

**COLLEGEWIDE COURSE OUTLINE OF RECORD  
NEW CASTLE CAREER CENTER  
HEALTH SCIENCE EDUCATION PROGRAM  
HLHS 121, Customer Relations in Health Care  
2020/2021 SCHOOL YEAR  
Course Syllabus-Year Long**

**CONTACT INFORMATION:**

**Instructors' Name: Angie Talbott, RN**

NCCC Phone: 765-593-6680

Cell Phone: Angie Talbott 765-524-2874

Email: [atalbott@ncweb.me](mailto:atalbott@ncweb.me)

Classroom: Rm 108 at the Danielson Center

Office: Rm 103 at the Danielson Center

300 Trojan Lane New Castle, In 47362

Class: 7:45-10:30 a.m.

Office Hours: 1:00-3:30 p.m. Mon-Fri

**SCHOOL:** New Castle Career Center

**PROGRAM:** Health Science Education

**COURSE TITLE:** Customer Relations in Health Care

**NUMBER/SECTION:** HLHS 121/HEF

**TERM:** 2020-2021

**CREDIT HOURS:** 3

**CONTACT HOURS:** Lecture: 3 hours per day for a total of 108 contact hours

**PREREQUISITES:** NONE

**METHODS OF DELIVERY:** Lecture, Reading Textbook, Discussion, Video, & Textbook Assignments

Instructor's Immediate Supervisor:

Name: Lana Shoults

Phone Number: 765-2892291 ext. 1770

Email (Ivy Tech Email): [lshoults@ivytech.edu](mailto:lshoults@ivytech.edu)

Office/Campus: 345 S High St, Muncie

**REQUIRED TEXT AND MATERIALS:**

**TITLE:** *Hartman's Nursing Assistant Care: Long Term Care* 3rd ed.

Authors: Susan Alvare Hedman, Jetta Fuzy, RN, MS and Suzanne Rymer, MSTE, RN-BC, LSW  
&

**TITLE:** *Introduction to Health Careers* 5th edition

Authors: Dakota Mitchell; Lee Haroun

ISBN 9780357123133

**OTHER RESOURCES:**

As provided throughout the course

**SUPPLIES/MATERIALS NEEDED:**

- 3" 3 ring binder to keep papers organized
- Dividers – to be labeled ~ Syllabus ~ Portfolio
- Black pen ~ Study Guides
- #2 pencils ~Notes
- Red Ink Pen

- ❑ Highlighters
- ❑ Post-Its
- ❑ 1000 Index Cards
- ❑ USB Storage Device

**CATALOG DESCRIPTION:** This course is designed to introduce students to the health care environment and the expectations of them as healthcare professionals and as a team member. Students will develop the necessary skills for recognizing and providing excellent customer relations as a healthcare professional and as a representative of a healthcare provider. Utilizing various methods the student will develop an understanding and attitude of superior customer relations which is critical to success for a healthcare professional and as a representative of a healthcare provider.

**MAJOR COURSE LEARNING OBJECTIVES:** Upon successful completion of this course the student will be expected to:

1. Demonstrate soft skills expected of a healthcare professional.
2. Identify the effect personal ethics may have on professional performance.
3. Explain legal and ethical issues relating to the healthcare profession.
4. Identify where to report illegal and/or unsafe activities and behaviors that affect health, safety, and welfare of others.
5. Discuss principles of the use of an electronic medical record.
6. Demonstrate computer literacy in healthcare.
7. Understand documentation guidelines in healthcare.
8. Identify and understand impact of verbal and nonverbal communication of self and patients
9. Recognize communication barriers.
10. Identify techniques for overcoming communication barriers.
11. Recognize the elements of oral communication using a sender-receiver process.
12. Differentiate between subjective and objective information.
13. Identify resources and communication techniques based on individual needs.
14. Recognize elements of fundamental writing skills.
15. Identify the appropriate chain of command relating to internal and external customers
16. Apply interpersonal skills to communicate effectively and deal with conflict
17. Identify appropriate personal and professional use of social media.

**COURSE CONTENT:** Topical areas of study include –

Demonstrating empathy, sensitivity, and caring

Chain of command

5 rights of delegation

Professional telephone etiquette

Importance of a positive attitude in delivering good customer relations / embracing a professional image

Characteristics of a professional employee (attendance, attire, positive attitude, team player)

Self-esteem

Barriers to good customer relations  
Abuse and neglect reporting  
Sexual harassment  
Chain of custody  
HIPAA  
Advanced Directives  
Release of Information  
Consent  
Notice of Privacy Practices  
Confidentiality  
Patient Bill of Rights  
Safety measures with EMR  
Communication skills (verbal, non-verbal, written)  
Conflict resolution  
Effectively managing job stress / managing emotions  
Correcting medical information  
Objectivity

**ACADEMIC HONESTY STATEMENT:**

The Career Center is committed to academic integrity in all its practices. The faculty value intellectual integrity and a high standard of academic conduct. Activities that violate academic integrity undermine the quality and diminish the value of educational achievement.

Cheating on papers, tests or other academic works is a violation of College and Career Center rules. No student shall engage in behavior that, in the judgment of the instructor of the class, may be construed as cheating. This may include, but is not limited to, plagiarism or other forms of academic dishonesty such as the acquisition without permission of tests or other academic materials and/or distribution of these materials and other academic work. This includes students who aid and abet as well as those who attempt such behavior.

**COPYRIGHT STATEMENT:**

Students shall adhere to the laws governing the use of copyrighted materials. They must insure that their activities comply with fair use and in no way infringe on the copyright or other proprietary rights of others and that the materials used and developed at Ivy Tech Community College contain nothing unlawful, unethical, or libelous and do not constitute any violation of

**ADA STATEMENT:**

Ivy Tech Community College seeks to provide reasonable accommodations for qualified individuals with documented disabilities. If you need an accommodation because of a documented disability, please contact the Office of Disability Support Services. If you will require assistance during an emergency evacuation, notify your instructor immediately. Look for evacuation procedures posted in your classroom.

**SECTION 504 COMPLIANCE PLAN** In accordance with Section 504 of the Rehabilitation Act

of 1973 and the Americans with Disabilities Act of 1990, the New Castle Community School Corporation provides you, as the parents or guardian, with the following procedural safeguards in relation to your child: 1. You have the right to receive a copy of this notice upon the district's identification, evaluation, refusal to provide an evaluation, educational placement, denial of educational placement and any significant change in said placement of your child. 2. You have the right to an evaluation of your child if the district has reason to believe that your child has a mental or physical impairment that substantially limits learning or some other major life activity... a) before the initial placement. b) before and subsequent significant change in placement. 3. You have the right to an opportunity to examine all relevant records for your child. 4. You have the right to an impartial hearing, with participation by you and representation by counsel, concerning the identification, evaluation or educational placement of your child. 5. You have the right to appeal the final decision of the impartial hearing officer to a court of competent jurisdiction. The following person is designated as Section 504 Compliance Coordinator: Amy Blake, Director of Special Education (765) 521-7223.

New Castle Career Center seeks to provide reasonable accommodations for qualified individuals with documented disabilities. If you need an accommodation because of a documented disability, please contact the New Castle Career Center's Office. If you will require assistance during an emergency evacuation, notify your instructor immediately. Look for evacuation procedures posted in your classroom.

**METHODS OF EVALUATION:** For course evaluation there will be tests, homework, projects, clinical evaluations, professionalism assessment, and return demonstrations. Areas will be weighted.

**MAKE-UP POLICY:** Please approach this class as you would outside employment. If you find that you must miss a class you are expected to have a parent contact the instructor by e-mail, phone or text message to let her know that you will not be in class and to make arrangements for make-up work. All work should be made up within one week of your return to class.

**GRADES:**

**The Ivy Tech Grade will be different from the high school grade because the semester grade is the average of the grades earned in each grading period and the final examination. It is the semester grade which is recorded on the student's permanent record. Weighted courses will have 1 point added to the student's GPA.**

**New Castle Career Center Grading Scale:**

98-100%	=	A+
92-97%	=	A
90-91%	=	A-
88-89%	=	B+
82-87%	=	B
80-81%	=	B-
78-79%	=	C+
72-77%	=	C

70-71%	= C-
68-69%	= D+
62-67%	= D
60-61%	= D-
0-59%	= F

Grading is based upon a total points system. Grades are taken from tests, quizzes, homework, projects, participation, and employment skills (PRIDE: Persistent, Respectful, Initiative, Dependable, Efficient) Employment Skills will count as a minimum of 30% of the total points per grading period per grading period.

Skills Evaluations are based upon ISDH CNA checklist requirements

Clinical Experience is determined by the clinical supervisor and will play a significant part of the Employment Skills grade. The purpose of the supervisor evaluation is to show how well work related skills are being mastered or improved. The evaluation is based upon the overall impression of the supervisor on the performance of the student while working or learning in the clinical area. A student may be removed from the clinical setting due to a failing effort on the clinical evaluation.

Semester Grade:

1<sup>st</sup> Semester Grade

3/7 of grade=1<sup>st</sup> grading period grade

3/7 of grade=2<sup>nd</sup> grading period grade

1/7 of grade=Portfolio Project

2<sup>nd</sup> Semester Grade

3/7 of grade=3<sup>rd</sup> grading period grade

3/7 of grade=4<sup>th</sup> grading period grade

1/7 of grade=Final Exam (End of Course Assessment)

Each student has the opportunity to earn dual credits.

The dual credits that will be offered for the 2020/2021 school year are as follows:

- 3 credits for HLHS 100 Introduction to Health Careers
- 3 credits for HLHS 101 Medical Terminology (Requires Accuplacer testing to qualify)
- 5 credits for HLHS 107 CNA Preparation
- 3 credits for HLHS 111 Health and Wellness for Life
- 3 credits for HLHS 113 Dementia Care
- 3 credits for HLHS 121 Customer Relations in Health Care

**Dual Credit Grades are based upon the Ivy Tech Grading Scale which is as follows:**

<b>93-100%</b>	<b>A</b>
<b>85-92%</b>	<b>B</b>
<b>79-84%</b>	<b>C</b>
<b>75-78%</b>	<b>D</b>
<b>74% &amp; below</b>	<b>F</b>

**SEXUAL HARASSMENT:** Sexual harassment is not acceptable in any situation, and NCHS follows the New Castle Community School Board's policy and complaint procedure regarding this matter. Copies are available in the High School Office.

**DROP PROCESS AND RESPONSIBILITY:** Students in yearlong and spring courses must be withdrawn by April 17, 2021. Your HS teacher will send a drop form for each student to the campus dual credit contact.

**FINANCIAL AID:**

**For all courses:** Federal financial aid is based on a 2.0 GPA and a 67% course completion rate.

**CODE OF STUDENTS RIGHTS AND RESPONSIBILITIES:** Code of Student Rights and Responsibilities, which can be accessed in Ivy Tech's website at

<https://www.ivytech.edu/studentcode/>

**STUDENT APPEAL AND GRIEVANCES:** Students who are experiencing difficulties/conflict in a class need to speak with their instructor FIRST, unless the particular circumstances of the conflict dictate otherwise. Once that avenue of inquiry has been exhausted, students may take their concerns to the instructor's immediate supervisor, who is listed in the [Instructor's information section of the syllabus](#). All concerns must be submitted in writing and should be made within 7 days of either the instructor's response or from when the incident occurred (if the situation is such that the student cannot discuss the matter with the instructor directly).

If a resolution cannot be reached at this level, the student will be directed by the instructor's supervisor to the School's Dean for further appeals. Following this hierarchy is imperative. Students who fail to follow this procedure will be sent back to the appropriate level before their particular issues will be heard at a higher level.

Further details on this procedure can be found in the Code of Student Rights and Responsibilities, which can be accessed in Ivy Tech's website and at

<https://www.ivytech.edu/studentcode/>

**RIGHT OF REVISION STATEMENT:**

The instructor and Ivy Tech Community College of Indiana reserve the right to make reasonable changes to this syllabus and/or schedule as necessary.

The instructor reserves the right to alter or modify the methods of instructional delivery, methods of evaluation, activities schedule, and/or other items as deemed necessary to complete the objectives of the course. **Any changes made to this syllabus that affect the manner in which the student's grade is determined will be provided to the student in writing prior to the effective date.**

## ASSIGNMENTS AND DUE DATES:

Health Science Education  
Tentative Assignment Schedule  
2020/2021

### Week #1 (First Day for Students: Tuesday, August 5, 2020)

Topics: Health Science Education Introduction-rules & regulations, Health Care Systems (including chain of command), Professions in Health Care, Professional Characteristics (including objectivity, empathy, attendance, attire, positive attitude, team player, professional phone etiquette, Teambuilding and being a team player, & Delegation-5 rights), Abbreviations Quiz #1.

### Week #2 Class 8/10-8/14/20

Topics: Health Care Systems, Professional Characteristics of a Healthcare Provider, Empathy, Resident Rights (Patient's Bill of Rights), Abuse--types and reporting (Hartman's Nursing Assistant Care Chapters 1, 2, 3), Introduction of Communication Unit (Included within this unit are the following: Communication Skills {verbal, non-verbal, written}, conflict resolution, correcting medical information within a record, Teepa Snow PAC: Positive Approach to Care-Dementia Care), Lifelong Learning as a Health Care Worker(Continuing Education), & Introduction of Vital Signs-Measuring & Recording (Hartman's Nursing Assistant Care Chapters 5, 6, 7, 14)., Abbreviations Quiz #2, AHEC Guest Speaker, Jenny Koors with Topic of Professionalism, Draw for Secret Pals

### Week #3 Class 8/17-8/21/20

Topics: Healthcare Systems Test, Continue with Communication Lesson including Med Term

Chapter 1 "*Introduction to Medical Language*" and Assessment, Vital Signs & Pain Lecture and Vital Signs check-offs begin, Memorize Initial & Final Steps for CNAs, Activities of Daily Living (ADLs): positions, transfers, ambulation, bathing, peri care, shampoo, cath care, back rub, whirlpool, grooming & personal hygiene (oral care, denture care, shaving, combing hair, nail and foot care), Working with the Cognitively Impaired--(Dementia Care Stages of Alzheimer's & PAC: Positive Approach to Care), HOSA Officer Election, AHEC Guest Speaker, Jenny Koors with Topic of Electronic Medical Record and virtual use and entry of information and confidentiality/protecting the EMR, Abbreviations Quiz #3, Med Term Quiz #1

### Week #4 Class 8/24-8/28/20

Topics: Vital Signs Quiz, General Orientation to Henry County Hospital (Includes info. On Safety, Topics such as body mechanics, infection control, disaster response, fire, fainting, fall, choking & maintaining a safe work environment, confidentiality, abuse & HIPAA, Customer Relations & Potential Barriers, Appropriate use of social media as a

professional), Cont. Vital Signs Check-offs, Medical Law & Ethics Unit (includes information on Consent, HIPAA, Advanced Directives, Chain of Custody, Release of Information, Confidentiality, Notice of Privacy Practices, Patient Bill of Rights, More on Types of Abuse and obligatory reporting, & Sexual Harassment in the work place), Check-offs for W/C transport, ambulation, gait belt, walker, cane, Introduction of Infection Control Skills: handwashing, gloves, mask, gown, goggles Abbreviations Quiz #4, Safety Quiz, Vital Signs Quiz, Indiana Donor Network Guest Speaker: Andi Amburgey, Communication Quiz, PAC-Dementia Care

**Week #5 Class 8/31/20-9/4/20**

Topics: Infection Control and skills of Hand washing, Donning/Doffing Gloves Check-offs, (Hartman's Nursing Assistant Care Chapters 4, 10, 13), Continue with Vital Signs Check offs, Oxygen Use, Nasal Cannula Care; Devices/Interventions: Hearing Aids & TED Hose; Special Care Needs, Cognitive Impairment & Therapies, Mental Health & Social Needs, Criminal Background Checks, Rehabilitation & Restorative Services: ROM, Splint, Abdominal Binder, Abduction Pillow, Knee Immobilizer, Palm Cone; (Hartman's Nursing Assistant Care Chapters 8, 19, 20, 21), Medical Law & Ethics Test, PAC--Dementia Care, Med Term Quiz #2, *Henry County Day of Caring*

**Week #6 Class 9/7-9/11/20 (Labor Day September 7, 2020—No School)**

Topics: Safety Unit: Including Heimlich, Donning/Doffing gloves, Fire Safety, Faint/fall & seizure, Infection Control Quiz, Activities of Daily Living: Heimlich, Donning/Doffing gloves, Fire Safety, Faint/fall & seizure, Activities of Daily Living: Change Gown, Dressing a Dependent Resident, Toileting, Bedmaking: Occupied & Unoccupied; skin care: floating heels, bed cradle; Nutrition & Hydration: thickened liquids, passing fresh ice water, feeding, assist to eat, (Hartman's Nursing Assistant Care Chapters 15, 16, 17), PAC--Dementia Care, Abbreviations Quiz #5, Med Term Quiz #3

**Week #7 Class 9/14-9/18/20**

Topics: Safety Quiz, Cover Admission, Transfer, Discharge, End of Life: Hospice, Signs & Symptoms of Impending Death, Post-Mortem Care, Daily Responsibilities of a Health Care Worker (CNA); ADLs: Shower, Bathing, Shampoo, Foot Care, Back Rub, CNA Theory & Skills Review/Practice in Lab, (Hartman's Nursing Assistant Care Chapters 11, 12, 22, 23, 24), PAC--Dementia Care, Body Systems: A & P, Diseases & Disorders, (Integumentary, Nervous, Circulatory, Musculoskeletal, Respiratory, Urinary, Gastrointestinal, Endocrine, Reproduction, & Immune/Lymphatic Systems), (Hartman's Nursing Assistant Care Chapters 9, 18), Abbreviations Quiz #6, Med Term Quiz #4

**Week #8 Class 9/21-9/25/20**

Topics: Dementia Training, Continue with A&P, Common Diseases, Review skills in lab, Hoyer Lift, VS Check offs complete, Abbreviations Quiz #7, Med Term #5

**Week #9 Class 9/2/20-10/2/20**

Continue with A & P Common Disorders, Acute vs Chronic  
Med Term Chpt 2 "*Body Structure, Color, & Oncology*"  
Concepts in Health and Wellness Chpt. 1 "*Current Health Issues*"  
Personal Wellness Plan Week 1  
PAC, Dementia Care  
Abbreviations Quiz #8, Med Term Quiz #6



**Fall Break-No School October 5-9, 2020**

**Week #10 Class 10/12/20-10/16/20**

PAC, Dementia Care  
Review A & P, A & P Exam  
Med Term Chpt 3 “*Directional Terms, Planes, Positions, Regions, and Quadrants*”  
Concepts in Health and Wellness Chpt. 2 “Building Wellness Skills”  
Personal Wellness Plan Week 2  
Abbreviations Quiz #9, Med Term Quiz #7

**Week #11 Class 10/19/20-10/23/20**

CPR & AED Training All Week

**Week #12 Class 10/26/20-10/30/20**

Abbreviations Quiz #10, Med Term Quiz #8  
HOSA Fall Leadership Conf.  
Concepts in Health & Wellness Chpt. 3 “Managing Stress”  
Personal Wellness Plan Week 3  
Med Term Chpt 4 “Integumentary System”  
PAC--Dementia Care

**Week #13 Class 11/2/20-11/6/20**

**HOSA Week!**  
PAC--Dementia Care  
Growth & Development Unit  
Abbreviations Quiz #11 & Med Term Quiz #9

**Week #14 Class 11/9/20-11/13/20**

Med Term Chpt 5 “Respiratory System”  
Concepts in Health & Wellness Chpt. 4 “Mental & Emotional Health”  
Everfi-Mental Health Basics-Online Learning Module  
Personal Wellness Plan Week 4  
Med Term Quiz #10

**Week #15 Class 11/16/20-11/20/20**

Concepts in Health & Wellness Chpt 5 “Resolving Conflict”  
Personal Wellness Plan Week 5  
Med Term Chpt. 6 “Male Reproductive System”  
Med Term Quiz #11

**Week #16 Class 11/25/20-11/26/20**

HOSA Thanksgiving Pitch In on 11/26/20  
Medical Math  
PAC: Dementia Care

**Thanksgiving Break-No School November 25-27, 2020**

**Week #17 Class 11/30/20-12/4/20**

Med Term Chpt. 7 “Female Reproductive System”  
Concepts in Health and Wellness Chpt. 6 “Managing Stress”  
Personal Wellness Plan Week 6  
PAC: Dementia Care

**Week #18 Class 12/7/20-12/11/20**

Topics: Jeff Hartz-Careers, Job Seeking Skills: Professionalism, Interviewing, Job Application, Portfolio: Resume, Cover Letter, Credentials, Research time in computer lab for Portfolio, Assign Portfolio Project (**Due Monday, 12/14/20**)

Med Term Chpt. 9 “OB & Neonatology”

Concepts in Health & Wellness Chpt. 7 “Sexual Wellness & Reproduction”

Personal Wellness Plan Week 7

Dementia Care Final

**Week #19 Class 12/14-12/18/20**

Topics: Portfolios due (12/14/20)

Emergency Care: Triage, Mass Casualties, Mock Disaster

Concepts in Health & Wellness Chpt. 8 “The Physically Active Lifestyle”

Personal Wellness Plan Week 8

HOSA Christmas Pitch-In/Secret Pal Gift Exchange 12/18/20

**Christmas Break-No School December 21, 2020-January 3, 2021**

**Week #20 Class 1/4/21-1/8/21**

Students return January 4, 2021

PPD #1, Urine Drug Screens & Titers, HCH IDs & paperwork

Concepts in Health & Wellness Chpt. 9 “Nutritional Wellness”

Personal Wellness Plan Week 9

Med Term Chpt. 10 “Cardiovascular System, Immune, Lymph, Blood”

Disease Presentation/Research Paper Assignment-(Presentations due as per schedule,

Research outline due Friday, 1/22/21 Research paper due Friday, 2/26/21)

**Week #21 Class 1/11/21-1/15/21**

PPD #2 Continue with Urine Drug Screens & Titers, HCH IDs & paperwork

Concepts in Health & Wellness Chpt. 10 “A Healthy Approach to Weight

Management”, Personal Wellness Plan Week 10

Concepts in Health & Wellness Chpt. 11 “Tobacco”

Personal Wellness Plan Week 11

Research Paper Work Day

HOSA Winter Rally

**Week #22 (No school Monday, January 18, 2021 MLK Day) Class 1/19/21-1/22/21**

Concepts in Health & Wellness Chpt. 12 “Alcohol & Other Drugs”

Personal Wellness Plan Week 12

Everfi-Alcohol EDU: Online Learning Prescription Drug Safety, The Opioid

Crisis

Med Term Chpt. 11 “Digestive System”

Research Paper Work Day--Outline due 1/22/21

**Week #23 Clinical 1/25/21-1/28/21 (12 cumulative CNA hours)**

**Class 1/29/21**

Med Term Chpt 12 & 13 “Eye & Ear” *Self Study*

Research Paper Work Day

**Week #24 Clinical 2/1/21-2/4/21 (24 cumulative CNA hours)**

**Class 2/5/21**

Concepts in Health & Wellness Chpt. 13 “Infectious Diseases”

Personal Wellness Plan Week 13

- Week #25 **Clinical 2/8/21-2/11/21 (36 cumulative CNA hours)**  
**Class 2/12/21**  
 Concepts in Health & Wellness Chpt. 14 “Chronic Diseases”  
 Personal Wellness Plan Week 14  
 Half class day to work on Research Paper
- Week #26 **(No School Monday, February 15, 2021 President’s Day) Clinical 2/16/21-2/19/21**  
**(48 cumulative CNA hours)**  
**No Classroom this week**
- Week #27 **Clinical 2/22/21-2/25/21 (60 cumulative CNA hours)**  
**Class 2/26/21**  
 Med Term Chpt. 14 Musculoskeletal System”  
 Research Paper Due 2/26/21
- Week #28 **Clinical 3/1/21-3/4/21 (72 cumulative CNA hours)**  
**Class 3/5/21**  
 Concepts in Health & Wellness Chpt 15 “Safety & Emergency Mgt.”  
 Personal Wellness Plan Week 15
- Week #29 **Clinical 3/8/21-3/12/21 (all week) for non CNAs**  
**Clinical for CNAs 3/8/21-3/10/21 (81 cumulative CNA hours)**  
**Class for CNAs 3/11 & 3/12/21 Complete Documentation and Application to**
- Test
- Week #30 **Clinical 3/15/21-3/19/21 (all week For non CNAs, & in-class review for**  
**CNAs)**
- Week #31 **Clinical 3/22/21-3/24/21 for non CNAs, & in-class review for CNAs**  
**Class for HOSA testing 3/25 & 3/26 for HOSA SLC, others in clinical or**  
**CNA review.**
- No School Spring Break March 29-April 9, 2021**
- Week #32 **Class 4/12/21-4/14/21**  
**\*\*\*\*CNA Testing\*\*\*\*?**  
 Med Term Chpt 15 “Nervous System & Behavioral Health”  
 Concepts in Health & Wellness Chpt. 16 “Environmental Health”  
 Personal Wellness Plan Week 16
- Week #33 **Clinicals or HOSA SLC 4/15, 4/16, & 4/17/21**  
**4/19/21-4/23/21**  
**\*\*\*\*CNA Testing\*\*\*\*?**  
**Clinical Dates TBD**  
**Class Dates TBD**  
 Med Term Chpt. 16 “Endocrine System”  
 Concepts in Health & Wellness Chpt 17 “Health & Wellness Throughout  
 the Lifespan”  
 Personal Wellness Plan Week 17
- Week #34 **4/26/21-4/30/21**  
**Clinical Dates TBD**  
**Class Dates TBD**  
**\*\*\*\*CNA Testing\*\*\*\***

- Research Presentation Group #1  
 Personal Wellness Packet Due  
 Week #35 **5/3/21-5/7/21**  
**Clinical Dates TBD**  
**Class Dates TBD**  
 Research Presentations, Groups #2, & #3  
 Assign ECA, Med Term, & Customer Relations in Healthcare  
 Study Guides
- Week #36 **5/10/21-5/14/21**  
**Clinical Dates TBD**  
**Class Dates TBD**  
 Research Presentations, Groups #4, #5, #6  
 ECA Review & Study Guide-Due 5/11/21  
 Med Term Review & Study Guide-Due 5/12/21  
 Customer Relations Review & Study Guide-Due 5/13/21  
**Supervisor's Appreciation Open House 5/14/21**
- Week #37 **5/17/21-5/21/21**  
 Research Presentations, Group #7  
 ECA  
 Med Term Final Exam  
 Customer Relations Final Exam  
 HOSA Senior Breakfast
- Week #38 **5/24/21-5/26/21 Last Student Day 5/26/21**  
 Guest Speakers: Success in College

*If time permits, we will work in a "Healthy Living" Project in which students will be divided into 3 groups and present to 6th graders of New Castle Elementaries.*

**The instructor retains the prerogative of changing or adjusting the course syllabus to best accommodate the pace of progression and the needs of the students.**