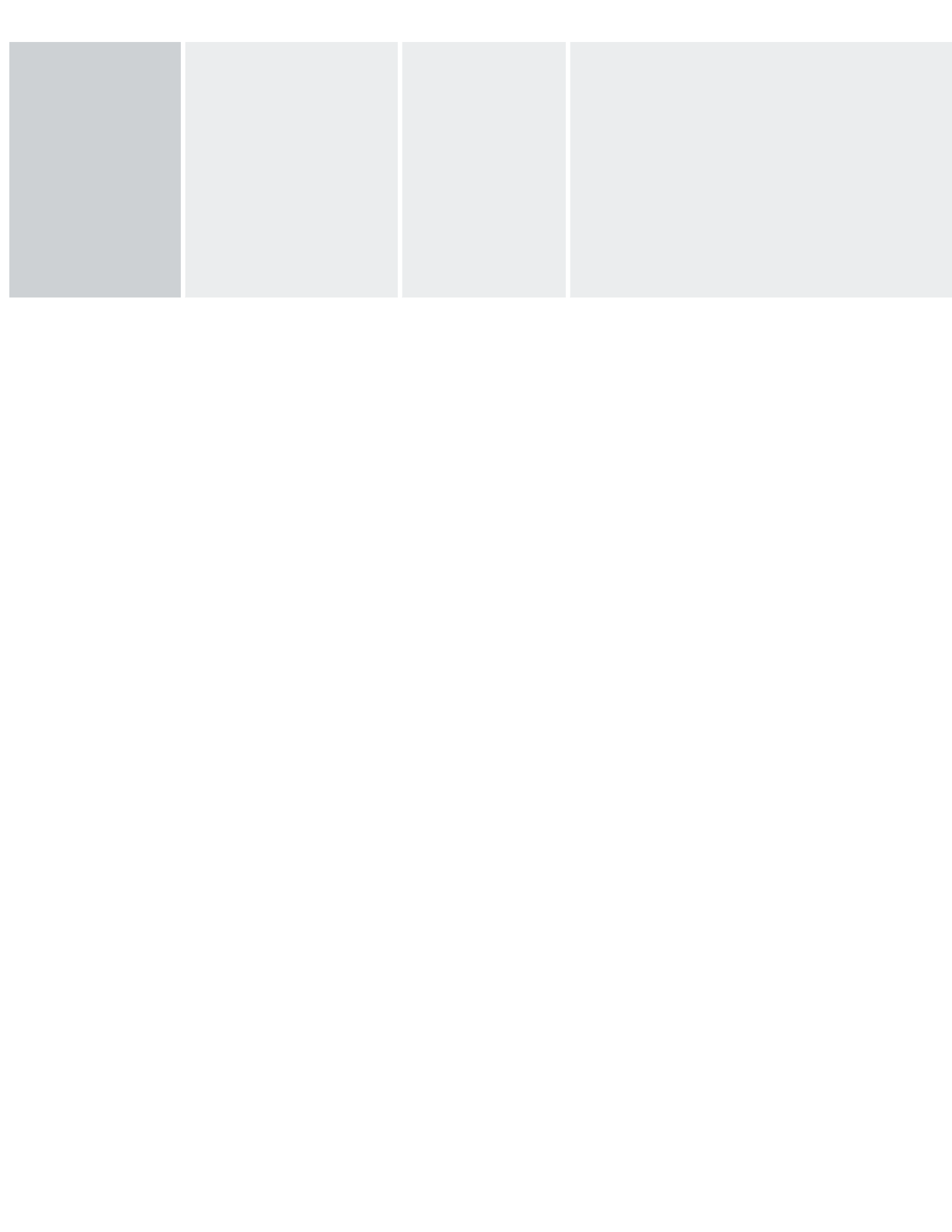


# Medical Assistant (MA)

## curriculum

The Medical Assistant program is designed to provide the student the knowledge and skills required for entry-level work performing the administrative and clinical functions of a clinical medical assistant. Students learn how to schedule patient appointments, maintain patient records, perform billing and coding duties, assist physicians with examinations, prepare patients for laboratory and diagnostic imaging procedures. Graduates are eligible to sit for the Medical Assistant (MA) exam administered by the National Health career Association (NHA).

Units	Modules	Clinical Lab Skills	Takeaways
<p><b>Unit 1</b> Medical Terminology, Anatomy and Physiology</p>	<ul style="list-style-type: none"> <li>Medical Terminology Basics</li> <li>Anatomy and Physiology Basic</li> <li>Musculoskeletal System</li> <li>Integumentary System</li> <li>Digestive System</li> <li>Urinary System</li> <li>Reproductive System</li> <li>Blood</li> <li>Lymphatic and Immune Systems</li> <li>Organs, Structures, Functions, and Physiology of the Cardiovascular System</li> <li>Respiratory System</li> <li>Nervous System and Mental Health</li> <li>Sensory System</li> <li>Endocrine System</li> </ul>	<ul style="list-style-type: none"> <li>Medical Terminology</li> <li>Anatomy and Physiology Lab</li> </ul>	<ul style="list-style-type: none"> <li>Use the rules given to build, spell, and pronounce healthcare terms</li> <li>Describe the structural organization of the human body</li> <li>Identify the common signs and symptoms, etiology, and diagnostic measures of the musculoskeletal</li> <li>Identify the common signs and symptoms, etiology, and diagnostic measures of the integumentary diseases.</li> <li>Describe the normal function and physiology of the digestive system</li> <li>Identify the common signs and symptoms of each urinary disease</li> <li>Compare the structure and function of the male and female reproductive systems across the life span</li> <li>Explain the constituents of blood</li> <li>Differentiate between active and passive immunity</li> <li>List the diseases and disorders related to the cardiovascular system</li> <li>Identify the common signs and symptoms of respiratory diseases</li> <li>Describe the normal function of the central nervous system</li> <li>Identify CLIA-waived tests associated with common ear diseases and disorders</li> </ul>
<p><b>Unit 2</b> Professional Medical Assistant</p>	<ul style="list-style-type: none"> <li>Professionalism in Healthcare</li> <li>Legal Basics</li> <li>Healthcare Laws</li> <li>Healthcare Ethics</li> </ul>	<ul style="list-style-type: none"> <li>HIPAA</li> <li>HITECH Act</li> <li>CLIA</li> <li>Needle stick Safety</li> <li>Communication</li> <li>Ethics</li> </ul>	<ul style="list-style-type: none"> <li>Describe the appropriate professional appearance of a medical assistant</li> <li>Identify types and styles of verbal communication</li> <li>Recognize the elements of oral communication using a sender-receiver process</li> <li>Define the following medical legal terms related to consent: implied consent, expressed consent, and informed consent.</li> <li>Compare criminal and civil law as they apply to the practicing medical assistant</li> <li>Describe components of the Health Information Portability and Accountability Act (HIPAA); apply HIPAA rules in regard to privacy and the release of information</li> <li>Describe the Health Information Technology for Economic and Clinical Health (HITECH) Act</li> <li>Describe the Patient Protection and Affordable Care Act, the Clinical Laboratory Improvement Amendments (CLIA), the Occupational Safety and Health Act, and the Needle stick Safety and Prevention Act</li> <li>List and describe the principles of healthcare ethics</li> <li>Identify the impact personal ethics and morals have on the delivery of healthcare</li> </ul>



### Unit 3 Administrative Ambulatory Care

- The Health Record
- Telephone Techniques and Scheduling
- Technology and Written Communication
- Duties of the Medical Assistant, Inventory, and Equipment in the Medical Office
- Supplies, Mail, Body Mechanics, and safety and Security
- Health Insurance Basics
- Diagnostic Coding Basics
- Billing and Reimbursement
- Accounts, Collections, and Banking

- Health Record
- Diagnostic Coding
- Accounts, Collections, and Banking
- Computer Keyboard
- Computer Hard drive
- Computer Software
- Billing

- List and describe the types of medical records.
- Register a new patient in the practice management software
- Describe the Health Information Technology for the Economic Clinical Health Act, and explain meaningful use as it applies to EHR.
- Identify various types of incoming calls, both typical and atypical
- List and describe various ways to increase appointment show rates
- List and discuss parts of personal computer hardware
- Recognize elements of fundamental writing skills.
- Describe how to show consideration for patients' time, escort a patient to the exam room, and handle various challenging situations in the healthcare facility. Explain medical assisting duties during patient checkout.
- Identify the physical and emotional effects on persons involved in an emergency situation
- Describe different types of private health insurance plans
- Identify the structure and format of the ICD-10-CM
- Describe diagnostic coding, explain where diagnostic statements are found, and define medical necessity as it applies to diagnostic coding
- List various conventions in the CPT code set.
- Identify procedures and services that require HCPCS codes
- Identify the types of information contained in the patient's billing record
- Explain the patient ledger

### Unit 4 Basic Clinical Procedure

- Infection Control
- Vital Signs
- Communication and Assisting With the Examination
- Physical Examination and Diagnostic Procedures for the Ear and Eye
- Assisting With Obstetrics and Gynecology
- Assisting in Pediatrics
- Assisting in Geriatrics
- Surgical Supplies, Instruments, and Asepsis
- Assisting With Surgical Procedures

- Infection Control Lab
- Vital Signs Lab
- Surgical Supplies
- Instruments
- Assisting With Surgical Procedures Lab
- OSHA
- Perform a surgical hand scrub

- Analyze the differences among acute, chronic, latent, and opportunistic infections
- Explain the major areas included in the OSHA Compliance Guidelines
- Apply the concepts of medical and surgical asepsis to the healthcare setting
- Describe and perform pulse oximetry
- Accurately measure and document height and weight, use the body mass index scale, and convert kilograms to pounds and pounds to kilograms
- Obtain and document patient information
- Describe patient interview
- Describe the methods of examination, and give an example of each one
- Explain diagnostic procedures for the ear
- List and describe common pediatric diseases and disorders
- Summarize the major related diseases and disorders faced by older patients
- Outline the general classifications of surgical instruments

### Unit 5 Advanced Clinical Procedures

- Patient Coaching With Health Promotion
- Patient Coaching With Nutrition
- Pharmacology Basics
- Assisting With Administering Medication
- Cardiopulmonary Procedures
- Medical Emergencies

- Nutrition
- Cardiopulmonary Procedures Lab
- Emergencies
- EKG Practice on Mannequin:  
The student demonstrates 100 % proficiency successfully performing a minimum of 5 instructor supervised EKG practice on mannequin
- ECG tracing
- CPR

- Describe the medical assistant's role as a coach
- Explain current dietary guidelines
- Identify the special dietary needs for weight control, cardiovascular disease, and hypertension.
- Identify the classifications of medications, including indications for use, desired effects, side effects, and adverse reactions.
- List types of medication orders.
- List the four parts of a prescription
- Describe over-the-counter (OTC) medications and herbal products
- Describe and utilize basic math guidelines, including round numbers and how to use roman numerals.
- List the various types of medication forms
- Identify types and parts of needles and syringes
- Describe the structures and functionality of the cardiovascular system

			<ul style="list-style-type: none"> <li>Identify how to use correct electrocardiography (ECG terminology, explain ECG waves and segments, and ECG intervals.</li> <li>Describe the medical assistant's role in a resting 12-lead ECG. Also, list and discuss bipolar (standard) leads, augmented leads, and chest (precordial) leads.</li> <li>Prepare a patient for an ECG, and obtain an electrocardiogram.</li> <li>EKG practice</li> <li>Evaluate an ECG tracing</li> <li>Identify abnormal rhythms in an ECG tracing</li> <li>Describe emergency equipment and supplies</li> </ul>
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<p style="text-align: center;"><b>Unit 6</b> Medical Laboratory</p>	<ul style="list-style-type: none"> <li>Assisting in the Clinical Laboratory</li> <li>Assisting in the Analysis of Urine</li> <li>Assisting in Blood Collection</li> <li>Assisting in Analysis of Blood</li> <li>Assisting in Microbiology and Immunology</li> </ul>	<ul style="list-style-type: none"> <li>Clinical Laboratory</li> <li>Analysis of Urine</li> <li>Blood Collection</li> <li>Analysis of Blood</li> <li>Microbiology</li> <li>Immunology</li> <li>Glucose testing</li> <li>Urine pregnancy test</li> <li>Ovulation and menopause tests</li> <li>Urine toxicology and drug tests</li> <li><b>Live Practice:</b> butterfly/finger/regular venipuncture</li> <li>Perform the QuickVue+</li> </ul>	<ul style="list-style-type: none"> <li>Describe the departments of the clinical laboratory</li> <li>Identify quality assurance practices in healthcare, document the results on a laboratory flow sheet, and discuss quality control guidelines</li> <li>Explain the three regulatory categories established by the Clinical Laboratory Improvement Amendments (CLIA), and identify CLIA-waived tests associated with common diseases</li> <li>Name the parts of a microscope, and describe their functions</li> <li>Describe the safe use of a centrifuge.</li> <li>Explain the use of an incubator</li> <li>Describe the anatomy and physiology of the urinary system, and discuss the formation and elimination of urine.</li> <li>Assess urine for color and turbidity</li> <li>Glucose testing using the Clinitest method</li> <li>Identify venipuncture equipment and personal protective equipment. Also, explain the purpose of a tourniquet, apply it, and the consequences of improper tourniquet application.</li> <li>Describe patient preparation for routine venipuncture</li> <li>Name the main functions of blood</li> <li>Identify the classification of microorganisms, including to name them.</li> <li>Explain the purpose of indirect immunology testing</li> </ul>
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<p style="text-align: center;"><b>Unit 7</b> Employment Seeking</p>	<ul style="list-style-type: none"> <li>Job Search Process</li> <li>Interview Process and Starting a New Job</li> <li>Create a resume and cover letter.</li> <li>Describe tips when interviewing</li> <li>Create a career portfolio</li> <li>Medical Assistant Certification Exam Preparation</li> </ul>	<ul style="list-style-type: none"> <li>Practice interview skills during a mock interview</li> </ul>	<ul style="list-style-type: none"> <li>Describe personality traits important to employers.</li> <li>Identify personality traits, technical skills, and transferrable skills.</li> <li>Describe how to develop a career objective and identify personal needs.</li> <li>Explain job search methods.</li> <li>Complete an online profile and job application.</li> <li>Describe how to create a career portfolio</li> <li>Describe how to prepare for a job interview.</li> <li>Identify the following related to the interview</li> <li>Explain how to follow up after an interview and create a thank-you note for an interview</li> <li>Describe ways to improve your job opportunities</li> </ul>
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- List legal and illegal interview questions
- Explain common human resource hiring requirement started on the job, maintaining your job, and leaving

## Unit 8

### Medical Assistant Certification Exam Preparation

- Medical Assistant Certification Exam preparation for:
  - American Association of Medical Assistants (AAMA)
  - American Medical Technologists (AMT).
- HESI Medical Assisting Practice Test

- Practice tests are formatted similarly to the NHA exam (multiple-choice) relative to the curriculum taught.
- Take online test designed to simulate the actual certification examination
- Online assessment that can help the students gauge performance and identify areas for improvement

### Internship Clinical Rotation

### Clinical Medical Assistant Internship- Clinical Rotation

Demonstrate the skills and abilities required of a Medical Assistant Through an Internship experience