

**SYLLABUS**

**FOR**

**BASIC MEDICAL ASSISTANT**

8/14

**Total Hours**

919 hours

**Basic Medical Assistant Career Major Description**

The objective of this program is to train students to become clinical/administrative medical assistants who are capable of passing the competency exam given by the National Health Career Association. This is a comprehensive course designed to acquaint the student with all aspects of the medical assisting profession, both administrative and clinical, from the general to the specific, and covers key concepts, skills, and tasks required of the medical assistant practitioner.

After completing the Core Curriculum Courses including: [Health Careers Core Curriculum,](http://www.okcareertech.org/okcareerclusters/releases/2008/10/20081001/courses/d68323ef11d4296ee1667d7400ecb5ab.html) [Core Medical Terminology,](http://www.okcareertech.org/okcareerclusters/releases/2008/10/20081001/courses/18cd6a4067cf70970f66ae6745e2592b.html) [Anatomy and Physiology,](http://www.okcareertech.org/okcareerclusters/releases/2008/10/20081001/courses/f53c8ffaa5a2b4f14c69588ba5e37592.html) and [Core Healthcare Provider CPR and First Aid the course sequence is as follows:](http://www.okcareertech.org/okcareerclusters/releases/2008/10/20081001/courses/0ea269ebfc6a4123df1bf288f0f24251.html)

**Course Title**

*Introduction to Medical Assisting*

**Course Hours**

30 Hours

**Course Description**

This course will include a brief history of medicine. The student should be able to identify key founders of medical science. Desirable characteristics of a medical assistant, benefits of credential testing, and participation in professional organizations are covered. Medical ethics, biomedical issues, law, communication skills, and patient education are also included.

**Knowledge & Skills**

Medical and Medical Assisting  
  
1. Outline brief history of medicine.  
2. Identify the key founders of medical science.  
3. Explain the four pathways of education for medical assistants.  
4. List the duties of a medical assistant.  
5. Describe the desired characteristics of a medical assistant.  
6. List the benefits of certification.  
7. List the benefits of a membership in a professional organization.  
8. Identify members of the health care team.  
9. List settings in which medical assistants may be employed.  
  
Medical Ethics and Bioethical Issues  
  
1. Differentiate between legal issues and ethical issues.  
2. Describe the difference between medical ethics and bioethics.  
3. List the seven American Medical Association principles of ethics.  
4. List the ethical principles stated by the American Medical Association of medical assistants.  
5. Describe the steps used to resolve an ethical dilemma.  
  
Medicine and the Law  
  
1. Identify the two branches of the American legal system.  
2. Identify reasons for the escalation of medical malpractice cases.  
3. Describe the difference between implied and expressed contracts.  
4. List four items that must be included in a contract termination or withdrawal letter.  
5. List six items that must be included in an informed consent form.  
6. Explain who may sign consent forms.  
7. List five incidents that must be reported to specified authorities.  
8. Describe the purpose of the Self-Determination Act.  
9. Give four examples of intentional torts.  
10. Describe the four elements that must be proven in a medical-legal suit.  
11. Describe four possible defenses against litigation for the medical professional.  
12. Explain the theory of respondent superior or law of agency and how it applies to the medical assistant.  
13. List ways that a medical assistant can assist in the prevention of a medical malpractice suit.  
  
Fundamental Communication Skills  
  
1. List two major forms of communication.  
2. Explain how various components of communication can affect the meaning of verbal messages.  
3. Define active listening.  
4. List and describe interviewing techniques.  
5. Give an example of how cultural differences may affect communication.  
6. Discuss how to handle communication problems caused by language barriers.  
7. List special communication challenges and how to handle them.  
8. Explain how stereotyping and biased opinions can affect patient care.  
9. Give two ways to establish positive patient relationships.  
10. Explain what is meant by professional distance.  
11. Explain what causes grief and how you can support a grieving patient.  
  
Patient Education  
  
1. Identify & define vocabulary.  
2. Explain the medical assistant's role in patient education. Define steps in the patient education process.  
3. Describe what is necessary before learning can be accomplished. Explain Maslow's hierarchy of human needs.  
4. List the benefits of a membership in a professional organization.  
5. Identify members of the health care team.  
6. List settings in which medical assistants may be employed.  
Patient and Health Factors  
  
1. List factors that play important roles in patient health.  
2. Identify the components of a healthy diet.  
3. Describe how to perform range-of-motion exercises.  
4. Discuss the difference between positive and negative stress.  
5. List and explain relaxation techniques.  
6. Identify commonly abused substances.  
7. Explain the kinds of information that should be included in patient teaching about medication therapy.

**Course Title**

*Pharmacology for Medical Assistants*

**Course Hours**

60 Hours

**Course Description**

The student will identify sources, schedules and classes of drugs. They will identify and interpret actions of drugs commonly used in a physician’s office, accurately calculate drug dosage, and identify appropriate administration routes. The student will follow the written, verbal, or standing physician orders and properly prepare and administer medications using aseptic technique as required.

**Knowledge & Skills**

1. Perform basic mathematical calculations that are commonly used in unit conversion and dosage calculation.  
2. Convert from the English system to the Metric system and be able to use the Metric system of weights and measures accurately.  
3. Demonstrate correct dosage calculation and proper medication administration.  
4. Describe the basic principles of pharmacology, including the parts of a prescription, drug regulations, and legal classifications.  
5. Identify the parts of a prescription and explain its purpose.  
6. Demonstrate proper administration of medications (liquid and tablet) through the oral portal of entry.  
7. Demonstrate proper administration of medication through the subcutaneous portal of entry.  
8. Demonstrate proper administration of medication through the intramuscular portal of entry.  
9. Demonstrate proper administration of medication through the Z-track portal of entry.  
10. Demonstrate proper administration of medication through the IV-push portal of entry.  
11. Demonstrate proper administration of medication through the eye drop portal of entry.  
12. Demonstrate proper administration of medication through the ear drop portal of entry.  
13. Demonstrate proper administration of medication through the nasal drops portal of entry.  
14. Demonstrate proper administration of oxygen through the nasocannula and mask portals of entry.  
15. List the major drug classifications for an example drug and its general indication.  
16. Describe the major vitamins and minerals and their general function in the body.  
17. Identify the emergency drugs commonly used in a doctor’s office.  
18. Identify the common drug classifications and an example drug in each category.  
19. Identify the thirty-five most prescribed drugs in a physician’s office.

**Course Title**

*Introduction to Medical Office Clinical Procedures (Part 1)*

**Course Hours**

60 Hours

**Course Description**

This course is designed to introduce, prepare, and ensure student competency in clinical skills required at an entry level position for a medical assistant. Students learn to obtain patient histories and vital signs, assist with minor office procedures, patient assessment and education along with various other techniques involving assisting a physician within the parameters of a medical office.

**Knowledge & Skills**

1. Assess, interview, and obtain patient medical history.  
2. Obtain, measure, and document patient anthropometric measurement and vital signs.  
3. Identify and assemble supplies needed for routine physical examination.  
4. Assist physician during physical examination.  
5. Identify medical instruments.  
6. Assemble instruments for special procedures.  
7. Assist in the implementation of procedures as directed by physician.  
9. Demonstrate written and verbal ability to establish and deliver appropriate patient education.  
10. Discuss nutrition and exercise program with a variety of patients.  
11. Explain how to perform monthly self breast exams and testicular

**Course Title**

*Introduction to the Medical Office Clinical Procedures (Part II)*

**Course Hours**

60 Hours

**Course Description**

This course is designed to introduce, prepare and ensure student competency in clinical skills required at an entry level position for a medical assistant. Students learn aseptic techniques, minor office procedures, basic diagnostic testing techniques, phlebotomy, patient assessment techniques and applications, along with various other techniques involving assisting a physician within the parameters of a medical office.

**Knowledge & Skills**

1. Apply techniques and infection control methods.  
2. Apply surgical aseptic techniques during minor surgical procedure done in the medical office.  
3. Identify and use medical equipment most commonly used in the physician's office laboratory.  
4. Perform diagnostic testing on collected urine.  
5. Demonstrate procedures performed by the medical assistant in the medical lab setting.  
6. Identify and demonstrate the various patient positions used during the following diagnostic tests:  
-CT Scans  
-Nuclear Medicine  
-MRI  
-PET  
-Ultrasound  
7. Perform the following phlebotomy skills:  
-Venipuncture using the evacuated tube  
-Syringe and butterfly method  
-Heel sticks  
-Finger sticks  
-CBC  
-H/H  
-Microhematocrit  
-Capillary blood specimen  
8. Perform an EKG procedure.  
9. Identify the important parts of the microscope.  
10. Use and properly care for the microscope.

**Course Title**

*Medical Office Laboratory Procedures*

**Course Hours**

55 Hours

**Course Description**

Students receive and overview of patient preparation, collection, handling, quality control and transporting of specimens for the most common CLIA (Clinical Laboratory Improvement Amendments) waived laboratory tests performed in a doctor's office. Furthermore, students demonstrate how to complete medical laboratory request forms and laboratory/pathology reports.

**Knowledge & Skills**

1. Identify proper medical office lab documentation and reports.  
2. Explain laboratory safety procedures for the physician’s office clinic.  
3. Identify safety techniques that can be used to prevent accidents and maintain a safe work environment.   
4. Describe the importance of Materials Safety Data Sheets (MSDS) in a physician’s office.   
5. Discuss requirements for responding to hazardous material clean up and disposal.  
6. Evaluate the laboratory environment to identify safe vs. unsafe working conditions.  
7. Prepare the patient, perform venipuncture, label, provide proper storage, and deliver the blood specimen.  
8. Demonstrate hematology tests following safety and quality control guidelines to protect yourself and others.  
9. Demonstrate quality control measures for lab tests to ensure the accuracy of a high quality specimen.  
10. Follow all safety guidelines when handling specimens, follow test manufacturer or laboratory procedures.  
11. Collect and process specimens according to the guidelines set forth by the CLIA (Clinical Laboratory Improvement Amendments).  
12. Properly perform the CLIA waved tests for the following body systems: Urinary, Respiratory, Gastrointestinal, Microbiological and Hematological.   
13. Demonstrate the proper use of a microscope.  
14. Demonstrate the proper collection and transportation of lab specimens.

**Course Title**

*Medical Insurance & Coding*

**Course Hours**

54 Hours

**Course Description**

This course covers information necessary to understand medical insurance form preparation and coding as used in a medical clinical office. Students demonstrate an understanding of the legal issues of insurance claims, procedural & diagnostic coding, delinquent claims, problem solving, managed care systems, proper form preparation and several major types of medical forms.

**Knowledge & Skills**

1. Explain the qualifications and skills of a person trained as an insurance billing specialist.  
2. Explain the important federal, state, and private health insurance plans.  
3. Explain the purpose of medical insurance coding for professional services.  
4. Discuss the importance for coding properly the diagnosis of a physician.  
5. Identify the specific volumes of the International Classification of Diseases as they apply to medical practices.  
6. Apply the five basic steps used to code diagnosis.  
7. Explain the guidelines and conventions used in ICD-9-CM.  
8. Recognize the various applications of numeric codes, V codes, and E codes.  
9. Explain the guidelines and conventions used in CPT-4.  
10. Identify CPT-4 codes and explain their application to a medical office.  
11. Locate and use the various appendices of CPT-4.  
12. Define what is covered in the Medicare benefit program.  
13. Define the two parts of the Medicare system.  
14. Describe the types of providers in the Medicare system.  
15. Compile from a patient chart the proper data to complete a CMS-1500 claim form.  
16. Discuss the similarities and differences between manual and electronic claim submission.  
17. Explain several claim management techniques that will help eliminate medical insurance claims problems.  
18. Explain the purpose and function of prepaid health plans as they apply to the proper insurance form preparation.  
19. Discuss the features of Blue Cross and Blue Shield plans as they apply to the proper insurance form preparation.  
20. Discuss the benefits of Medicaid as it applies to proper insurance form preparation.  
21. Explain the benefits of Medicare as it applies to the proper insurance form preparation.  
22. Explain the benefits of Champus, Champa, and Tricare as it applies to the roper insurance form preparation.  
23. Explain worker’s compensation as it relates to proper insurance form preparation.  
24. Explain the benefits and exclusions for individual and group disability income insurance as it pertains to insurance forms preparation.

**Course Title**

*Medical Law & Ethics*

**Course Hours**

30 Hours

**Course Description**

This course covers information necessary to understand the legal and ethical standards of the medical assisting practice. Students will demonstrate a knowledge of ethical issues, contracts, healthcare worker liability, medical litigation, drug regulations, discrimination issues, OSHA rules, bioethical issues, medical records, acceptable fees and laws that may affect the health care professional. Emphasis is placed upon the settings that employ medical assistants.

**Knowledge & Skills**

-Distinguish between law, ethics and etiquette.  
-Recognize the importance of professional codes of ethics and patients' rights.  
-Describe the allied health careers and define licensure, certification and registration.  
-Describe the requirements physicians follow to become licensed and ways they may lose their license.  
-Identify four types of business arrangements appropriate to a physician's office.  
-Describe each of the three branches of government set forth by the United States Constitution.  
-Identify four administrative agencies that enforce regulations applicable to the medical office employee.  
-Discuss the contractual rights and responsibilities of both physicians and patients.  
-Relate how the law of agency and the doctrine of respondeat superior apply to the medical assistant in forming contracts.  
-Identify the areas of general liability a physician/employer is responsible for.  
-Discuss the defense of a professional liability suit.  
-Relate how the commandments for physicians' malpractice prevention apply to medical assistants.  
-Explain the importance of proper documentation in medical records and the necessary entries in a medical record for legal protection.  
-Describe the purpose of obtaining the patient's consent for release of medical information.  
-State the vital events for which statistics are collected by the government and discuss specifically the federal drug regulations.  
-Explain the purpose of the public health statutes.  
-Discuss the federal laws that protect employees with an emphasis on sexual discrimination.  
-Identify the standards mandated by OSHA and the CDC.  
-Discuss the history of medical ethics and explain why bioethical issues need to be addressed in a Code of Ethics.  
-Explain ethical responsibilities dealing with various communication media and confidentiality.  
-Demonstrate knowledge of ethical guidelines concerning medical records and acceptable fees.

**Course Title**

*Medical Assisting Clinical Experience*

**Course Hours**

165 Hours

**Course Description**

In this course, students apply the knowledge and skills acquired in previous medical assistant courses to the clinical site. Externship assignments are scheduled to provide students with adjunct faculty and supervised experience in performing the skills and competencies of a medical assistant in a physician’s office. Students will accept accountability and responsibility for their own behavior while in the learning environment and will practice within the clinical and legal framework of the profession of medical assistant.

**Knowledge & Skills**

1. Demonstrate professionalism in manner and image.  
2. Apply ethical standards and be respectful of the patient's rights.  
3. Exhibit an ability to get along with staff in the externship and be able to show courtesy and willingness to share the workload.  
4. Maintain confidentiality of verbal, written, and electronically-generated information.  
5. Respond positively to supervision and guidance.  
6. Exhibit effective verbal and nonverbal communication.  
7. Demonstrate the use of grammatically correct written and verbal communication.  
8. Perform administrative duties needed for effective office management and patient coordination.  
9. Perform administrative duties needed for legal and financial management of the practice.  
10.Provide information related to methods of health promotion and disease prevention.  
11.Apply fundamental principles of aseptic techniques and infection control complying with quality assurance practices.  
12.Prepare and maintain fundamental principles in coordination of patient care.  
13.Demonstrate proficiency of the required clinical procedures listed in the competency profile.  
14. Recognize and respond to emergencies.  
15. Comply with HIPPA guidelines.

**Instructional Procedures**

This course consists of a self-paced curriculum using the listed curriculum resources as a guide moving sequentially through the texts. Complete and turn in chapter workbook questions and take chapter tests on ExamView. Upon completion of each chapter the student is required to practice lab skills until clinical skills are at competency level prior to progressing to the next section. The instructor will periodically counsel with the student concerning progression through the course.

**Curriculum Resources**

The Medical Assistant: An Applied Learning Approach, 12th ed. 2014, Adams and Proctor, Elsevier.

**Evaluation**

For the purpose of evaluations, points will be earned in the following areas; weighted by

percentages shown:

A. Attendance/Work Ethic 25% of overall grade

B. Written assignments 15%

C. Quizzes 20%

D. Projects/presentations 15%

E. Tests 25%

**Students will be required to maintain 90% class attendance for the preceding 9 week session to be eligible for clinical assignment. In addition, 90% clinical attendance must be maintained for a passing clinical evaluation.**

Clinical skills must be completed at competency level prior to progressing to the next section.

Clinical evaluations will be entered as a test grade for each occupational area.

Final grades will be assigned on the following scale:

90-100%=A Incomplete = I

80-89%=B No Grade = NG

70-79%=C Withdraw Passing = W/P

60-69%=D Withdraw Failing = W/F

Students will be kept informed of their grades and notified when examinations are scheduled. Quizzes will be unannounced. Students are encouraged to make an appointment with the instructor (before or after class, during break times and/or during lunch break) if he/she does not understand or disagrees with the grade earned. The rationale for scheduling an appointment is so the student and instructor may have a one-on-one discussion without unnecessary interruptions. The instructor will critique tests and student assignments in a classroom setting.

**CLINICAL MEDICAL ASSISTANT**

**SKILLS STANDARDS**

**Display Professionalism**

**CODE TASK F/C**

A.01 Project a positive attitude

• Anticipate and respond to the needs of others

• Display a sincere interest in providing appropriate information

• Enforce positive perceptions and overcome negative perceptions

• Act as a role model for holistic health

• Display a professional image and dress

• Business dress, posture, personal habits, gestures

• Hygiene (hair, cleanliness, make-up)

• Etiquette (table manners, gum, handshakes, introductions, etc.)

A.02 Demonstrate ethical behavior

A.03 Practice within the scope of education, training and personal capabilities

• Determine personal capabilities and performance limitations

• Recognize and function within personal limitations

A.04 Maintain Confidentiality

• Maintain confidentiality of verbal, written, and computer information

A.05 Work as a team member

• Display awareness of own and other team members’ responsibilities

(physicians, other office staff)

• Interact with others in a supportive manner

• Practice the techniques of successful group dynamics and team building

• Knowledge of work process (how to recognize what and why other staff

need information)

A.06 Conduct oneself in a courteous and diplomatic manner

• Interact with others in a polite, cordial manner

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• Abide by geographic and cultural customs of courtesy

• Use communication techniques such as non-aggressive language and

active listening

A.07 Adapt to change

• Assess the type of conflict that is occurring

• Confront the issues and people involved to resolve the conflict

• Apply problem solving skills to:

• Prioritize needs

• Adapt schedules

• Reassign duties

• Modify activities

• Revise procedures

A.08 Show initiative and responsibility

• Attend work regularly and arrive on time

• Perform tasks properly, completely, and accurately

• Accept responsibility for own actions; admit errors and assist in

corrections

• Recognize the work to be done and offer assistance

• Volunteer for additional duties as time allows

• Set and achieve self-development goals

• Educational needs

• Professional goals

• Personal goals

• Recognize community organizations

A.09 Promote the Profession

• Maintain and encourage professional membership at the local, state,

and national level (American Association of Medical Assistants,

Professional Secretaries International, Vocational Student Organizations)

• Participate in professional meetings, seminars, workshops, and

community events

• Attendance

• Sponsorship

• Presentations

• Project the concept of the professional medical assistant

A.10 Apply critical thinking skills to workplace situations

• Utilize quality performance processes

• Utilize tools to analyze information

• Basic statistical concepts and analysis, create charts, histograms,

flow charts, quality tools

A.11 Manage stress

• Identify factors that cause stress

• In-house and outside resources

• Basic ways to reduce stress (diet, exercise)

• Separating home and work stress

**DUTY B: Apply Communication Skills**

**CODE TASK F/C**

B.01 Listen and observe

• Use listening and understanding techniques to determine key ideas for

each of the following

• Patients

• Family members

• Team members

• Business Contacts

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• Observe to identify needs of others

B.02 Treat all patients with empathy and impartiality

• Display empathic behavior in patient relationships

• Identify verbal and nonverbal cues that express feelings, emotions,

and needs

• Interact with patients in such a manner as to encourage them to

express feelings, emotions, and needs

• Display impartial behavior

• Identify personal bias and prejudice

• Recognize and respond appropriately to cultural differences

B.03 Adapt communication to individual’s abilities to understand

• Identify patients with special needs

• Use appropriate responses to communicate with patients with special

needs

B.04 Recognize and respond to verbal and nonverbal communication

• Select appropriate response to verbal messages

• Select appropriate response to nonverbal messages by

• Giving support through positive body language

• Exhibiting active listening skills

• Overcoming obstacles to nonverbal communication

B.05 Serve as liaison between physician and others

• Identify the professional roles of allied health care providers

• Recognize professional licensure/certification credentials

• Respond in professional situations in a manner that enhances the

stature of the physician/employer

B.06 Evaluate understanding of communication

• Determine if the receiver understood intent and content of the

communications by:

• Practicing active listening

• Paraphrasing statements

• Questioning for clear interpretation

• Observing responses

B.07 Receive, organize, prioritize, and transmit information

• In person

• By mail

• By Fax

• By telephone

• By memo

• By computer (i.e., electronic mail, Internet)

• Utilize appropriate confidentiality release and transmittal procedures

(including HIPPA Privacy Rule)

• Organize and prioritize incoming information

B.08 Use proper telephone technique

• Project positive telephone image

• Handle incoming telephone calls as follows:

• Receive incoming calls

• Screen incoming calls

• Transfer incoming calls when indicated

• Manage multiple incoming calls

• Utilize telephone log or computerized system

• Handle the following telephone calls:

• Appointments for patients

• Inquiries about bills

• Requests about fees

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• Requests for insurance assistance

• Receiving X-ray or lab reports

• Satisfactory progress reports from patients or family members

• Routine reports from hospitals and other sources

• Office administration matters

• Requests for referrals

• Handle telephone calls involving special problems

• Unidentified callers

• Angry callers

• Calls from family and friends

• Callers who will not end the call

• Handle telephone calls involving medical emergencies

• Record and deliver accurate telephone message

• Organize and place outgoing telephone calls

• Local

• Long distance

• Conference

• Utilize special features, if available

• Identify factors that relate to a global business environment

• Time zones

• Mailing

• International dialing codes

• Use telephone directories

• Directory—types and organization

• Telephone assistance and information

• Company directory maintenance

B.09 Interview effectively

• Patient by telephone

• Patient in office

• Family member by telephone

• Family member in office

• Supplier/pharmaceutical representative

B.10 Use medical terminology appropriately

• Build and define medical terms

• Select and use appropriate terminology in the following:

• Transcription

• Reports

• Records and documents

• Patient education

• Correspondence

• Utilize technical references to verify accuracy

• Spelling

B.11 Compose written communication using correct grammar, spelling, and format

• Select and use appropriate format for written communication

• Use reference materials

• Dictionary

• Thesaurus

• Secretarial reference manuals

• Gregg’s Reference Manual

• Software/hardware documentation

• Microsoft Office Spell Check

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**DUTY C: Perform Clinical Duties**

**CODE TASK F/C**

C.01 Apply principles of aseptic technique

• Apply principles of aseptic technique

• Perform medical aseptic procedures

• Handwashing

• Sanitize instruments

• Chemical disinfection of articles

• Work environment

• Perform surgical aseptic procedures

• Wrap and autoclave an article

• Perform a surgical scrub

• Utilize transfer forceps

• Open a sterile pack

• Set up a sterile tray

• Apply and remove sterile gloves

• Perform a sterile dressing change

• Assist with minor office surgery

• Remove sutures

C.02 Apply principles of infection control

• Orientation and documentation of blood-borne pathogens

• Process all specimens in a manner that eliminates or reduces the

transmission of disease

• Maintain an environment that eliminates or reduces transmission of

disease

• Dispose of specimens and equipment in accordance with federal, state,

and local guidelines (CDC, OSHA)

C.03 Take vital signs

• Body temperature

• Take and record oral temperature

• Take and record axillary temperature

• Take and record rectal temperature

• Pulse

• Take and record radial pulse

• Take and record apical pulse

• Respiration

• Take and record respiration

• Blood pressure

• Take and record blood pressure

C.04 Recognize emergencies

• Distinguish between emergency and non-emergency situations

• Apply assessment techniques to:

• Perform telephone assessment

• Perform visual assessment

• Prepare for an emergency

C.05 Perform first-aid and CPR

• Administer first-aid

• Control bleeding

• Apply bandages

• Treat for shock

• Immobilize fractures

• Treat syncope

• Treat central nervous system injuries and disorders

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• Treat seizures

• Treat for poisoning

• Treat for burns

• Treat diabetic emergencies

• Administer CPR

• Remove airway obstructions

• Administer artificial ventilation

• Administer chest compressions

• Perform abdominal thrust on a conscious adult, child, or infant

when choking

C.06 Prepare and maintain examination and treatment area

• Ensure cleanliness

• Check equipment for proper working order and safety

• Assemble equipment for examination/treatment

• Remove used items from examination/treatment room

• Restock supplies in examination/treatment area

• Observe safety precautions

C.07 Interview and take patient history

• Complete a patient history

• Interview the patient to obtain patient history data

• Record patient history

C.08 Prepare patients for procedures

• Instruct patients in preparation for examinations and procedures

• Routine physical exams

• Specialty exams

• Position and drape patient in the following positions:

• Horizontal recumbent

• Dorsal recumbent

• Sim’s

• Knee-chest

• Dorsal lithotomy

• Prepare and/or secure patient’s written consent as required

• Instruct and inform patients in preparation for procedures and

examinations

• Apply principles of radiation safety if assisting with radiographic

procedures

• Wear dosimetry badge

• Protect patient from undue exposure

• Provide post-procedure instructions

C.09 Assist physician with examinations and treatments

• Explain procedures to patient

• Prepare supplies for procedures and treatments

• Assist physician with examinations and treatments

• Anticipate needs of physician

• Chart procedures

• Provide patient with instructions

• Clean examination/treatment room

C.10 Use quality control

• Use quality control principles during:

• Patient preparation

• Specimen collection and handling

• Reagent management

• Instrument calibration

• Laboratory testing

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• Diagnostic testing

• Prepare/maintain quality control log book

• Record quality control data

• Maintain records of quality control data

C.11 Collect and process specimens

• Complete a laboratory request form

• Instruct patient in specimen collection

• Prepare equipment/supplies for collection

• Collect and label biological specimen

• Blood

• Venipuncture

• Capillary puncture

• Urine

• Clean catch

• Timed

• Random

• Midstream

• Stool

• Sputum

• Throat culture

• Vaginal

• Process specimens after collection

• Prepare/fix specimen for examination

• Deliver specimens for laboratory testing

• Dispose of specimens and collection equipment

C.12 Perform selected tests that assist with diagnosis and treatment

• Perform a routine urinalysis and record results

• Physical

• Chemical

• Microscopic

• Perform hematologic tests and record results

• Hematocrit

• Hemoglobin

• Erythrocyte sedimentation rate

• Blood cell counts

• RBC

• WBC

• Platelet count

• Differential white blood cell count

• Perform blood chemistry testing and record results

• Glucose (FBS, GTT)

• BUN

• Cholesterol

• Triglycerides

C.13 Perform immunological tests and record results

• Mono tests

• Strep screen

• Rh factor

• Pregnancy tests

• Allergy scratch tests

C.14 Perform microbiological tests and record results

• Streptococcal testing

• Urine culture

• Wound culture

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• Vaginal cultures

• Gram staining

• Sensitivity testing

• Sputum culture

C.15 Perform tuberculosis screen and record results

• Tine

• Mantoux

C.16 Run an electrocardiogram and record results

• 12-lead

• rhythm strip

C.17 Perform vision testing and record results

• Distance visual acuity

• Near visual acuity

• Color blindness

C.18 Screen and follow up patient test results

• Alert physician/supervisor of abnormal test results

• Upon physician’s orders:

• Discuss test results with patient

• Instruct patient on diet modification

• Instruct patient on drug dosage modification

• Schedule patient for:

• Hospitalization

• Surgery

• Return office visit

• Other physicians

• Physical therapy

• Other treatments

C.19 Prepare and administer medications as directed by physician

• Select the proper medication to administer

• Calculate a drug dosage

• Prepare the medication

• Transfer oral medication to medicine cup

• Reconstitute a powdered drug

• Withdraw parenteral medication for an ampule

• Withdraw parenteral medication from a vial

• Prepare a unit-dose cartridge syringe

• Administer medication and record the procedure

• Oral solid medication

• Oral liquid medication

• Intradermal injection

• Subcutaneous injection

• Intramuscular injection

• Topical medication

• Eye drops

• Ear drops

C.20 Maintain medication records

• Record medication given

• Write a prescription for physician signature

• Maintain a controlled substance log book

C.21 Utilize proper body mechanics

C.22 Apply basic math to medically related problems

• Patient weight

• Add, subtract, multiply, divide.

• Compute cost of supplies used (student used 4 foley catheters and they

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cost X each – so compute patient charges)

• Inventory/supply problem (Suzanne knows of problem-in Keir Med Asst

test)

• Compute cost of day in a health care facility

C.23 Interpret diagrams, charts, graphs, and tables

• Table of conversions

• Temperature or weight graphs

• X/y growth charts

• Rule of nines

• Household-metric-apothecary equivalents (table).

C.24 Convert household, apothecary and metric measures

C.25 Use formulas and equations to solve health-related math problems.

• Metric to U.S. and U.S. to metric; ratio and proportions

• Solving for X (prep for dosage calculations)

C.26 Transfer and transport patients with or without assistive devices using proper

body mechanics

• Operate wheelchair

• Assist clients/patients with ambulation. (crutches, canes, walkers, and

gait belts)

• Provide transfer assistance to patients/clients

• Wheelchair, chair, bedside commode, stretcher, bed

**DUTY D: Apply Legal, Ethical, and Confidentiality Concepts**

**CODE TASK F/C**

D.01 Document accurately

• Accurately document medical information

• Appropriately correct medical information entries

D.02 Determine needs for documentation and reporting

• Identify sources of information for medicolegal documentation

requirements in given locality

• Observe local, state, and federal guidelines for statutory reports

• Abide by reporting/documentation procedures for DEA

• Fulfill IRS guidelines for reports and documentation

• Obtain employment guidelines from appropriate agency and comply

• Document medical records and complete incident report promptly for all

personal injury occurrences

• Comply with workers’ compensation reporting requirements

• Document all activity related to patient care in the medical record

D.03 Use appropriate guidelines when releasing records or information

• Protect privacy and confidentiality of patient health information

• Release information in accordance with federal and state regulations

• Basic right to privacy

• Drug and alcohol rehabilitation records

• Public health and welfare disclosures

• Rights of minors

• HIV-related issues

• Subpoena duces tecum/depositions/court orders

• Release information in response to written patient authorization

• Honor a patient request to rescind an authorization to release

information

D.04 Follow established policy in initiating, withdrawing, withholding, or terminating

medical treatment

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• Health care provider/physician/patient contract (offer, acceptance,

consideration)

• Knowledge of the elements to be included in a letter of withdrawal

• Certified mail and return receipt

• Advance directives/Do Not Resuscitate

• Organ donations

D.05 Dispose of controlled substances in compliance with government regulations

• Identify controlled substances and their schedules

• Comply with DEA regulations

D.06 Maintain licenses and accreditation

D.07 Monitor legislation related to current health care and practice

D.08 Perform within ethical boundaries

• Apply ethical standards in the workplace

• Respect patient rights

• Recognize practices which involve bioethical issues

**DUTY E: Provide Patient Instruction**

**CODE TASK F/C**

E.01 Orient patients of office policies and procedures

• Provide maps or verbal instructions on location

• Introduce office personnel

• Provide written and verbal information on office policies

• Answer questions within scope of training and education

• Use patient education systems and literature

E.02 Instruct patients with special needs

• Instruct and demonstrate routine procedures for monitoring body

functions

• Instruct and demonstrate safety procedures for home medical

equipment

• Demonstrate care, use, and special equipment to patient

• Crutches

• Walker

• Cane

• Wheelchair

• Hearing aids

• Braces

• Splints

• Casts

• Slings

• Prosthetic appliances

• Provide written and verbal instructions on chronic disease conditions, as

instructed by the physician

E.03 Teach patients methods of health promotion and disease prevention

• Provide verbal and written information about routine physical

examinations and laboratory testing

E.04 Provide verbal and written information

• Nutrition and diet therapy

• Exercise and weight control

• Hygiene

• Sexually transmitted/communicable diseases and preventive measures

• Family planning

• Smoking cessation

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• Alcohol/drug prevention and treatment

• Instruct and assist patients with performance of self breast examinations

• Refer patients to outside resources as instructed by the physician

E.05 Orient and train personnel

• Introduce office staff

• Orientation to facility

• Assisting in the completion of personnel documents

• Distribute job descriptions

• Assign work schedule

• Make daily work assignments

• Demonstrate use of procedure manuals for the office

• Demonstrate use of policy manuals for the office

• Demonstrate use of office equipment

• Provide information on CDC Universal precautions, OSHA and CLIA,

HIPPA, and American Disabilities Act regulation

• Emergency preparedness plan