**High Plains Technology Center**

**Health Careers**

**Learning Activity Packet (LAP) for Therapy Technician**

**Related unit of instruction:**

Clerical Skills and Duties for the Physical Therapy Aide

**Approximate Completion time:**

15 hours

**Rationale for the Lap:**

This LAP is designed to prepare the student to perform clerical skills and duties in the physical therapy profession. Students will practice office management procedures for the physical therapy office.

**Criteria for successful completion:**

By the end of this LAP the student will

1. Read and answer end of chapter questions for Chapters 4 & 5 in *Physical Therapy Aide: A Worktext 2nd Ed, Wiess Washington, Delmar*, 1999.
2. Pass the tests for the chapters

**Learning Objective:**

Communicating Effectively Chapter 4

1. Describe how effective communication occurs.
2. Identify the various forms communication takes in the health care environment.
3. List the three components of effective communication.
4. Explain the concept of empathy.
5. Explain the concept of tact.
6. Explain the concept of patience.
7. Differentiate between verbal and nonverbal communication and explain the components of each.
8. Discuss the role communication plays in the physical therapy setting.
9. Discuss the proper use of the telephone.
10. Explain how to properly screen telephone calls.
11. Discuss the importance of proper telephone etiquette.
12. Explain how to use the “hold” button of a telephone.
13. Discuss the importance of proper appointment scheduling and describe the procedures for completing it in the physical therapy setting.

Medical Terminology and the Medical Record Chapter 5

1. Identify specific prefixes, suffixes and root words related to medical terms.
2. List common medical abbreviations used in the health care environment.
3. Identify body structure terms related to positions, directions, anatomical planes, posture, and types of movement.
4. Explain the importance and uses of the medical record.
5. Distinguish between subjective, objective, assessment and plan information on a patient’s medical record.