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.

Anatomy and Physiology Essentials

- Be able to name and explain all of the systems of the body.
- Describe the structure of the epidermis, dermis, and hypodermis.
- Describe the process of osteogenesis.
- Identify the bones in cell formation. Describe the overall structure of the muscular system.
- Describe the general functions of the nervous system.
- Describe the major sources of carbohydrates, proteins, and lipids.
- List the general functions of the kidney.
- Identify the mechanisms of regulating water input and output
- Describe the fetal stages and prenatal period.

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.

Caregiver Basics

- Discuss what key observations must be reported to medical personnel.
- Identify common safety hazards and potential risk for injury in the elderly population.
- Explore how to position patients for comfort and maintain skin integrity
- Review how to perform, assist and support clients with activities of daily living.
- Outline the techniques to transfer patients and assist with mobility using proper body ergonomics.

Pharmacology Basics for Medical Assisting

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

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.

Externship Readiness Skills

- Explore CareerStep Community career resources.
- Develop effective time management skills.
- Enhance your creative and critical thinking.
- Integrate critical and creative thinking skills into your life.
- Learn physical and emotional coping techniques to deal with stress.
- Explore essential ingredients of the communication process.
- Acquire methods to maximize verbal, nonverbal, and written communication.
- Relate the importance of professional image to career success.
- Learn strategies to write a powerful resume.
- Identify key elements of successful interviews.

- Relate the importance of good study habits to your personal success.
- Identify traits related to self-motivation and self-esteem.
- Incorporate a positive and professional attitude in dealing with others.
- Understand that failures are important learning tools.

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.

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)

Venipuncture Labs

- Describe the importance of taking a medical history before performing any invasive procedures
- Describe the importance of adhering to basic principles of sterility and asepsis
- Describe the basics principles of venipuncture
- Discuss various techniques of drawing venous, arterial, and capillary blood
- Discuss various types of injections (e.g. local and regional anesthetic injections)

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.

Fundamentals of HIPAA

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

Applying for Your Required Externship

- Create your profile in the Learner Placement Portal.
- Review the externship preparation resources.
- Explore CareerStep Community career resources.
- Understand the benefits of an externship.
- Access externship participation eligibility requirements.
- Recognize the externship site placement process and considerations.

Clinical Externship*

- Earn hours and experience that lead directly to certification.

Program Completion: Patient Care Technician

- Prepare to take the next steps after program completion.

*CareerStep does not guarantee externships.
A learner's placement in and completion of an externship is solely the learner's responsibility and may be subject to additional requirements, such as a background check and successful completion of a CareerStep course.