

ACADEMY OF MEDICAL ARTS IV YEAR 12 COMPREHENSIVE MEDICAL ASSISTING

I DESCRIPTION

The Comprehensive Medical Assisting Program is designed to provide the fourth year PCTI students with the competencies needed to perform as a Medical Assistant in a physician's office. The learning process will be presented in a logical, in-depth review of administrative and clinical competencies required of today's multi-skilled medical assistants including laboratory techniques. The content and organization of the units will provide for flexibility in teaching and learning. Medical Assisting and health care has changed dramatically and the professional medical assistant will encounter more challenges in this area of managed care. Therefore lessons will be instructed with the use of realistic scenarios and critical thinking applications.

II OBJECTIVES / PROFICIENCIES

Upon successful completion of the requirements for this program/course, the student will be able to:

- A. Discuss personal attributes, education, behavior (ethics), skills and professionalism of a Comprehensive Medical Assistant. (CCWR 1.1 to .6)
- B. Demonstrate entry level employment skills in the medical office areas of: (CCWR 2.1 .2 .7 .9; 3.1 .2 .3 .6 .7 .8 .9 .10 .12 .13; 4.2 .3 .6 .9 .10 .11)
 1. Telephone/communication skills
 2. Organization of patient medical records
 3. Clinical skills including
 - a. Asepsis / sterilization
 - b. Physical Exam positioning and techniques (including Vital Signs & measurements) for adult and pediatric patients
 - c. Assisting with minor surgical techniques
 - d. EKG techniques
 - e. Medical laboratory procedures in the medical office/point of care testing
- C. Utilize office equipment (clinical, lab and clerical), problem solving, critical thinking, safety regulations and patient skills needed by a medical assistant. (CCWR 3.1 .3 .6 - .10 .12 - .15; 4.1-.9; 5.1 - .9)
- D. Apply integrated administrative and clinical skills/procedures (including vital signs) to ensure all fundamentals of patient management are correct and proper techniques are utilized in the medical office. (S 5.1, LAL 3.2 - .5; CHPE 2.1; CCWR 3.1 .2 .3 .6 .7 .8 .9 .10)
- E. Demonstrate responsibility and confidentiality of the Health Care professional. (CCWR 4.6)

III COURSE OUTLINE

A. INTRODUCTION TO MEDICAL ASSISTING AS A PROFESSION

Students will:

1. Differentiate between administrative and clinical medical assisting duties
2. Identify & discuss personal attributes that are important for a professional medical assistant to possess
3. Describe the American Association of Medical Assistants and explain certification, accreditation, licensure, registration and continuing education
4. Discuss the versatility of a career in medical assisting
5. Explain why confidentiality is so important in the medical profession
6. Discuss the role of the medical assistant's attitude in caring for patients
7. Identify how teamwork can be promoted in the office
8. Define and spell the key terms in the glossary

B. TELEPHONE TECHNIQUES

Students will:

1. Describe useful rules for using proper telephone technique and state common telephone courtesies
2. State and discuss proper screening techniques
3. Outline the proper procedure for answering incoming calls
4. Explain the questions asked during emergency calls
5. List the seven items/information required for a correct telephone message/documentation
6. Explain telephone triage and questions required to be asked
7. Explain how angry and complaining callers are handled
8. Outline proper technique for placing outgoing calls
9. Identify ways to ensure patient confidentiality when using the telephone
10. State examples of telephone technology and describe their functional use in the medical office
11. Demonstrate an efficient method to call in prescriptions or re-fills to a pharmacy
12. Define and spell the key terms in the glossary

C. MEDICAL RECORDS MANAGEMENT

Students will:

1. State the reasons for accurately maintaining ambulatory care office files
2. List and describe the basic equipment used for filing and common supplies employed for medical records
3. Describe the steps in filing a document and name the three (3) common methods employed in a medical office
4. Discuss the ownership of the medical record
5. Explain the common documents/contents found in a patient's file (folder)
6. Create a new patient file
7. Explain the difference between the traditional medical record and a problem oriented medical record (charting/documentation)
8. Understand the necessity and function of the medical history in a patient's treatment
9. Illustrate the difference between subjective and objective information
10. Define the parts of the medical history and obtain one from a patient
11. Identify and use effective methods of interacting with the patient and understand some issues of cultural sensitivity in taking a medical record
12. Define the meaning of "SOAP"
13. Explain the correct manner of changing an entry in a patient file and the importance of following the correct procedure
14. Prepare an informed consent and records release form
15. Document, file and color-code accurately
16. Define and spell the key terms in the glossary

D. MEDICAL ASEPSIS, INFECTION CONTROL AND STERILIZATION

Students will:

1. Recognize diseases caused by pathogens and the role of the "Chain of Infection"
2. Define and state the importance of infection control in the ambulatory care setting
3. Explain why Universal Precautions were introduced in 1985
4. Describe the purpose of Standard Precautions and give examples of methods that health care providers should practice Standard Precautions
5. Describe Personal Protection Equipment and its application
6. Compare the routes of transmission of AIDS and hepatitis and discuss the risk of infection from needle sticks
7. List eight (8) types of body fluids and state examples
8. Describe disposal of infectious waste according to OSHA regulations
9. Define and compare and contrast medical and surgical asepsis
10. State four (4) methods of sterilization
11. List supplies and equipment needed to achieve surgical asepsis when using an autoclave
12. Explain and demonstrate competent wrapping and operation of the autoclave
13. State storage measures and expiration periods for autoclaved materials
14. Define and spell key terms in the glossary

E. VITAL SIGNS AND BODY MEASUREMENTS

Students will:

1. Cite the average values for body temperature, pulse, respiratory rates and blood pressure
2. Describe emotional/physical factors that cause body temperature to increase/decrease
3. Employ and demonstrate multiple methods to obtain accurate patient's temperature
4. Describe pulse rate, volume, rhythm and explain the important characteristics to note when properly obtaining a patient's pulse
5. Obtain and assess an accurate pulse rate
6. Summarize respiratory rate variations and demonstrate best method to obtain an accurate respiration count
7. Specify physiological factors that affect blood pressure
8. Describe appropriate equipment and procedure for obtaining a blood pressure
9. Accurately obtain/measure a patient's blood pressure and document same
10. Describe, demonstrate and document on the chart the obtaining of an accurate patient's measurements of height and weight
11. Define and spell key terms in the glossary

F. THE PHYSICAL EXAM (Routine, OB-GYN and Pediatric)

Students will:

1. Describe the six (6) methods employed in a physical examination and give an example of each
2. Outline and discuss the purpose of draping and demonstrate the appropriate draping for each examination position
3. Name, describe and demonstrate the eight (8) positions employed for physical examinations
4. Outline the sequence of a routine physical exam and identify eight (8) basic components of a physical exam
5. Prepare the exam room and instruments needed for a routine physical exam
6. Identify ten (10) instruments employed in a routine physical exam
7. Outline the medical assistant's role in the gynecological and reproductive exam
8. Prepare for (set) and assist with the female exam including Papanicolaou (Pap) test (Slide preparation for specimen and transporting for examination by outside source - cytology)
9. Understand the five (5) classifications of the Pap Test
10. Teach patient to perform a breast self-exam
11. Describe pediatric care including measuring height, weight, head, chest circumference and plot growth patterns
12. Explain and demonstrate the correct method of pediatric urine specimen collection
13. Demonstrate proper visual acuity screening
14. Define and spell key terms in the glossary

F. ASSISTING WITH MINOR SURGERY

Students will:

1. List eight (8) basic rules to follow to protect sterile areas
2. Identify and describe the intended use of various surgical instruments
3. Demonstrate the application of sterile gloves
4. Demonstrate setting up a surgical tray, laying of the field, applying supplies and instruments, pouring sterile solution, using transfer forceps and covering of the sterile tray
5. State advantages and disadvantages of Betadine, Hibiclens, isopropyl alcohol and hydrogen peroxide when each is employed as a skin antiseptic
6. List two(2) functions of dressings and describe two (2) types of suture
7. List five (5) preoperative and five (5) postoperative issues to be addressed with a patient (Include bandage and observation of bandage)
8. Define and spell key terms in the glossary

G. ELECTROCARDIOGRAPHY

Students will:

1. Trace the electrical conduction system of the heart
2. State three (3) reasons why a patient may need an EKG (ECG)
3. Explain the purpose of standardization of the EKG equipment
4. Identify the twelve (12) leads and describe what area of the heart each lead represents
5. State the function of EKG graph paper and discuss the process of recording an EKG

6. Describe patient preparation for the EKG
7. Match the contractions of the heart with the appropriate deflections on a tracing
8. Record a twelve (12) lead EKG on a patient
9. Identify artifacts and state causes of and how to rectify the artifacts
10. Identify normal sinus rhythm and ventricular fibrillation
11. Define and spell key terms in the glossary

H. LABORATORY PROCEDURE IN THE MEDICAL OFFICE (POINT OF CARE TESTING)

Students will:

1. List the types of human specimens that CLIA regulates
2. Explain eight (8) purposes of laboratory testing
3. Name nine (9) of the most common lab profiles and explain the body system/function being surveyed
4. Explain the importance of "Chain of Custody"
5. Describe the essential elements required for a lab requisition form and properly complete one
6. Explain the rationale behind proper patient preparation for lab testing
7. Explain and describe the parts of a compound microscope
8. Discuss the importance of safety procedures when dealing with all types of lab specimens
9. Describe the importance of proper collection/preservation of random, mid-stream, clean-catch and 24-hour specimens
10. Identify the proper techniques for examining the physical and chemical characteristics of a urine specimen
11. Identify the proper technique for preparing a urine sediment and performing a microscopic exam
12. Demonstrate a urine pregnancy test
13. List equipment for veni-puncture and capillary puncture
14. Explain the principle of the evacuated tube system and alternate methods/needles employed for difficult phlebotomies
15. Name the anti-coagulant in each tube according to the color-coding of the tubes used for collection and the purpose for each additive (Give example of one (1) test for each additive)
16. Explain the importance of proper patient identification, specimen labeling, proper handling, storage and delivery of sample
17. Explain the purpose of a tourniquet and proper technique for its use (Consequences of misuse)
18. Explain skills needed to obtain a usable blood specimen; list in order steps for a routine puncture
19. Explain why an M.A. would employ a butterfly needle, syringe or perform a capillary puncture in place of using the evacuated tube method
20. Differentiate whole blood, plasma & serum and which is needed for the each test
21. State the correct order for collecting the various colored stopper tubes
22. Describe how to properly insert the needle into the vein and how to remove it when completed
23. List the veins that may be used for veni-puncture
24. List situations in which a capillary puncture would be used instead of a veni-puncture
25. Discuss proper dermal (capillary) puncture sites, dermal puncture equipment, safety features and container used for capillary collection of the specimen
26. List steps employed in capillary puncture and reason why first drop of blood is wiped away
27. Identify the tests involved in a CBC
28. Explain the use of a hemocytometer for RBC, WBC and platelet counts (Use of Uno-Pette system)
29. Describe manual and automated counting of RBC's, WBC's, hematocrits and hemoglobin
30. Explain reason for a "Differential" white count and the major classification of the WBC's that are differentiated
31. Compare normal versus abnormal values of CBC parameters
32. List steps required to prepare and stain a "Differential" smear (Wright's stain)
33. Cite reasons for performing an erythrocytic sedimentation rate, coagulation assessment, infectious mononucleosis and ABO/Rh testing
34. Explain reasons for testing blood glucose and cholesterol levels
35. Define microbiology and explain the protocols for proper collection of specimens
36. Explain the different types of specimens obtained and elements needed for microbial growth
37. Understand various bacterial morphologies and the different media needed for growth (culturing)
38. List steps and perform a Gram stain to aid in bacterial identification
39. Inoculate bacterial culture media and incubate for growth (identification)
40. Perform a rapid "strep test"
41. perform a urine culture
42. Secure a specimen for pinworm detection
43. Define and spell key terms in the glossary

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II PROFICIENCIES

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- K. Utilize office equipment (clinical, lab and clerical), problem solving, critical thinking, safety regulations and patient skills needed by a medical assistant.
- L. Apply integrated administrative and clinical skills/procedures (including vital signs) to ensure all fundamentals of patient management are correct and proper techniques are utilized in the medical office.
- M. Demonstrate responsibility and confidentiality of the Health Care professional.

INSTRUCTIONAL MATERIALS

A. TEXT(S)

1. Clinical Procedures for Medical Assistants – 5th Edition
Bonewit-West
Saunders
2. The Medical Assistant – An Applied Learning Approach – 9th Edition
Young and Kennedy
Saunders
3. Comprehensive Medical Assisting – 2nd Edition
Lindh, Pooler, Tamparo & Cerrato
Delmar Thomson Learning

B. INSTRUCTIONAL SUPPLIES

- Supplies/equipment will consist of/for:
1. Vital signs and measurements
 2. Physical Exam table and instruments
 3. Lab equipment and supplies
 4. Life-Forms
 5. Minor Surgery instruments
 6. EKG
 7. Office – Stationary and Telecommunication

PROCEDURE TECHNIQUES AND METHODS OF INSTRUCTION

1. Lecture and class discussion – lecture notes acquired by student
2. Hands-on demonstration and supervised procedures by students
3. Proper employment of specific equipment
4. Visual aids and text with work book/handouts.

REQUIREMENTS FOR SATISFACTORY COMPLETION OF COURSE

65% AVERAGE (D = 1.0)

GRADING PROCEDURE

- | | |
|---|------|
| 1. Major tests (Both practical and written) | 60 % |
| 2. Class participation and uniform | 10% |
| 3. Homework | 10% |
| 4. Practical participation | 10% |
| 5. Quizzes (Both practical and written) | 10% |

COMPREHENSIVE MEDICAL ASSISTING

Student Handout

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