

PALOMAR COLLEGE
COURSE OUTLINE OF RECORD FOR
DEGREE CREDIT COURSE

_____ Transfer Course x A.A. Degree applicable course
(check all that apply)

COURSE NUMBER AND TITLE: Medical Assisting 50 – Introduction to Medical Assisting

UNIT VALUE: 3

MINIMUM NUMBER OF SEMESTER HOURS: 48 (three hours of lecture)

BASIC SKILLS REQUIREMENTS: None

ENTRANCE REQUIREMENTS

PREREQUISITE: None

COREQUISITE: None

RECOMMENDED PREPARATION: None

SCOPE OF COURSE:

History and development of the medical profession and its specialties. Roles and functions of the medical assistant and medical assisting organizations. Principles of interpersonal relationships, professional attitudes, medical ethics and law. Reception and scheduling of patients.

SPECIFIC COURSE OBJECTIVES:

Students will be able to

1. List the skills and personal assets of a medical assistant;
2. Describe specific administrative and clinical duties;
3. State the goals of the professional organizations of medical assistants;
4. Explain the various ways of becoming a certified medical assistant;
5. Identify important historical figures and their contributions to medical science;
6. Define medical ethics;
7. Recognize ethical and unethical behaviors of health personnel;
8. Apply the codes of ethics of the American Medical association and the American Association of Medical Assistants to specific cases;
9. Summarize the medical practice acts and the medical assistants' responsibilities to the physicians;
10. Demonstrate knowledge of medical jurisprudence;
11. Recognize the physicians' civic duties and the medical assistants' as outlined by the Judicial Counsel of the A.M.A.;
12. Demonstrate skills in receiving patients, making appointments, and telephone techniques;
13. Develop interpersonal relation skills;
14. List the reasons for keeping accurate, current medical records;
15. Organize and make entries in the patient's medical record;
16. Discuss the benefits of the problem oriented medical record;
17. Explain the uses of the computer in the medical office;
18. Discuss the objectives of OSHA, and the impact of CLIA on the practicing medical assistant;
19. Explain Claims Prevention.

CONTENT IN TERMS OF SPECIFIC BODY OF KNOWLEDGE:

- A. Medical Assisting Career
 1. Job Possibilities

- a. Physicians' office
 - b. Other health facilities
 - 2. Qualifications
 - a. Skills
 - b. Personal assets
 - c. Public relations
 - 3. Duties of the Medical Assistant
 - a. Administrative
 - b. Clinical
 - c. Task analysis
 - d. Medical Assisting Competencies
 - 4. Training and Education
 - a. Certificate program - Palomar College
 - b. A.A. degree, certificate
 - c. Work experience
 - d. National certification
 - e. California Medical Assisting Association Certification
 - 5. Professional Organizations
 - a. A.M.A.
 - b. C.M.A.
 - c. A.A.M.A.
 - d. C.M.A.A.
 - e. C.C.M.A.
 - f. California Medical Assisting Society
- B. Historical figures and their contributions to medicine
- C. Medical Practice
 - 1. Growth of the medical profession
 - 2. Medical specialization
 - 3. Forms of medical practice
 - 4. Non-medical "doctors"
- D. Medical Ethics
 - 1. Principles of medical ethics
 - a. Service
 - b. Improving knowledge and skills
 - c. Healing founded in scientific basis
 - d. Patients rights
 - e. Advertising
 - f. Terms and conditions of service
 - g. Fees
 - 2. Confidential matters
 - a. Legal disclosures
 - b. Waiver of privilege
 - c. Authorization for disclosure of information
 - 3. Physician's responsibility to society
 - 4. Medical assistants' obligations to observe principles of ethics
- E. Medical Jurisprudence
 - 1. Medical practice acts
 - a. Definition of practice of medicine
 - b. Licensure, prerequisites
 - c. Licensing, ways to achieve
 - 2. Legal relationship of physician and patient
 - a. Creation of contract
 - b. Termination of a contract
 - c. Breach of contract
 - 3. Medical professional liability
 - a. Malpractice
 - b. Preventing law suits
 - c. Medical assistant's responsibilities
 - d. Doctrine of respondeat superior
 - e. Professional liability insurance

4. Legal Disclosures
 - a. Vital statistics and records
 - b. Communicable diseases
 - c. Venereal disease
 - d. Protection of an individual or society
 5. Controlled Substance Act
 - a. Drug Enforcement Agency
 - b. Schedules of drugs
 - c. Registration of physicians
 - d. Drug reports, inventories
 - d. Prescription requirements
 6. Uniform Anatomical Gift Act
 - a. Model law provisions
 - b. Protection from legal action
 7. Good Samaritan Acts (California provisions)
 8. Medical assistants legal responsibilities
 - a. Agent of employer
 - b. Do only what you are trained to perform
 - c. Safety in the office
 - d. Examinations of female patients
 - e. Claims prevention
- F. Receiving Patients
1. Appearance
 - a. Medical Assistant
 - b. Reception room
 2. Communication Skills
 - a. Active listening
 - b. Non-verbal; body language
 - c. Techniques
 3. Cultural Influences
 4. Special Problems
 - a. Children
 - b. Angry patients
 - c. Late patients
- G. Scheduling Patients
1. Guidelines
 - a. Patient needs
 - b. Doctor preferences
 - c. Available facilities
 2. Exceptions to appointment system
 - a. Emergencies and acute illness
 - b. Physician referrals
 3. Handling special situations
 - a. Cancellations
 - b. Delays
 - c. Failures
 - d. Patients without appointments
 - e. Salespersons and other callers
 4. Making appointments
 - a. Mechanics of appointment book
 - b. Appointment cards and reminders
 - c. Scheduling surgery and hospital admissions
 - d. Scheduling laboratory and x-ray procedures
- H. Telephone practices
1. Receiving incoming calls
 - a. Telephone etiquette
 - b. Gathering information and screening calls
 - c. Appropriate response to caller
 2. Special telephone equipment
 3. Outgoing calls
 - a. Local and long distance
 - b. Conference calls

- i The patients record
1. Reasons for medical records
 - a. Provide best medical care
 - b. Statistical information
 - c. Legal documents
 2. Subjective information
 - a. Routine personal data
 - b. Patients' personal and medical history
 - c. Family history
 - d. Patients' complaint
 3. Objective information
 - a. Physical examination and findings
 - b. Lab and x-ray reports
 - c. Diagnosis
 - d. Treatment and progress notes
 4. Problem oriented medical record
 - a. Data base
 - b. Problem list
 - c. Treatment plan
 - d. Progress notes
 5. Entries into the patient record
 - a. Format
 - b. Corrections
 - c. Standard abbreviations

REQUIRED READING:

Prickett-Ramutkowski, Barrie, & Keller, Administrative Procedures for Medical Assisting, Glencoe: McGraw-Hill, Princeton, N.J., 1999.

Student workbook to accompany, Administrative Procedures Medical Assisting, 1999.

SUGGESTED READING:

Bonewit-West, K. Clinical Procedures for the Medical Assistant. 6th Edition. Philadelphia: W.B. Saunders Co., 2000.

Chabner, Davi E. The Language of Medicine. 6th Edition. Philadelphia: W.B. Saunders Co., 2001.

Flight, M.R. Law, Liability and Ethics for Medical Office Personnel. Albany, NY: Del Mar Publishers, Inc., 1994.

Gyls, B.A. Computer Applications for the Medical Assistant. Philadelphia: F.A. Davis Co., 1991.

Keir, L., Wise, B., & Krebs, C., Medical Assisting, 4th Edition, Delmar, CA., 1998.

Kinn M., M. Woods & E. Derge. The Medical Assistant, Administrative and Clinical. 8th Edition. Philadelphia: W.B. Saunders Publishing, 1999.

Lane, K. Saunders Manual of Medical Assisting Practice. Philadelphia: W.B. Saunders Co., 1992.

Medical Nursing & Allied Health Dictionary, St. Louis, Mo., Mosby, 5th Edition, 1998.

Partilo, R.B. Ethical Dimensions in the Health Professions. Philadelphia: W.B. Saunders Co., 1993.

Walter, J.B. An Introduction to the Principles of Disease. Philadelphia: W.B. Saunders Co., 1992.

Wedding, M.E., and S.A. Toenjes. Medical Laboratory Procedures. Philadelphia: F.A. Davis Co., 1992.

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