



**COURSE NAME:** Administrative Medical Assisting

**COURSE NUMBER:** MED 111

**CREDITS:** 3

**CATALOG DESCRIPTION:** This course is an overview of the profession of medical assisting and its role in providing quality health care. The theory, practice and techniques of fundamental medical office management including administrative functions, office responsibilities, medical records management, electronic health records and professional communications will be emphasized.

**PREREQUISITES:** English 101 eligible

**HCC General Education Requirement Designated Competency Attribute Code(s):**

None

**Additional CSCU General Education Requirements for CSCU Transfer Degree Programs:**

None

**Embedded Competency(ies):**

None

**Discipline-Specific Attribute Code(s):**

SCI                      Science elective

**Course objectives:**

**General Education Goals and Outcomes:**

None

**Course Specific Objectives:**

**OTHER:**

- To prepare competent entry-level medical assistants in the cognitive (knowledge), psychomotor (skills), and affective (behavior) learning domains.
- To develop the administrative competencies necessary to be a competent medical assistant.

- To examine the roles and responsibilities of an administrative medical assistant in healthcare.
- To develop effective communication skills and respect for uniqueness and diversity.
- To apply ethical, logical, critical and analytical processes in identifying problems, alternative solutions and making informed decisions related to the healthcare environment

**The competencies of the 4 major content areas are included to explicitly state the requirements of accreditation and certification.**

With the satisfactory completion of this course, the student will be able to perform Entry Level Competencies as a Medical Assistant. This course includes the following competencies:

**1. Communications:**

**IV.1C** – Identify styles and types of verbal communication (X,T)

**IV.2C** - Identify non-verbal communication (X,T)

**IV.3C** - Recognize communication barriers (X,T)

**IV.4C** – Identify techniques for overcoming communication barriers (X,T)

**IV.5C** – Recognize the elements of oral communication using a sender-receiver process (X,T)

**IV.8C** – Recognize elements of fundamental writing skills (X,T)

**IV.9C** – Discuss applications of electronic technology in effective communication (X,T)

**IV.12C** – Organize technical information and summaries (X,T)

**IV.13C** – Identify the role of self -boundaries in the healthcare environment (X,T)

**IV.14C** – Recognize the role of patient advocacy in the practice of medical assisting (X,T)

**IV.15C** – Discuss the role of assertiveness in effective professional communication (X,T)

**IV-16C**-Differentiate between adaptive and non-adaptive coping mechanisms (X,T)

**IV.P2** – Report relevant information to others succinctly and accurately

- **IV- 11P**- Respond to non-verbal communications (C,X)
- **IV-1A**-Demonstrate empathy in communicating with patients, family and staff (C,X)

- **IV-4A**-Demonstrate awareness of the territorial boundaries of the person with whom communicating (C,X,T)
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- -Demonstrate knowledge of telephone techniques (C,X)
- **IV-4P**-Explain general office policies (C,X,T)
- **IV-10P**- Compose professional/business letters (C,X)
- **IV-12P**- Develop and maintain a current list of community resources related to patients healthcare needs (C,X,T,#)

## 2. Business Practices:

- **V-1C**-Discuss the pros and cons of different types of appointment systems (C,X,T)
- **V-4C**-Identify critical information required for scheduling patients and establish priorities (office policies and protocols) (C,C,T)
- **V-4C**-Identify systems for organizing medical records and various filing methods and the equipment needed (C,X,T,R)
- **V-3P**-Prepare a patient chart with all necessary forms and documentation (C,T)
- **V-1+2P**-Describe management of scheduling appointments for both in and outpatient procedures according to the patient's needs (C,X,T)
- **V-9P**-Use and maintain office equipment (fax, copier, scanner, postage meter, transcription machine) (C,X,T,R)
- **V-6P**-Compare and contrast manual and computerized office management systems for patient information storage and retrieval (C,X,T)
- **V-2A**-Discuss time management (C,X,T)
- **V-10P**-Discuss performance of office inventory (C,X,T)

## 3. Medical Law and Ethics:

- **IX-1C**-Discuss legal scope and issues of confidentiality as it applies to the practice for medical assistants (C,X,T)
- **IX-5C**-Discuss licensure and certification as it applies to healthcare providers (C,X,T)
- **IX-3C**-Discuss implications of HIPAA and Red Flag Law for the medical assistant in various medical settings (C,X,T)
- **IX-10C**-Discuss the impact on medical assistant's practice for the following: negligence, malpractice, statute of limitations, Good Samaritan Act, living will/advance directives, and medical durable power of attorney (C,X,T)
- **IX-13C**-Discuss all levels of governmental (local, state and federal) legislation and regulations as they apply to the medical assistant's practice (C,X,T)
- **IX-14C**-Describe the process to follow if an error is made in patient care(C,X,T)
- **X-1P**-Describe where to report illegal and/or unsafe activities and behaviors that affect health, safety and welfare of others(C,X,T)
- **X-2A**-Discuss impact personal ethics and morals may have on an individual's practice (C,X,T)

#### 4. Safety and Emergency Practices:

- **XI-7P**-Discuss potential roles of the medical assistant in emergency preparedness (C,X,T)
- **XI-1C**-Identify personal protective equipment (C,X,T)
- **XI-2+3P**-Identify safety techniques used to prevent accidents and maintain a safe work environment including knowledge of MSDS ( material safety data sheets) and hazardous materials disposal (C,X,T)
- **XI-8P**-Discuss principles of fire safety and prevention. (C,X,T)
- **XI-7C+7P**-Develop and explain a safety plan for evacuation in the healthcare setting (C,X,T,+)
- **XI-10C**-Discuss principles of body mechanics and ergonomics (C,X,T,+)
- **XI-12P**-Identify current list of community resources for emergency preparedness (C,X,T)
- **XI-1A**-Recognize the effects of stress on all persons involved in emergency situations (C,X,T,+)
- **XI-2A**-Demonstrate self-awareness in responding to emergency situations (C,X,T,+)

Taken from the 2008 *Standards and Guidelines for the Medical Assisting Educational Programs*

#### Types of Assessments meeting Core Competencies

- (C) Competencies
- (X) Textbook- LearnSmart- online exercises
- (T) Quiz, Test, Exam
- (R) Report
- (+) Waiting Room Design and Report
- (#) Community Resource List

**Students must pass ALL (100%) of the psychomotor and affective domain competencies taught in this course prior to the date of the final exam. These competencies must EACH INDIVIDUALLY be passed with a grade of 85% or better in order to pass the course, complete the program and graduate. If this standard is not met the student will not pass the course and will have to repeat the entire course to graduate.**

#### COURSE CONTENT:

##### Unit One

##### Medical Assisting as a Career

- 1 Introduction to Medical Assisting
- 2 Healthcare & the Healthcare Team
- 3 Professionalism & Success
- 4 Interpersonal Communication
- 5 Legal & Ethical Issues

## **Unit Two**

### **Safety & the Environment**

6	Basic Safety
7	Patient Reception
8	Office Equipment
10	Written & Electronic Documents
11	Medical Records & Documentation

## **Unit Three**

### **Communication**

13	Telephone Techniques
15	Managing Medical Records
16	Schedule Management
14	Patient Education – Community Resources

**Grading Policy:** The semester grade will be assessed by the following means:

Homework (LearnSmart)	10%
Assessments (Pretests & Quizzes)	20%
Assignments (Medical Record Activities)	20%
Unit Tests and Midterm	20%
Discussion Forum	10%
Final Exam	20%

### **1. Grading Policy for all cognitive domain objectives/competencies**

The semester grade will be determined as indicated on individual course syllabi. Cognitive domain will be assessed by a variety of assignments, homework, projects, quizzes, and tests.

A final average grade of 74 or higher is required for successful completion of the course.

### **2. Grading Policy for all psychomotor and affective domain objectives/competencies**

The semester grade will be determined as indicated on the individual course syllabi.

Students must pass all psychomotor and affective domain competency validations with a score of 85% or higher.

*With permission of Jane O'Grady at NWCC.*

Date Course Created: 3/2017

Date of Last Revision: 03/31/2017