Curriculum to Accompany

*Medical Assisting:*

*Administrative and Clinical Competencies*,

7th Edition

Unit 1:

**Health Care Roles and Responsibilities**

Curriculum to Accompany *Medical Assisting: Administrative and Clinical Competencies*, 7th Edition

Unit 1: Health Care Roles and Responsibilities

Overview

Medicine’s history leaves us with a rich heritage and a sound basis for the future of health care. There are few professions in our society as rich and complex as the health care profession. In almost every health care environment, the medical assistant is a vital link in the team and is responsible for a wide range of administrative and clinical duties. In this unit, learners will consider the personal qualities they possess so they can be successful medical assistants and assets to the health care team in which they are employed.

The Big Picture

Chapter 1: The Medical Assistant

Chapter 2: The Health Care Team and the Medical Environment, Past and Present

Resource List

**Textbook:** *Medical Assisting: Administrative and Clinical Competencies, 7th Edition*, by Michelle Blesi, Barbara Wise, Cathy Kelley-Arney. © 2012, Delmar, Cengage Learning. ISBN 978-1-111-13512-6.

**Workbook plus Bundle:** Workbook to accompany *Medical Assisting: Administrative and Clinical Competencies, 7th Edition*, by Michelle Blesi, Barbara Wise, Cathy Kelley-Arney. © 2012, Delmar, Cengage Learning. ISBN 978-1-111-13514-0. Bundled with Medical Office Simulation Software 2.0, ISBN 978-1-1338-0213-6.

**Premium Website:** Includes StudyWARE with Audio Library, The Competency Challenge, The Critical Thinking Challenge, and link to Mobile Downloads. Access the Premium Website at [www.cengagebrain.com](http://www.cengagebrain.com) and login with the access code from the tear-out card in the front of the textbook.

**CourseMate:** CourseMate to accompany *Medical Assisting: Administrative and Clinical Competencies, 7th Edition*, by Michelle Blesi, Barbara Wise, Cathy Kelley-Arney. © 2012, Delmar, Cengage Learning.

**Instructor’s Manual:**Instructor’s Manual to accompany *Medical Assisting: Administrative and Clinical Competencies, 7th Edition*, by Michelle Blesi, Barbara Wise, Cathy Kelley-Arney. © 2012, Delmar, Cengage Learning. ISBN 978-1-111-13513-3.

**Instructor Resources:** Computerized Test Bank; instructor slides in Microsoft PowerPoint®; Image Library; electronic Instructor’s Manual files. Accessible on CD-ROM or online. CD-ROM: Instructor Resources to accompany *Medical Assisting: Administrative and Clinical Competencies, 7th Edition*, by Michelle Blesi, Barbara Wise, Cathy Kelley-Arney. © 2012, Delmar, Cengage Learning. ISBN 978-1-111-13516-4.

**Instructor Companion Site**: Access Instructor Resources and more at [www.cengage.com/login](http://www.cengage.com/login). Log in with your Cengage instructor account. If you are a first-time user, click Create a New Faculty Account and follow the prompts.

Equipment List

1. Computer with Internet access
2. Projector
3. Multimedia equipment
4. Credentialing information (dependent on the exam learners will sit for; i.e. AAMA, AMT, NHA)

**Chapter 1: The Medical Assistant**

**Overview**

The medical assistant is a professional, multi-skilled person that assists in patient care management by performing administrative and clinical duties as well as managing emergency situations, facilities, and/or personnel. There are many job responsibilities and personal characteristics that accompany becoming a professional and competent medical assistant. Medical assistants must possess certain personal qualities that identify them as true professionals by providing patients with the best health care possible. Professionalism can be an intangible quality to many individuals as it requires a change in attitude and behavior. Becoming a medical assistant requires open-mindedness and a desire for continued learning and education, certification and recertification, and professional involvement through organizational participation.

**Objectives**

***Knowledge Base***

1. Spell and define, using the glossary at the back of the text, all the Words to Know in this chapter.
2. Describe the role of the medical assistant.
3. List seven questions individuals should ask themselves before becoming a medical assistant.
4. Identify typical skills and job responsibilities of the medical assistant.
5. List the types of establishment in which medical assistants work.
6. Describe the outlook for medical assistants over the next several years.
7. Define professionalism and describe behaviors that are necessary when working in a professional capacity.
8. Describe the ideal appearance of a medical assistant and factors that influence appearance.
9. List four basic goals of time management.
10. Describe items or situations that take priority when working in an administrative or clinical capacity.
11. List and describe professional organizations that certify or credential medical assistants.
12. Discuss the importance of becoming credentialed and the steps necessary for becoming credentialed through the organizations discussed in this chapter.

***Skills***

1. Demonstrate professionalism.

***Behavior***

1. Apply active listening skills.
2. Demonstrate awareness of the territorial boundaries of the person with whom communicating.
3. Demonstrate sensitivity to the message being delivered.
4. Demonstrate awareness of how an individual’s appearance affects anticipated responses.
5. Demonstrate dependability, punctuality, and a positive work ethic.
6. Exhibit a positive attitude and a sense of responsibility.
7. Maintain confidentiality at all times.
8. Be cognizant of ethical boundaries.
9. Exhibit initiative.
10. Adapt to change.
11. Express a responsible attitude.
12. Be courteous and diplomatic.
13. Conduct work within the scope of education, training, and ability.

ABHES Curriculum

MA.A.1.1.a Comprehends the current employment outlook for the medical assistant

MA.A.1.1.c Understands the medical assisting credentialing requirements and the process to obtain the credential

MA.A.1.1.d Has knowledge of the general responsibilities of the medical assistant

MA.A.1.1.e Defines scope of practice for the medical assistant and comprehends the conditions for practice within the state in which the medical assistant is employed

MA.A.1.8.aa Is attentive, listens, and learns

MA.A.1.8.dd Serves as liaison between physician and others

MA.A.1.11.b.1 Exhibits dependability, punctuality, and a positive work ethic

MA.A.1.11.b.2 Exhibits a positive attitude and a sense of responsibility

MA.A.1.11.b.3 Maintains confidentiality at all times

MA.A.1.11.b.4 Is cognizant of ethical boundaries

MA.A.1.11.b.5 Exhibits initiative

MA.A.1.11.b.6 Adapts to change

MA.A.1.11.b.7 Expresses a responsible attitude

MA.A.1.11.b.8 Is courteous and diplomatic

MA.A.1.11.b.9 Conducts work within scope of education, training, and ability

CAAHEP Curriculum

IV.C.13 Identify the role of self boundaries in the health care environment

IV.C.14 Recognize the role of patient advocacy in the practice of medical assisting

IV.A.1 Demonstrate empathy in communicating with patients, family, and friends

IV.A.2 Apply active listening skills

IV.A.4 Demonstrate awareness of the territorial boundaries of the person with whom communicating

IV.A.5 Demonstrate sensitivity appropriate to the message being delivered

IV.A.6 Demonstrate awareness of how an individual’s personal appearance affects anticipated responses

**Learning Activities**

(HW) Terminology Notebook

(ICA) Areas Where a Medical Assistant May Work

(ICA) Media Link

(ICA) Professional Traits Activity

(ICA) Procedure 1-1

(ICA) Credentialing Activity

(ICA) StudyWARE Championship Game, Chapter 1

(ICA) StudyWARE Quiz, Chapter 1

(HW) CourseMate Quiz, Chapter 1

(HW) Check Your Knowledge, Chapter 1

(HW) Workbook Exercises, Chapter 1

**Initial Questions and Activities**

* What do you know about what a medical assistant does?
* What attributes do you have that attracted you to the profession of medical assisting?

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| **Key Concepts** | **References and Activities** |
| Is Medical Assisting Right for You? | p. 6  (HW) Terminology Notebook |
| Skills and Responsibilities of the Medical Assistant | pp. 6-8 |
| Boundaries of Medical Assistants | pp. 8-9 |
| Medical Assistant Work Environment | pp. 8-9  (ICA) Areas Where a Medical Assistant May Work |
| Demonstrating Professionalism | pp. 9-12  (ICA) Media Link  (ICA) Professional Traits Activity  (ICA) Procedure 1-1 |
| Time Management | p. 13 |
| Professional Organizations | pp. 14-17  (ICA) Credentialing Activity |
|  | (ICA) StudyWARE Championship Game, Chapter 1  (ICA) StudyWARE Quiz, Chapter 1  (HW) CourseMate Quiz, Chapter 1 |
|  | (HW) Check Your Knowledge, Chapter 1  (HW) Workbook Exercises, Chapter 1 |

**(ICA) In-Class Activities**

* Areas Where a Medical Assistant May Work. Have learners work in groups of two. Have them discuss and make a list of medical employment possibilities. Compare the lists of all groups and discuss the versatility of each employment possibility.
* Media Link. Have learners go to the Premium Website and view the Media Link for this chapter: “Qualities of a Successful Medical Assistant”
* Professional Traits Activity. Discuss the positive traits listed in Table 1-2 (p. 11) and have learners express why each is important. Have them rank them in order of importance. Optional: have learners use their critical thinking skills and identify negative behaviors; they should explain why each is undesirable.
* Complete Procedure 1-1 in the textbook, p. 12. Learners should use the Competency Checklists in the Workbook to complete.
* Credentialing Activity. Have learners research the AAMA, AMT or NHA credentialing requirements, including certification and continuing education.
* StudyWARE Championship Game. Divide learners into teams, and have them compete against each other, using the Championship Game from Chapter 1.
* StudyWARE Quiz. Have learners take the Chapter 1 Quiz in “Quiz Mode” and either email their scores to the instructor, or print the scores to turn in for a grade.
* Refer to the Instructor’s Manual, Chapter 1, for additional classroom activities, as time permits.

**In-Class Discussion**

1. There are many highly desirable professional traits. Can you name at least four of them? Of the traits listed in Table 1-2, which one to you is most important? What other traits would you add to this list as being important?

*The traits listed in the book are: accurate, adaptable, courteous, confidential, dependable, empathetic, honest, initiative, patient, punctual, respectful, and tactful. Answers will vary on which is the most important to the individual.*

1. In order to be perceived as a professional medical assisting, what characteristics are essential to achieve this perception? How can you achieve professionalism as a medical assistant?

*You must become a well-rounded individual that can adopt a particular state of mind that blends self-esteem, self-confidence, enjoyment of life, and a respect for the feelings of others as well as specific knowledge and skills. You must also observe specific standards of conduct, morality, and ethics. Certification and/or registration demonstrates that an individual has sought out the way to grow professionally as well as personally.*

1. Why is tact important in the profession of medical assisting?

*Tact is a skill a person has in saying and doing the right thing, especially in a delicate situation. This is a very important skill for the medical assistant to possess. In certain situations, medical assistants need to think before responding to a situation so they can gather their thoughts and respond in a professional manner.*

1. What is meant by initiative?

*Initiative is the willingness and ability to see when work needs to be done and to take action to see that it gets done. Medical assistants need to be ready to pitch in and recognize when others need assistance in order to be successful.*

1. As a medical assistant, how do you think you could help develop a trusting relationship with a patient?

*Showing consistent kindness and concern for the patient is a way to develop trust. Open line of communication is key component.*

1. Why is continuing education important?

*Continuing education is required to maintain your credential through a professional organization; additionally, by continuing your education, you will demonstrate your interest in your profession for the best care of the patient by remaining current.*

**(HW) Homework Assignments**

1. Terminology Notebook. Assign the Chapter for reading and have learners define key terms and retain in a key term notebook for future reference.
2. Assign the Check Your Knowledge questions 1-10 on p. 19 of the textbook.
3. Assign the CourseMate Quiz for Chapter 1. For any questions missed, learners should click on each remediation link to review the material.
4. Workbook Exercises, Chapter 1.

Chapter 2: The Health Care Team and the Medical Environment, Past and Present

Overview

Health care is a dynamic, stimulating industry that requires for the learner to understand the structure of various health care providers, their professions, and credentialing of such individuals. Depending on the type of setting in which a medical assistant is employed, there are a variety of individuals that compose the overall health care team. Because all of these professionals are so important to quality and integrity of patient care, it is essential that the learner can identify the various professions and their respective credentials.

**Objectives**

***Knowledge Base***

1. Spell and define, using the glossary at the back of the text, all the Words to Know in this chapter.
2. Discuss licensure and certification as it applies to health care providers.
3. List and describe different types of physicians and non-physician specialties.
4. Describe the role of the midlevel practitioner and list three examples of this type of provider.
5. List and describe four types of nurses.
6. Discuss the role of other allied health professionals and state how they fit into the medical environment.
7. Describe why Hippocrates is known as the father of medicine.
8. Identify the contributions of early and modern medical pioneers.
9. Describe the role of the government legislation and organizations in health care.
10. Compare and contrast the terms *complementary* and *alternative* therapies.
11. List and describe fifteen types of alternative therapies

ABHES Curriculum

MA.A.1.1.a Compare and contrast the allied health professions and understand their relation to medical assisting

MA.A.1.8.dd Serve as liaison between physician and others

CAAHEP Core Curriculum

IX.C.5 Discuss licensure and certification as it applies to health care providers

IX.A.3 Recognize the importance of local, state, and federal legislation and regulations in the practice setting

**Learning Activities**

(HW) Terminology Notebook

(ICA) (HW) Medical Pioneers

(HW) Recent Developments in Medicine

(ICA) StudyWARE Championship Game, Chapter 2

(ICA) StudyWARE Quiz, Chapter 2

(HW) CourseMate Quiz, Chapter 2

(HW) Check Your Knowledge, Chapter 2

(HW) Workbook Exercises, Chapter 2

**Initial Questions and Activities**

* Discuss physician specialties; see how many learners can identify their scope of practice without reading the table
* Describe the differences among medical doctor, doctor of osteopathy, nurse practitioner, and physician’s assistant

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| **Key Concepts** | **References and Activities** |
| Health Care Providers | p. 22  (HW) Terminology Notebook |
| Physician Specialties and Non-Physician Specialties | pp. 23-26 |
| Midlevel Providers and Nurses | pp. 25-26 |
| Health Care Team Members | pp. 26-29 |
| A Brief History of Medicine | pp. 29-37  (ICA) (HW) Medical Pioneers  (HW) Recent Developments in Medicine |
| Alternatives to the Traditional Medical Model | pp. 33, 37-39 |
|  | (ICA) StudyWARE Championship Game, Chapter 2  (ICA) StudyWARE Quiz, Chapter 2  (HW) CourseMate Quiz, Chapter 2 |
|  | (HW) Check Your Knowledge, Chapter 2  (HW) Workbook Exercises, Chapter 2 |

**(ICA) In-Class Activities**

* Medical Pioneers. Divide learners into teams and have them discuss Question 3 in the In-Class Discussion section below.
* StudyWARE Championship Game. Divide learners into teams, and have them compete against each other, using the Championship Game from Chapter 1.
* StudyWARE Quiz. Have learners take the Chapter 1 Quiz in “Quiz Mode” and either email their scores to the instructor, or print the scores to turn in for a grade.
* Refer to the Instructor’s Manual, Chapter 1, for additional classroom activities, as time permits.

**(ICD) In-Class Discussion**

1. How many different types of nursing credentials are there? What are the differences between them?

*There are four different nursing credentials at the current time: RN, nurse midwife, nurse practitioner, and practical nurse. Primarily the differences between them are the levels of education that must be attained in order to proceed to a higher level of nursing practice.*

1. After reading about other health care professionals, what value does a medical assistant hold for the health care team?

*The medical assistant is communicator and liaison between provider, patient, hospital staff. They are the first to come in contact with the patient and they direct, inform, and guide patient.*

1. For Tables 2-4, 2-5, and 2-6, identify one medical pioneer out of each table that you think contributed most significantly to each time period and explain why you chose this person.

*Answers will vary – this is a critical thinking exercise for learners to read the accomplishments and how they feel modern medicine was impacted. This could also be used as a homework assignment.*

1. How many different cultures contributed to early medicine?

*As early as 3000 BC, Egyptian physicians were studying medicine and surgery; later India established the world’s first nurses and hospitals. China, Greece, and the Roman Empire all contributed to early medicine and its evolution.*

1. Name several plagues that afflicted medieval history.

*Typhus, tuberculosis, smallpox, leprosy, the bubonic plague (Black Death)*

**(HW) Homework Assignments**

1. Terminology Notebook. Assign the Chapter for reading and have learners define key terms and retain in a key term notebook for future reference.
2. Medical Pioneers. Have learners identify one medical pioneer from Tables 2-4, 2-5, or 2-6 that they think contributed most significantly to that time period and write an essay explaining why they chose this person. Alternately, learners could do a poster presentation or oral presentation to the class.
3. Recent Developments in Medicine Activity.Have learners pick a recent development and research the evolution of this development.
4. Assign the Check Your Knowledge questions 1-9 on pp. 40-41 of the textbook.
5. Assign the CourseMate Quiz for Chapter 2. For any questions missed, learners should click on each remediation link to review the material.
6. Workbook Exercises, Chapter 2.