul style="list-style-type: none"> • Describe the role of a phlebotomy technician • Identifying potentially infectious patients • Describe hazards faced by the workers • Describe standard precautions • Discuss and demonstrate the use of biohazard container in phlebotomy • Discuss and describe bloodborne pathogen standards. • Identify special considerations in phlebotomy • Explain chain of infection • Discuss modes of infection transmission • Explain breaking of chain of infection • Demonstrate hand hygiene • Identify and demonstrate the personal protective equipment • Demonstrate the correct order of wearing personal protective equipment • Discuss post exposure to blood borne pathogens.
<p>Unit 13 Legal Issues in Healthcare</p>	<ul style="list-style-type: none"> • Civil law, Tort law • Negligence vs. malpractice • Basic elements of negligence • Types of damages • Criminal law, sources of laws, consent & its types, patient abuse & types • Patients' rights • American with Disabilities Act (ADA) 		<ul style="list-style-type: none"> • Discuss negligence versus malpractice • Discuss the standard of care • Discuss the basics elements of negligence • Discuss and identify patients' rights • Explain good Samaritan law • Explain scope of practice • Discuss and demonstrate patient consents and its types • Discuss American with disabilities act (ADA).

Unit 114

Introduction to Human Anatomy & Physiology

- **Vascular system**
 - Human Blood & Connective Tissue
 - Formed Elements & Proportion of Blood
 - Red blood cell (RBC)
 - White blood cells (WBC)
 - Platelets
 - Blood plasma
 - Antibody and antigen
 - Blood vessels
 - Arterial system: Function & Structure
 - Vasodilation
 - Vasoconstriction
 - Venous system: Function & Structure
 - Capillaries: Function
 - Veins for phlebotomy
- **Human Anatomy: Introduction to:**
 - Heart
 - Integumentary system
 - Pulmonary System
 - Skeleton System
 - Nervous System
 - Urinary System
 - Digestive System
 - Endocrine System

- Describe the structural organization of the human body
- Identify the common signs and symptoms, etiology, and diagnostic measures of the musculoskeletal
- Identify the common signs and symptoms, etiology, and diagnostic measures of the integumentary diseases.
- Describe the normal function and physiology of the digestive system
- Identify the common signs and symptoms of each urinary disease
- Compare the structure and function of the male and female reproductive systems across the life span
- Explain the constituents of blood
- Differentiate between active and passive immunity
- List the diseases and disorders related to the cardiovascular system
- Identify the common signs and symptoms of respiratory diseases
- Describe the normal function of the central nervous system
- Identify CLIA-waived tests associated with common ear diseases and disorders

Unit 15

Phlebotomy Equipment & Supplies

- Phlebotomy equipment & supplies
 - Tourniquet
 - Alcohol pads
 - Gauze
 - Bandage
 - Needles Needle holder
 - Sharps container
 - Evacuated blood collection tubes & tube inversion technique
 - Blood specimens in Phlebotomy
 - Tube additives
 - Blood collection color
- Specimen processing
 - Dermal puncture order of draw

- Identify phlebotomy equipment used for performing phlebotomy
- Identify phlebotomy supplies used for performing phlebotomy
- Describe correct specimen transport, handling, and processing procedures
- Apply the knowledge learned to fulfill the job responsibilities of an entry-level phlebotomy technician.

- coded tubes
- Order of draw
- Dermal puncture
- Understanding capillary blood
- Equipment & supplies required for dermal puncture
- Capillary tubes
- Lancet
- Centrifuge

Unit 16
Phlebotomy Procedures
I & II

- Capillary tube blood collection procedure
- Venipuncture using a multi sample needle (method)
- Venipuncture using a butterfly needle (method)
- Venipuncture using a syringe (method)
- 10 sticks of butterfly/finger/regular venipuncture on a mannequin/training arm with 100% accuracy

- Gloves removal
- Bleeding time competency
- Glucose testing competency
- Blood smear
- Phlebotomy Practice on mannequin training arm
- Practicing on a fellow student or volunteer by performing 10 each on each other or volunteer
- Perform the final butterfly, finger, and regular venipuncture, with 100% accuracy

- Discuss latex allergy and prevention.
- Identify and demonstrate gloves removal techniques
- Identify and demonstrate bleeding time competency
- Identify and demonstrate glucose testing competency
- Identify and demonstrate capillary tube blood collection procedure.
- Identify and demonstrate preparing a blood smear
- Identify and demonstrate venipuncture using a multi sample needle (method)
- Identify and demonstrate venipuncture using a butterfly needle (method)
- Identify and demonstrate venipuncture using a syringe (method)
- Demonstrate proficiency by successfully performing a minimum of two instructor supervised venipuncture on mannequin with 100% proficiency
- Demonstrate techniques of performing venipuncture

Unit 17
Phlebotomy
Fundamental Essentials

- Venipuncture complications
- Areas of concerns
- Specimen labeling
- Specimen handling (light, time & temperature)
- Specimen transporting
- Blood Collection from Pediatric and Neonates
- Blood Collection for Legal Purposes
- Stool Specimen Collection
- Sputum Specimen Collection
- Throat Swab Specimen Collection
- Blood Donation

- Tourniquet test
- Rejection of Specimen
- Test requisition
- Blood Sugar Tests
- Blood Cultures
- Urine Specimen Collection

- Discuss phlebotomy complication
- Discuss the areas of concerns on phlebotomy
- Demonstrate techniques of performing dermal puncture
- Identify sites of venipuncture.
- Discuss and demonstrate tourniquet test.
- Discuss on how to avoid hemolysis
- Discuss and demonstrate proper specimen handling techniques
- Discuss and demonstrate proper specimen transporting
- Discuss the precautions to be considered
- Identify and discuss rejection of specimen
- Identify phlebotomy test requisition
- Discuss and demonstrate blood collection from pediatric neonates
- Discuss and demonstrate blood sugar tests.
- Discuss and demonstrate blood cultures
- Discuss and demonstrate blood collection for legal purposes
- Discuss and demonstrate urine specimen collection

- Procedure
- Blood Donation Procedure
- Incident Report

- Discuss and demonstrate stool specimen collection
- Discuss and demonstrate sputum specimen collection
- Discuss and demonstrate throat swab specimen collection
- Describe incident report
- Demonstrate proper documentation skills

PART IV: DIALYSIS SECTION

Units	Modules	Clinical Lab Skills	Takeaways
<p>Unit 18 Introduction to Hemodialysis</p>	<ul style="list-style-type: none"> • Introduction to Hemodialysis Health Science • Medical Terminology • History of Dialysis • Scientific Principles of Dialysis 	<ul style="list-style-type: none"> • Osmosis • Diffusion • Ultrafiltration • Blood tests 	<ul style="list-style-type: none"> • Review basic biology. • Review basic chemistry. • Review basic math. • Understand hemodialysis math. • Learn medical terminology. • Learn to recognize and define abbreviations. • Learn how dialysis began. • Get to know the dialysis care team. • Understand osmosis, diffusion, and ultrafiltration. • Learn common blood tests.
<p>Unit 19 Water Treatment System</p>	<ul style="list-style-type: none"> • Understand Components/Design of Systems • Maintain Systems • Monitor and Evaluate Systems • Renal Anatomy • Types of Kidney Disease • Diabetes & Clinical Complications 	<ul style="list-style-type: none"> • Dialysis-quality water • Ultraviolet light • AAMI • Chlorine or chloramines • Anatomy of the kidneys • Renal system • Type 1 and Type 2 diabetes. 	<ul style="list-style-type: none"> • Recognize actions • Recognize the process of ultraviolet light exposure • Understand the process of disinfecting water treatment system • Understand the maintenance of all treatment components • Perform water treatment system checks • Understand quality control of reprocessing equipment per AAMI standards • Monitor total chlorine or chloramines • Maintain water treatment systems records for compliance with regulatory and standard setting • Identify contaminants monitored in the water system. • Identify proper dialysis-quality water • Learn the anatomy of the kidneys. • Learn the role of the renal system • Cover the signs and symptoms associated with kidney failure. • Learn the difference between chronic kidney disease and acute kidney failure. • Learn what options patients have once diagnosed. • Learn the possible complications that can happen within the clinic. • Learn the difference between type 1 and type 2 diabetes. • Consider the impact of diabetes on the kidneys

Unit 20

Hemodialysis Machine Technology

- Maintain Dialysis Machine
- Set-up Machine
- Evaluate Machine Operation

- Dialysis Machine
- Set-up Machine
- Machine Operation
- Safety checks on dialysis equipment
- Bicarbonate and acid solutions
- Medical Instrumentation (AAMI)
- Oxygen therapy
- Glucometer
- pH
- Conductivity meter

- Clean and disinfect dialysis equipment
- Record all machine disinfection
- Check readiness of emergency equipment
- Verify the calibration of ancillary medical equipment
- Recognize errors in blood and dialysate flow rates
- Prepare dialysis equipment for treatment (e.g., prime, rinse, fluid delivery system)
- Prepare auxiliary equipment (e.g., oxygen therapy, glucometer, conductivity meter)
- Rotate dialysis equipment in dialysis unit
- Perform residual chemical checks
- Perform required safety checks on dialysis equipment (e.g., conductivity, pH, temperature)
- Test alarms (e.g., air detector, venous/arterial pressure, blood leak detector)
- Prepare and verify bicarbonate and acid solutions
- Document daily equipment logs
- Understand quality control of dialysis equipment per Association for the Advancement of Medical Instrumentation (AAMI) standards
- Perform rinse procedures for dialysis delivery systems
- Perform disinfect procedures for dialysis delivery systems
- Understand equipment maintenance records for compliances with regulatory and standard setting
- Adhere to equipment maintenance procedures and schedules

Unit 21

Central Venous Catheters

- Central Venous Catheters
- Payment for Dialysis and Transplant
- Infection Control
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- Types of catheters
- Aseptic technique
- Ancillary equipment and supplies
- Glove changing
- Hand washing
- personal protective equipment (PPE).

- Cover types of catheters.
- Understand catheter placement.
- Understand aseptic technique when accessing catheters
- Explain Medicare coverage for dialysis patients.
- Understand regulations for Medicare.
- Learn Medicare coverage for transplant patients.
- Follow all clean/dirty procedures in order to eliminate cross-contamination
- Recognize complications in dialysis treatments regarding infectious diseases (e.g., AIDS, TB, influenza)
- Ancillary equipment and supplies
- Demonstrate understanding and perform cannulation using aseptic technique for needle insertion and all other required procedures
- Glove changing
- Wash machines, station area, and chairs after each patient run
- Hand washing
- Learn proper aseptic technique.
- Cover personal protective equipment (PPE).
- Understand aseptic technique prior to treatment initiation

Unit 22

Starting a Dialysis Treatment

- Interacting with Patients
- Starting a Dialysis Treatment
- Pre-Dialysis treatment
- Monitoring During Dialysis
- Post-Dialysis Procedures
- Dialyzer Reuse
- Maintain storage of medications (e.g., heparin, normal saline, Xylocaine)
- Maintain storage of equipment and supplies
- Check reuse dialyzer label
- Inspect dialyzer
- Evaluate access
- Prepare vascular access for cannulation
- Prepare CVC and change dressing
- Gain access
- Collect laboratory samples (e.g., cultures, blood, urine)
- Monitor and record treatment data
- Notify nurse of any changes in patient condition
- Respond to dialysis machine alarms
- Report complaints or observations to nurse
- Document observations in medical record
- Discuss ultrafiltration plan with nurse
- Understand the importance of keeping patient confidentiality.
- Identify how to keep the relationship between patient and caregiver professional.
- Evaluate fluid management
- Replacement therapy
- Sequential ultrafiltration
- Ultrafiltration concepts
- Collect laboratory samples (e.g., cultures, blood, urine)
- Administer heparin for initiation of treatment
- Verify patient identification at initiation of dialysis
- Verify patient identification at initiation of dialysis
- Initiate treatment (e.g., set parameters, blood flow rate, dialysate flow)
- Document observations and patient data
- Identify and respond to complications
- Administer oxygen to patient by cannula or mask
- Document observations and patient data
- Cover the reuse process.
- Learn how to sign off a dialyzer prior to its use.
- Understand what to do if the dialyzer is faulty or unsafe.
- Learn proper documentation of reuse dialyzer

Unit 23

Vascular Access

- Renal Nutrition and Diet Restrictions
- Peritoneal Dialysis
- Pediatric Dialysis
- Ethics and Law
- Dialysis Medications
- Helping Patients Cope
- Vascular Access
- pediatric machines
- Peritoneal dialysis
- Medications
- Fistula
- Graft,
- CVC
- NFACT Team
- Understand the role of the renal dietician.
- Identify which foods have a negative impact on the kidneys
- Cover the pros and cons of peritoneal dialysis.
- Identify types of peritoneal dialysis
- Identify types of access placement preferred for each age group.
- Understand the difference between regular hemodialysis and pediatric dialysis
- Identify the organizations meant to uphold dialysis ethics and law
- Learn the different medications for patients on dialysis.
- Learn bedside manners.
- Learn danger signs for patients who are abused.
- Know who to contact in case the patient needs assistance
- Learn the different access options: fistula, graft, or CVC.
- Learn how access placement is determined.
- Understand recovery time and first cannulation
- Learn about the NFACT team.

<p>Unit 24 Skills Laboratory Training</p>	<ul style="list-style-type: none"> • Prepare treatment for individual patient • Set up equipment including rationale • Prepare and evaluate patient's access 	<ul style="list-style-type: none"> • Collect pre-dialysis data • Initiate Dialysis • Vital signs • Weight evaluation • • 	<ul style="list-style-type: none"> • Prepare treatment for individual patient • Set up equipment including rationale • Collect pre-dialysis data • Prepare and evaluate patient's access • Initiate Dialysis • Proper monitoring during treatment • Discontinue treatment • Collect post-dialysis data collection and discharge • Disassemble and clean equipment • Respond appropriately to emergencies • Vital signs • Weight evaluation • Need for supplemental oxygen
<p>Unit 25 Hemodialysis Clinical Simulation</p>	<ul style="list-style-type: none"> • • Onsite hands on practice experience skills • Practices priming the dialyzer (artificial kidney) • Cannulation Technique 	<ul style="list-style-type: none"> • Cleaning and Disinfection of Dialysis Equipment • Preparation and set up of dialysis machines • Cannulation • Priming the dialyzer (artificial kidney) • 	<ul style="list-style-type: none"> • Practices priming the dialyzer (artificial kidney) • Identify Cannulation Technique • Practices priming the dialyzer (artificial kidney) • Infection control technique and practices • Dialysis Patient Assessment and Observations • Dialysis treatment required documentation • Responding to dialysis complications
<p>Unit 26 Professional Development</p>	<ul style="list-style-type: none"> • Document incidents • Maintain documentation/data • Storage of medications • Storage of equipment and supplies 	<ul style="list-style-type: none"> • Process improvement • Treatment 	<ul style="list-style-type: none"> • Describe personality traits important to employer • Identify personality traits, technical skills, and transferable job skills. • Describe how to develop a career objective and align it with your personal needs • Participate in quality assurance process improvement (QAPI) activities • Participate in the development of dialysis unit objectives • Identify organizations that aid in professional development. • Demonstrate communication skills with staff members • Promote a teamwork approach by offering information, advice, and assistance • Contribute to constructive working relationships • Participate in self and/or peer evaluations as directed • Ensure the confidentiality of patient and employee information • Assist in orientation of new staff members

**Unit 27
Career
Development
Services**

- Job Search Process
- Interview Process and Starting a new Job
- Create a resume and cover letter
- Describe tips when interviewing
- Create a career portfolio
- Medical Assistant Certification Exam Preparation
- Job Placement Assistant

- Complete an online profile and job application
- Negotiating wages and benefits
- Job Placement

- Preparing resumes and developing job interviewing skills
- Identifying job position openings and following up with employers after interviews
- Maintaining employment and securing opportunities for advancement once hired
- Developing and utilizing a network of professional contacts that can aid the job search effort.
- Describe how to create a career portfolio
- Describe how to prepare for a job interview.
- Identify the following related to the interview
- Explain how to follow up after an interview and write a thank-you note for an interview
- Describe ways to improve your job opportunities
- List legal and illegal interview questions
- Explain common human resource hiring requirements, getting started on the job, maintaining your job, and leaving

**Unit 28
Examination Prep**

After completing this program, graduates will have the opportunity to take New York State Board and leading national/industry-recognized certification examination(s) essential to entry-level employment in this fast-growing field:

- CNA- NYS License
- CHT - BONENT
- CPCT-NHA
- CET-NHA
- CPT-NHA
- CPR

Credentials:

- Certified Nurse Assistant by New York State Board
- Certified Hemodialysis Technician/Technologist (CHT) by BONENT
- CPR Exam
- Certified Patient Care Technician (CPCT), Certified EKG Technician (CET), Certified Phlebotomy Technician (CPT) by NHA

- Prepare student for the Certified Hemodialysis Technician (CHT) Examination
- Prepare student for the Certified Assistant by New York State Board License Examination
- Prepare students for NHA Certified Patient Care Technician (CPCT)
- Prepare students for NHA Certified EKG Technician (CET)
- Prepare students for NHA Certified Phlebotomy Technician (CPT)

