

MISSION VALLEY REGIONAL OCCUPATION PROGRAM

Medical Assisting Course Outline

1. Course Title:

Medical Assisting

2. CTE Career Sector and Pathway:

Health Science and Medical Technology; Patient Care (pathway 198)

3. CALPADS Number:

7922

4. Job Titles:

DOT Codes

O*NET Codes

Medical Assistant	079.362-010	31-9092.00
Chiropractic Assistant	079.364-010	
Dental Assistant	079.361-018	31-9091.00
Medical Secretary	201.362-014	43-6013.00
File Clerk	206.387-034	43-4071.00
Office Clerks, General	209.562-010	43-9061.00

5. Course Length:

This is a year-long course which meets 2 hours each day and offers ten credits each semester.

6. Course Description:

This competency-based course prepares students for a career in the healthcare industry. Medical Terminology is emphasized throughout the course and addressed in every unit. Units included in the course are Introduction to Medical Assisting, Medical Ethics, Medicine & Law, Interpersonal Skills and Human Relations, Telephone Techniques, Appointment Scheduling, Aseptic Concepts and Infection Control, CPR, Vital Signs, Anthropometric Measurements, Assisting in Various Specialties & Surgical Preparations, and Administering Medications. Over fifty-five procedures are practiced in the lab.

After initial classroom instruction in the two-hour program, students are placed in a local hospital or other health care facility for Community Classroom training.

Integrated throughout the course are career preparation standards, which include workplace basic skills and behaviors, career technical skills, and job employment skills.

7. Hours:

Students enrolled in this two-hour course receive approximately 255 hours of class instruction and 105 hours of work-based learning at community classroom sites, which allows for 360 hours of training.

8. Second Semester Community Classroom (Internship) requirements:

Students must successfully complete first semester class work at 84% or better, maintain a minimum of 84% attendance (excused and unexcused) and have teacher recommendation. Students will be required to provide immunization records, proof of a negative TB test, flu and Covid vaccinations. Students will also be responsible for their own transportation to and from their internship sites. A uniform and closed-toed shoes are required, a stethoscope is recommended.

9. Articulation: This course is not articulated with a community college.

10. Academic Credit: 20 Units of High School Credit

11. UC/CSU A-G Eligibility: This course meets the UC/CSU A-G “g” requirement.

12. Instructional Materials, Textbook:

Comprehensive Medical Assisting: Administrative and Clinical Competencies, 6th Edition,
by Wilburta Lindh
Medical Terminology for Health Professionals, 8th Edition, by Ann Ehrlich

Abbreviations:

CC = Community Classroom
(unpaid, on-the-job, training experience at business sites)
CVE = Cooperative Vocational Education
(paid, on-the-job, training experience at business sites)

14. Course Outline:

Upon successful completion of this course, students will be able to demonstrate the following skills necessary for entry-level employment.

Unit	Content Area Skills	Hours
Integrated Throughout the course	<u>Workplace Basic Skills & Behaviors</u> (Necessary skills for any occupation – MVROP SLO #1) A. Apply skills learned in class. B. Analyze information and make decisions.	Integrated Throughout the course

	<ul style="list-style-type: none"> C. Communicate verbally and in writing. D. Work independently and as a team member in a diverse workplace. <ul style="list-style-type: none"> a. demonstrate a positive attitude toward work b. Identify types of harassment and complaints c. Describe laws related to harassment d. describe the consequences of sexual harassment e. Understand and apply the HIPAA act (<i>certification</i>) f. adapt well to diverse personalities and changing responsibilities g. practice self-management E. Work reliably, responsibly, and ethically. <ul style="list-style-type: none"> a. demonstrate appropriate behavior b. produce quality work and an increasing quantity of work c. receive a positive evaluation from the training site d. apply positive business and personal ethics and etiquette e. apply integrity & honesty in the classroom and the training site F. Demonstrate punctuality and good attendance in the classroom and at the training site. <ul style="list-style-type: none"> a. maintain good grooming habits b. allocate time effectively 	
Integrated throughout the course	<p><u>Career Technical Skills</u> (Occupational competencies – MVROP SLO #2)</p> <ul style="list-style-type: none"> A. Demonstrate occupational competencies B. Use appropriate technology. C. Understand and practice occupational safety standards. <ul style="list-style-type: none"> a. Use correct body mechanics while performing procedures in the laboratory or clinical area. b. Observe all safety standards established by the Occupational Safety and Health Administration (OSHA), especially the Occupational Exposure to Hazardous Chemicals Standards & the Blood borne Pathogen Standard (<i>certification</i>). c. Observe all regulations for patient safety while performing procedures in any area. d. List the main classes of fire extinguishers e. Locate and describe the operation of the nearest fire alarm f. Describe the evacuation plan according to school policy D. Demonstrate an awareness of how a business or industry functions. 	Integrated throughout the course

Final Unit or any best fit within the course MANDATORY FOR ALL ROP COURSES	<u>Job Employment Skills</u> (Occupational competencies – MVROP SLO # 3) A. Develop a plan to achieve career goals. a. Create a Career Portfolio i. Cover letter ii. Application iii. Resume iv. Thank you letter	15
Unit	Content Area Skills	Hours
Integrated throughout the course	<u>Medical Terminology Related to Medical Assisting</u> (Indicated by “MT” in each appropriate section) A. Define and spell the Medical Terminology and vocabulary associated with this unit (MT) B. Define a medical term, by dividing it into its elements. C. Identify word roots, suffixes, prefixes, anatomical, diagnostic, medical, surgical, and additional terms as they relate to each body system. D. Spell and define medical terminology. E. Identify the structure of each body system. F. Describe the function of each body system.	Integrated throughout the course as “MT”
1	<u>Introduction to Medical Assisting</u> A. Define and spell the Medical Terminology and vocabulary associated with this unit (MT) B. Identify ten career opportunities that are available to the trained medical assistant. C. Identify at least five general knowledge areas in which the medical assistant should be proficient. D. Differentiate between administrative and clinical responsibilities of a medical assistant. E. List five personality traits that are beneficial to the successful medical assistant. F. Describe the training programs that are available for medical assistants. G. Name four professional organizations that provide educational opportunities and certification examinations.	5

2	<p><u>Medical Ethics</u></p> <ul style="list-style-type: none"> A. Define and spell the Medical Terminology and vocabulary associated with this unit (MT) B. Differentiate between the terms ethics and values. C. Identify the earliest written code of ethical conduct for medical practice. D. Name the ancient Greek oath that remains an inspiration to physicians today. E. Identify a code that was an example for the AMA Principles of Medical Ethics. F. State a significant reason for the 1980 revision of the AMA Principles. G. State the maximum penalty that a medical society can impose on a member for unethical conduct. H. Discuss what and to whom information about a patient may be released. I. Discuss the application of ethics in dealing with fees and charges. J. Discuss the medical assistant's ethical obligations and restrictions. 	10
3	<p><u>Medicine and the Law</u></p> <ul style="list-style-type: none"> A. Define and spell the Medical Terminology and vocabulary associated with this unit (MT) B. State the purpose of medical practice acts and how they are established. C. List the three methods by which licensure may be granted. D. List the general categories of cause for revocation or suspension of a license. E. Explain the difference between criminal and civil law. F. State the four "Ds of Negligence" as published by the American Medical Association. G. Describe the arbitration procedure, and identify three advantages. H. List the six components of informed consent. I. Explain the purpose of Good Samaritan Acts. J. Explain the medical assistant's role in claims prevention. K. State the meaning of administrative law. L. Discuss the importance of compliance with OSHA regulations. 	10
4	<p><u>Interpersonal Skills and Human Relations</u></p> <ul style="list-style-type: none"> A. Define and spell the Medical Terminology and vocabulary associated with this unit (MT) B. State the factors that most influence the formation of a first impression. 	10

	<ul style="list-style-type: none"> C. List three distinct steps in communicating with the patient. D. Name the three components of listening. E. List four possible barriers to communication. F. Briefly describe the paths of communication. G. List seven rules of good team cooperation. H. List and briefly describe the three styles of management. I. Explain the meaning of being a patient advocate. 	
5	<p><u>Telephone Techniques</u></p> <ul style="list-style-type: none"> A. Define and spell the Medical Terminology and vocabulary associated with this unit (MT) B. Discuss the importance of telephone communications. C. List ways by which the medical assistant can develop a pleasing telephone personality. D. Cite seven items to be included in taking a complete telephone message. E. Identify ten kinds of telephone calls that the medical assistant should be able to handle successfully. F. Identify six kinds of telephone calls that will need to be referred to the physician for response. G. Explain what is involved in monitoring telephone calls. H. Explain what is meant by pre-planning a call. I. Explain the ways in which an operator-answered telephone answering service can benefit a medical practice. 	10
6	<p><u>Appointment Scheduling and Time Management</u></p> <ul style="list-style-type: none"> A. Define and spell the Medical Terminology and vocabulary associated with this unit (MT) B. Describe four important features of an appointment book. C. List and explain the three basic guidelines to follow in scheduling appointments. D. Identify and discuss the advantages of wave scheduling. E. Cite three common situations that would require adjusting the appointment schedule. F. Describe how you would determine whether a request for an appointment is an emergency. G. State the reason for recording a failed appointment in the patient's chart. H. Discuss the handling of cancellations and delays brought about by office situations. I. List the seven points of information that will be necessary in scheduling surgery with a hospital. J. State four items of information that must be available before arranging an outside laboratory appointment for a patient. 	10

7	<p><u>Aseptic Concepts and Infection Control</u></p> <ul style="list-style-type: none"> A. Define and spell the Medical Terminology and vocabulary associated with this unit (MT) B. Explain the five links in the chain of infection. C. Identify the eight specific reactions the body initiates as the inflammatory response. D. Differentiate among the four types of infections. E. Compare virus and bacteria cell invasion. F. List the infectious materials covered in the Standard Precautions. G. Identify the four major areas included in the OSHA Compliance Guidelines. H. Differentiate between medical and surgical asepsis. I. Differentiate among sanitization, disinfection, and sterilization. J. Explain the types and uses of indicators. K. Discuss the legal and ethical concerns regarding medical asepsis and infection control. L. List possible methods of patient education. M. Obtain CPR certification and demonstrate first aid procedures. 	25
8	<p><u>Vital Signs and Anthropometric Measurements</u></p> <ul style="list-style-type: none"> A. Define and spell the Medical Terminology and vocabulary associated with this unit (MT) B. Cite the average values of body temperatures, pulse rates, respiratory rates, and blood pressure. C. Describe how emotional and physical factors cause body temperature to increase or decrease. D. Identify the 24-hour patterns for three types of fevers. E. List six methods for obtaining a patient's temperature. F. Describe pulse rate, volume, and rhythm. G. List four important characteristics to note when taking a pulse. H. List six respiratory rate variations. I. Describe the best way to obtain accurate respiration counts. J. List four physiologic factors affecting blood pressure. K. Differentiate between essential and secondary hypertension. L. Describe the methods for obtaining weight and height of a patient. M. Identify patient education possibilities. N. Describe legal and ethical responsibilities in obtaining vital signs. 	25

9	<p><u>Assisting with the Primary Physical Examination</u></p> <ul style="list-style-type: none"> A. Define and spell the Medical Terminology and vocabulary associated with this unit (MT) B. Describe the structural development of the human body. C. Identify the eleven body systems and the major organs or units in each. D. List ten instruments that may be used during a physical examination. E. Describe the six methods of examination and give an example for each. F. Outline the basic principles of properly draping a patient for examination. G. List eight positions that may be used in examinations. H. Outline the sequence of a routine physical examination. I. Identify the medical specialty for each body system. J. Discuss the legal and ethical implications of the physical examination. 	25
10	<p><u>Assisting in Cardiovascular Medicine</u></p> <ul style="list-style-type: none"> A. Define and spell the Medical Terminology and vocabulary associated with this unit (MT) B. Anatomically & physiologically describe the heart & its significant structures. C. Identify the important presenting symptoms of cardiovascular disease. D. List the signs, symptoms, and diagnostic and therapeutic procedures employed with coronary artery disease and hypertension. E. Anatomically and physiologically describe the circulatory vessels. F. List the most frequently diagnosed vascular conditions. G. Trace the electrical conduction system through the heart. H. State the meaning of the horizontal and vertical lines on the ECG paper. I. List four types of common artifacts & explain the probable cause. J. Discuss the process of obtaining the ECG. K. Recognize the differences between patient preparation of the basic ECG & the stress test. 	10

11	<p><u>Assisting in Pulmonary Medicine</u></p> <ul style="list-style-type: none"> A. Define and spell the Medical Terminology and vocabulary associated with this unit (MT) B. Name and locate the structures of the respiratory system. C. Describe the functioning purpose of each respiratory structure. D. Demonstrate understanding of ventilation. E. Identify the major categories of respiratory diseases. F. Differentiate the signs and symptoms and the diagnosis and treatment for the diseases discussed in this chapter. G. Assist the pulmonary physician in the examination of the chest & lungs. H. 	10
12	<p><u>Assisting with Ophthalmology and Otorhinolaryngology Procedures</u></p> <ul style="list-style-type: none"> A. Define and spell the Medical Terminology and vocabulary associated with this unit (MT) B. Explain the differences among an ophthalmologist, optometrist, and optician. C. Identify the anatomic structures of the eye. D. Describe how vision occurs. E. Give four reasons each for eye irrigation and instillation of medication. F. Identify the structures and explain the functions of the external, middle, and internal ear. G. List disorders that can cause hearing losses. H. Differentiate between conductive and sensory losses. I. Describe four methods used to assess hearing acuity. J. State three reasons for ear irrigations and/or instilling ear medication. K. State reasons for ensuring aseptic technique in both eye and ear procedures. 	10
13	<p><u>Assisting in Gastroenterology and Proctology</u></p> <ul style="list-style-type: none"> A. Define and spell the Medical Terminology and vocabulary associated with this unit (MT) B. Describe the three primary functions of the gastrointestinal system. C. Identify the major functions of the system and describe the physiology of each phase. D. Name the six fundamental aspects of the gastrointestinal system. E. Define hepatitis and describe the similarities and differences of 	10

	<p>the five types.</p> <p>F. List ten possible laboratory procedures that could be ordered to assist the physician in obtaining a diagnosis.</p> <p>G. Explain the indication of a positive occult blood screening.</p> <p>H. List the types of laboratory samples that can be obtained during an endoscopic procedure.</p>	
14	<p><u>Assisting in Gynecology and Obstetrics</u></p> <p>A. Define and spell the Medical Terminology and vocabulary associated with this unit (MT)</p> <p>B. Identify the major organs of the female reproductive system and explain the primary function of each.</p> <p>C. Explain the physiology of pregnancy from conception through the three trimesters and parturition.</p> <p>D. Identify the three types of pregnancy complications.</p> <p>E. List and explain the diseases and disorders that may affect the female.</p> <p>F. Name and describe seven sexually transmitted diseases.</p> <p>G. Outline the medical assistant's role in the reproductive examination.</p> <p>H. Name and describe the medical assistant's role in seven diagnostic tests that may be done in evaluating the female reproductive system.</p>	10
15	<p><u>Assisting in Neurology</u></p> <p>A. Define and spell the Medical Terminology and vocabulary associated with this unit (MT)</p> <p>B. Identify the anatomical structures that compose the nervous system.</p> <p>C. Explain the functions of the peripheral and central nervous systems.</p> <p>D. Differentiate between the different layers of the brain's protective covering.</p> <p>E. Define a synapse.</p> <p>F. Name and describe the functions of the three major sections of the brain.</p>	10
16	<p><u>Assisting in Dermatology</u></p> <p>A. Define and spell the Medical Terminology and vocabulary associated with this unit (MT)</p> <p>B. Identify the anatomic structures of the skin.</p>	10

	<ul style="list-style-type: none"> C. Explain the major functions of the skin. D. Identify different lesions by name. E. List and describe types of thermal skin injuries. F. Discuss your role in assisting with dermatologic testing. G. Analyze your role in patient education. 	
17	<p><u>Assisting in Orthopedic Medicine</u></p> <ul style="list-style-type: none"> A. Define and spell the Medical Terminology and vocabulary associated with this unit (MT) B. Describe the principal structure of the musculoskeletal system. C. Identify five types of bones and give an example of each type. D. Describe three forms of muscles. E. Differentiate between tendons, bursae, and ligaments. F. List and describe the major disorders of the system. G. Describe the different types of fractures. H. Explain types of diagnostic procedures used. I. Describe four types of ambulatory devices. J. Explain the uses for cold applications. K. Define and spell vocabulary terms. 	10
18	<p><u>Assisting in Urology and Male Reproduction</u></p> <ul style="list-style-type: none"> A. Define and spell the Medical Terminology and vocabulary associated with this unit (MT) B. List the organs of the urinary system and explain the function of each. C. Explain the reason the urinary system has many opportunities for contracting diseases and disorders. D. Compare and contrast the diseases and disorders of the urinary system. 	6
19	<p><u>Urinalysis</u></p> <ul style="list-style-type: none"> A. Define and spell the Medical Terminology and vocabulary associated with this unit (MT) B. Understand the purpose of routine urinalysis. C. State the five types of urine specimens used. D. Describe the physiology of urine formation. E. Describe the tests in the physical and chemical examination of urine. F. List five materials found in urine sediment microscopically. G. Define urinary quality control. 	6

20	<u>Administering Medications</u> <ul style="list-style-type: none"> A. Define and spell the Medical Terminology and vocabulary associated with this unit (MT) B. List six factors of patient assessment that may influence whether you should continue with an order to administer a drug. C. State two environmental factors that would contraindicate the administration of a medication. D. Recall the three before's and the six rights. E. List basic solid & liquid oral dosage forms & give an example of each. F. For each parenteral method, list the preferred needle gauges and lengths and the usual syringe size. G. State the risks of using reusable injection equipment and three advantages of disposable injection equipment. H. Locate the anatomic landmarks for each intramuscular injection site. I. List the special considerations of anatomy when administering injectable medications to infants and small children. J. Recall the Centers for Disease Control and Prevention standards. 	6
21	<u>Preparing for Surgery</u> <ul style="list-style-type: none"> A. Define and spell the Medical Terminology and vocabulary associated with this unit (MT) B. Identify by name the instruments used in minor surgery procedures. C. Identify types of sutures and surgical needles. 	6
22	<u>Assisting with Surgical Procedures</u> <ul style="list-style-type: none"> A. Define and spell the Medical Terminology and vocabulary associated with this unit (MT) B. Transfer sterile instruments. C. Prepare a patient's skin for minor surgery. D. Open a sterile linen pack. E. Open and add a sterile pack to a sterile field. F. Add sterile items in a peel-back wrapper to a sterile field. G. Assist with a minor surgical procedure. H. Assist with suturing. I. Assist with suture removal. J. Bandage the injured site. 	6
	Total Approved Hours of Classroom Instruction	255

	<p><u>Community Classroom/Internship</u> (Unpaid, on-the-job, training experience at business sites)</p> <p>Community Classroom experiences may occur during the second semester of the course. During this time, students meet in the classroom for 2 hours a week on their Control Day. The other 8 required hours of class are completed at the community classroom/internship site.</p> <p>Learner Outcomes:</p> <ul style="list-style-type: none"> A. Apply skills learned in class. B. Analyze information and make decisions. C. Communicate verbally and in writing. D. Work independently and as a team member in a diverse workplace. E. Work reliably, responsibly, and ethically. 	<p>Hours Spent in internship are determined by the number of days students are able to spend at their sites.</p> <p>The ideal is to have students spend 105 or more hours in internship.</p>
	Total Hours	360

15. Instructional Strategies

lecture
group discussion
brainstorming
projects
reading assignments
Multimedia
Guided practice
Demonstration

Role-playing
Job-shadowing
Cooperative groups
Guest speakers
Work-based learning
Simulation
Oral reports

16. Assessments

Written Tests After Each Unit
Presentations
Skill Practical Assessments
Performance Exams
Portfolio

17. Certificate Competency List:

Career Technical Skills:

- Describe anatomy and physiology functions of the human body systems
- Demonstrate appointment scheduling, telephone techniques and message taking
- State cultural diversity areas of concern
- Record growth charts based on age and weight for male and female children
- Recognize methods of geriatric care and related symptoms
- Identify appropriate nutrition and related diets
- Demonstrate proper infection control techniques
- Demonstrate methods for checking basic vital signs and graph TPR charts
- Get certified in CPR by AHA BLS and describe the components of emergency crash cart
- Demonstrate HIPAA awareness; provide privacy, respect and dignity to the patient
- Demonstrate electronic medical record keeping
- Identify health care systems and facilities
- Describe various health careers and qualifying requirements
- Demonstrate professional qualities of a health care worker
- State basic legal and ethical responsibilities in health care
- Identify basic medical terminology

Application of Skills:

- Describe dental assistant skills
- Describe laboratory assistant skills
- Describe medical assistant skills
- Describe nurse assistant skills
- Describe physical therapy skills
- Describe business & accounting skills