Mental Health Technician
LEARNING OBJECTIVES

Here's a fact: Mental illness can affect anyone. And the consequences of ignoring the symptoms of depression, anxiety, and other disorders can be devastating. Mental health technicians help people who are struggling with a wide variety of illnesses, and considering the sensitive nature of their work, they have to be well-versed in developmental psychology.

This program provides a comprehensive overview of how mental health technicians treat patients coping with a variety of mental health issues like drug and alcohol addiction, physical abuse, depression, anxiety, etc.

Program Orientation: Mental Health Technician

- Initiate the Mental Health Technician Program

Fundamentals of HIPAA

- Describe the basic requirements of HIPAA.
- Understand the HIPAA Privacy Rule.
- Understand the HIPAA Security Rule.
- Describe the HITECH Act.
- Explain Regulations for Business Associates.
- Summarize HIPAA Documentation and Training.
- Review Applied HIPAA Security for Healthcare Professionals.

Communication and Customer Service

- 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.
- Identify professional communication techniques for a healthcare office, including interviewing techniques and use of medical terminology and patient-accessible language.
- Explore modified communication for patients with special considerations.
- Outline protocols for providing customer service for a health care office.

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.
- Explore the role and responsibilities in facilitating patient education.

Comprehensive Medical Terminology

- Analyze how medical terms are built using common word parts.
- Properly spell, define, and pronounce medical terms associated with each of the major body systems.
- Identify and define the word parts most frequently associated with the major body systems.
- Interpret common abbreviations used in medical terminology and cautions to remember when using them.

Pharmacology Basics: for Medical Assisting

- Identify the classifications of drugs.
- Review indications, side effects, and adverse reactions of various classifications of drugs.
- Interpret accepted abbreviations used in reference to medications.
- Explain how to use drug reference guides.
- Describe the rights of proper drug administration.
- Describe the routes of administration for medication.
- Explain how to prepare and administer the most common types of medications.
- Identify the four steps of pharmacokinetics.

Infection Control

- Review the causes and diagnostic methods of various infectious and communicable diseases.
- Explore the protective measures required to prevent infection.
- 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.

Testing and Laboratory Procedures

- Identify how specimens are collected and handled.
- Explore procedures and processes used in obtaining blood and urine samples.
- Outline the standard components of vision and hearing screening tests.
- Review common techniques and processes frequently used in medical laboratories.

Medical Administrative Assistant

- Describe the differences between common healthcare delivery models.
- Describe the types of services typically offered in medical offices, including general and specialty services.
- Define ancillary services and alternative therapies.

EKG and Cardiovascular

- Identify the basic anatomy of the heart.
- List the steps needed to ensure proper functioning of ECG/EKG equipment (calibration, standardization).
- List the equipment and supplies needed to perform an ECG/EKG procedure.
- Identify the placement of standard limb leads and precordial (chest) leads on a patient undergoing an ECG/EKG procedure.
- Identify waveforms, intervals, and segments in EKG/ECG readings.
- Identify artifacts, signal distortions, and electrical interference in EKG/ECG readings.
- Describe ways to minimize artifacts during EKG/ECG readings.
- Describe abnormal or emergent ECG/EKG results, including arrhythmia and dysrhythmia.

Comprehensive Electronic Health Records

- Explain the importance of clinical standards in the development of interoperable electronic health records.
- Demonstrate an understanding of how electronic health records are used in physician practices and other outpatient settings.
- Demonstrate an understanding of how electronic health records are used in hospitals.

Psychology and Psychiatric Disorders

- Develop a working knowledge of the content domains of psychology.
- Identify key characteristics of major content domains in psychology (e.g., cognition and learning, developmental, biological, and socio-cultural).
- Analyze scientific reasoning to interpret behavior and Identify distinguish normal behavior from abnormal behavior.
- Incorporate several appropriate levels of complexity (e.g., cellular, individual, group/system, and society/cultural) to explain behavior.
- Interpret, design, and conduct basic psychological research and describe research methods used by psychologists including their respective advantages and disadvantages.
- Use scientific reasoning to interpret psychological phenomena and identify basic biological, psychological, and social components of behavioral explanations (e.g., inferences, observations, and operational definitions and interpretation).
- Incorporate several appropriate levels of complexity (e.g., cellular, individual, group/system, and society/cultural) to explain behavior.
- Develop a working knowledge of the content domains of psychology and identify key characteristics of major content domains in psychology (e.g., cognition and learning).
- Apply ethical standards to psychological science and practice and discuss relevant ethical issues that reflect principles in the APA Code of Ethics.

Program Completion: Mental Health Technician

- Prepare to take the next steps after program completion.