

Component I: Core

Module A: Introduction to the Profession of the Medical Assistant

Topic 2: Introduction to Allied Healthcare

Statement of Purpose

To prepare the learner with basic knowledge and skill to understand various occupations in the health care field.

Student Learning Outcomes

Upon completion of this topic, the learner will be able to:

1. Spell and define key terms.
2. Identify members of the health care team.
3. Define the general term “doctor” and list the different specialties of professional doctors.
4. List and define the main functions of at least three types of health care practices.

Terminology

- | | |
|--|--|
| 1. Admissions Clerk | 21. Pharmacist |
| 2. Biomedical Engineer | 22. Pharmacy Technician |
| 3. Certified Medical Assistant | 23. Phlebotomist |
| 4. Certified Nurse Assistant | 24. Physical Therapist |
| 5. Clinical Laboratory Scientist (CLS) | 25. Physician’s Assistant |
| 6. Dental Assistant | 26. Psychiatric Technician |
| 7. Doctor | 27. Psychologist |
| 8. Electrocardiogram Technician | 28. Preferred Provider Organization (PPO) |
| 9. Health Maintenance Organization (HMO) | 29. Radiation Technologist |
| 10. Independent Provider Association (IPA) | 30. Radiology Technician |
| 11. Licensed Vocational Nurse | 31. Receptionist |
| 12. Licensed Social Worker | 32. Registered Dental Hygienist |
| 13. Marriage Family Therapist | 33. Registered Dietician/Dietetic Technician |
| 14. Medical Coder | 34. Registered Nurse |
| 15. Medical Laboratory Technician (MLT) | 35. Respiratory Therapist |
| 16. Nurse Informaticists | 36. The Patient Protection and Affordable Care Act (PPACA) |
| 17. Nurse Practitioner | |
| 18. Occupational Therapist | |
| 19. Office Manager | |
| 20. Paramedic | |

References

1. Davis, F.A. (2013). *Taber’s Cyclopedic Medical Dictionary* (22nd Ed.). Philadelphia PA: F.A. Davis.
2. French, L.L., & Fordney, M.T. (2013). *Administrative Medical Assistant* (7th Ed.) Clifton Park, NY: Delmar, Cengage Learning.
3. Blesi, M., Wise, B.A., & Kelley-Arney, C, (2012) *Medical Assisting Administrative and Clinical Competencies* (7th Ed.) Clifton Park, NY: Delmar, Cengage Learning.

4. Lindh, W., Pooler, M., Tamparo, C. & Dahl, B., (2013). *Comprehensive Medical Assisting Administrative and Clinical Competencies* (5th Ed.). Clifton Park, NY: Delmar, Cengage Learning.
5. Kronenberger, J., Southard D. L., & Woodson, D. (2012). *Comprehensive Medical Assisting* (4th Ed.). Philadelphia, PA: Lippincott, Williams & Wilkins.
6. Booth, K.A., Whicker, L.G., Wyman, T.D., & Moaney-Wright, S. (2011). *Medical Assisting: Administrative & Clinical Competencies with Anatomy and Physiology*. (4th Ed.). New York, NY: McGraw-Hill Company, Inc.
7. Dennerll, J.T., & Davis, P.E. (2010). *Medical Terminology: A Programmed Systems Approach* (10th Ed.). Clifton Park, NY: Delmar, Cengage Learning.
8. Proctor, D. B., & Young-Adams, A. P. (2011). *Kinn's The Medical Assistant: An Applied Learning Approach* (11th Ed.). Philadelphia, PA: Saunders Elsevier.

Websites

1. www.camft.org
2. www.abms.org

Content Outline/Theory Objectives	Suggested Learning Activities
-----------------------------------	-------------------------------

<p>Objective 1 Spell and define key terms.</p> <ul style="list-style-type: none"> A. Review the terms listed in the terminology section. B. Spell the listed terms accurately. C. Pronounce the terms correctly. D. Use the terms in their proper context. 	<ul style="list-style-type: none"> A. Games: word searches, crossword puzzles, Family Feud, Jeopardy, bingo, spelling bee, hangman and concentration. B. Administer vocabulary pre-test and post-test. C. Discuss learning gaps and plan for applying vocabulary.
<p>Objective 2 Identify members of the health care team.</p> <ul style="list-style-type: none"> A. Healthcare Occupations <ul style="list-style-type: none"> 1. Admissions Clerks of a hospital are tasked with gathering information from patients for the treating physician and the billing department. 2. Biomedical Engineers in the medical setting collaborate with health care staff to choose and implement the appropriate biomedical equipment and technologies for a facility. 3. Certified Medical Assistants provide assistance to patients under the supervision of the physician and the licensed nursing staff in an ambulatory care setting. 4. Certified Nurse Assistants provide basic nursing skills and gives care to patients in a nursing home or acute care hospital. 5. Dental Assistants perform a number of duties in a dentist's office. Duties include administrative skills and assisting the dentist with chair side duties, such as handing the dentist the proper materials and instruments. 6. Electrocardiogram Technician/ECG/EKG Technician is trained to perform electrocardiograms in the office, clinic or hospital settings. 7. Emergency Medical Technician/EMT provides care outside of a medical facility under protocols/physician direction. They are trained in emergency care and transport of victims with acute illness or injury (Basic Life Support). 8. Health Information Technologists maintain medical records and ensures compliance with HIPAA. 9. Licensed Vocational Nurses practice basic nursing skills and patient care under the supervision of a physician or RN. 10. Licensed Social Workers are professionals who work on individual cases to resolve social disputes 	<ul style="list-style-type: none"> A. Lecture/Discussion B. Assigned Reading C. Lecture on educational requirements, skills required, typical duties and employment outlook for two health care team members in each category. D. Each student chooses a profession and interviews a person working in the chosen profession. E. Students share with class their individual interview. Ask students to write a paper describing the following information <ul style="list-style-type: none"> 1. Name of profession 2. Education 3. Place of work 4. Role and duties 5. What professional thinks about their occupation? 6. What student thinks about the professional's role?

and problems, separating them from other large group-based forms of sociology.

11. Marriage and Family Therapists are relationship specialists who treat persons involved in interpersonal relationships. They are trained to assess, diagnose and treat individuals, couples, families and groups to achieve more adequate, satisfying and productive marriage, family and social adjustment.
12. Medical Coders are responsible for assigning codes for each diagnosis and procedure performed by a medical professional. This information is used to determine the amount of money that a hospital or ambulatory care facility will be reimbursed by an insurance program.
13. Medical Office Managers supervise staff and manages the day-to-day responsibilities of a health care office. They can work in hospitals, private medical practices, health maintenance organizations and clinics.
14. Medical Laboratory Technicians (MLT)/Clinical Laboratory Scientists (CLS) perform highly specialized testing on body tissues and body fluids.
15. Nurse Practitioners are RNs with a Master's Degree. They have advanced training, certification and experience. Nurse Practitioners are able to diagnose, furnish medication and do procedures under the indirect supervision of the physician.
16. Nurse Informaticists (also known as Nurse Informatics Specialists) are specially trained to help manage, interpret and communicate the vital medical data and information that flows into and out of doctor's offices, hospitals, clinics and other health care facility computer systems.
17. Occupational Therapists help patients regain their ability to perform everyday functions.
18. Paramedic/EMTP provides pre-hospital care to the sick and injured. They provide advanced life support and trauma care.
19. Pharmacists distribute prescription drugs to patients. Pharmacists may specialize in a particular type of pharmacy, such as intravenous medicine, oncology, nuclear medicine, geriatrics and psychiatrics.
20. Pharmacy Technicians assist licensed pharmacist in preparing medications and clerical duties.
21. Phlebotomists are trained and skilled in drawing

<p>blood for diagnostic testing. Certification requirements vary by state.</p> <p>22. Physical Therapists help people who have been injured or who are disabled restore physical mobility and joint function through targeted exercise.</p> <p>23. Physician Assistant is trained in certain aspects of the practice of medicine or osteopathy. Provides assistance under the direct supervision of a physician.</p> <p>24. Psychiatric Technicians are an entry-level health care provider who is responsible for care of mentally disordered and developmentally disabled clients. A psychiatric technician practices under the direction of a physician, psychologist, rehabilitation therapist, social worker, registered nurse or other professional personnel.</p> <p>25. Psychologists specialize in the study of brain activity and mental processes such as learning and personality. They provide testing and counseling for mental and emotional disorders.</p> <p>26. Radiation Technologists follow orders written by physician cancer specialists by setting radiation equipment to required levels. Technologists make notes as well as record what treatments are performed and if any reactions to the treatment were observed.</p> <p>27. Radiology Technician/X-ray Technicians operate various radiology imaging machines and produce images of the human body for medical diagnostic purposes.</p> <p>28. Registered Dental Hygienists clean teeth, examine patients for oral diseases such as gingivitis and provide other preventative dental care.</p> <p>29. Registered Dietician/Dietetic Technicians plan and provide nutritional assessments and meals.</p> <p>30. Receptionists work in the medical office, hospital or clinic. Duties include checking patients into an appointment, collecting fees and performing basic administrative tasks.</p> <p>31. Registered Nurse/RN is licensed to provide patient care and assume leadership roles at the state level to practice in all types of health care facilities and in many specialty areas such as surgery.</p> <p>32. Respiratory Therapy Technicians perform procedures to treat, maintain, or improve ventilation and pulmonary functions.</p>	
<p>Objective 3 Define the general term of “doctor” and list three types of professional doctors.</p>	

<p>A. The term “doctor” generally refers to a person who has received an advanced degree at the doctoral level.</p> <p>B. Types of professional doctors</p> <ol style="list-style-type: none"> 1. Doctor of Philosophy (Ph.D.) 2. Doctor of Education (Ed.D.) 3. Doctor of Divinity 4. Doctor of Medicine (M.D.) 5. Doctor of Osteopathic Medicine (D.O.) <p>C. Medical Doctors (M.D.) and Doctors of Osteopathic Medicine (D.O.) –Must pass specialized examinations before they become licensed to treat patients in that area of expertise.</p> <p>D. Areas of Specialization</p> <ol style="list-style-type: none"> 1. Allergist/Immunologist (commonly referred to as an allergist) is a physician specially trained to diagnose, treat and manage allergies, asthma and immunologic disorders including immunodeficiency disorders. 2. Anesthesiologists specialize in administering pain-killing drugs during surgery in the operating room. Anesthesiology also includes the field of Pain Management, a sub-specialty which helps manage chronic (ongoing) pain in patients with prescription medication, injections or other therapeutic methods. 3. Cardiology is a specialized branch of medicine that addresses the diagnosis, treatment and prevention of conditions to the heart and blood vessels. 4. Dermatologists specialize in the diagnosis, treatment and prevention of diseases, disorders and conditions of the skin. 5. Emergency Medicine Physicians specialize in emergent or acute medical care of patients who need immediate medical attention due to trauma, accident or a major medical event. 6. Endocrinologists specialize in the diagnosis and treatment of conditions involving the endocrine glands, which produce secretions, such as hormones, that are released into the bloodstream. 7. Family Medicine or General Practice Physicians are generalists in their medical practice. They focus on the whole body (adult and pediatric) as well as responding to many common diseases and injuries. 8. Gastroenterologists specialize in the treatment of disorders of the gastrointestinal tract. 9. Gerontologists study and treat physical, mental and social changes that take place as a person ages. 10. Hematologists specialize in treating conditions that 	<p>A. Lecture/Discussion</p> <p>B. Assigned Reading</p> <p>C. Review to the American Board of Medical Specialties web site www.abms.org</p> <p>D. Note the information on specialization and certification in medicine.</p>
---	---

<p>involve the blood.</p> <ol style="list-style-type: none"> 11. Hospitalists are a hospital-based general physician that assumes the care of hospitalized patients in the place of patients' primary care physicians. 12. Infectious Disease Physicians specialize in diagnosing and treating infectious diseases. 13. Internal Medicine focuses on the diagnosis, treatment and prevention of nonsurgical conditions in adults. 14. Intensivists provide care to patients who require intensive care. Intensive care is characterized by close monitoring and support for critically ill patients. 15. Neurologists specialize in the diagnosis, treatment and prevention of diseases, disorders and conditions of the brain and nervous system. 16. Obstetricians and Gynecologists are doctors who specialize in women's health issues, specifically reproductive issues and childbirth. 17. Oncologists specialize in diagnosing, treating, and studying all forms of cancer and cancerous tumors and work with the patient's other doctors to choose the best treatments. 18. Ophthalmologists specialize in the treatment of the eyes, and retina. Not to be confused with an optometrist, ophthalmologists can do eye surgery and prescribe medication unlike optometrists, who typically focus on eyesight correction and enhancement and prescription lenses. 19. Orthopedists specialize in treating conditions and injuries involving bones and connective tissue, including tendons and ligaments. Orthopedists use a variety of treatments, including surgical interventions, casting, bracing and medications. 20. Primary Care Physicians provide care to patients in a managed care plan. They may have specialty in family practice or internal medicine. 21. Pediatrician is a specialized branch of medicine dealing with diagnosis and care of newborn patients through age 18. 22. Plastic Surgeons specialize in remodeling and restructuring areas of the body. This can be done out of necessity to correct medical problems or as a way to enhance the look of the body. 23. Podiatrist/Chiropodists are specifically trained and licensed to diagnose and treat disorders of the feet. 24. Psychiatrists are medical doctors trained in anatomy, physiology and pathology of brain activity and mental and emotional 	
---	--

<p>disorders. Psychiatrists are allowed to prescribe medications.</p> <p>25. Pulmonologists diagnose and treats disorders that affect the respiratory system.</p> <p>26. Sports Medicine Physicians specialize in treating and diagnosing injuries commonly associated with athletics. These medical doctors work primarily with athletes in an athletic setting, but may also work in clinics, hospitals and other medical facilities.</p> <p>27. Surgeons are physicians that provide surgical interventions on a variety of organs, depending on their specialty.</p> <p>28. Trauma Surgeons are responsible for examining, diagnosing and treating patients through surgical methods. These professionals conduct a variety of surgical procedures in emergency situations.</p>	
<p>2. They share office expenses, employees, income, and on-call schedules.</p> <p>B. Partnership</p> <ol style="list-style-type: none"> Two or more physicians in the practice of medicine under a legal partnership agreement. Each is legally responsible for the financial actions of their partner. <p>C. Solo practice</p> <ol style="list-style-type: none"> Physician responsible for entire business. Independent Practice Association (IPA) has a similar structure as the PPO (see section E below). <p>D. Managed Care (Health Maintenance Organizations (HMO))</p> <ol style="list-style-type: none"> Physicians considered employees or partners. Contracted with different insurance carriers to provide services for enrollees. Responsible for managing funds received per month per enrollee to cover cost of medical services provided. <p>E. Preferred Provider Organization (PPO)</p> <ol style="list-style-type: none"> Within the framework of the managed care health insurance industry. PPO is a group of doctors, hospitals and other health care providers who create a network and negotiate predetermined fees with a given health insurance carrier. The Patient Protection and Affordable Care Act (PPACA) or the Affordable Care Act or Obamacare <ol style="list-style-type: none"> A federal statute signed into law in March 2010 as a part of the healthcare reform agenda of the Obama administration. Signed under the title of The Patient 	<p>A. Lecture/Discussion</p> <p>B. Assigned Reading</p> <p>C. Discuss community health/physician services and resources.</p> <p>D. Have students research physician services and practices</p> <ol style="list-style-type: none"> In your community find an example of three types of physician services and practice. Call, introduce yourself and describe your student role, school you attend and your intent to learn. Ask to speak to the office administrator. During your interview, using the terminology you've learned ask: <ol style="list-style-type: none"> Type of services they offer. Type of staff they hire and their functions. Type of insurances they accept (including

<p>Protection and Affordable Care Act, the law includes multiple provisions that would take effect over a matter of years, including the expansion of Medicaid eligibility, the establishment of health insurance exchanges and prohibiting health insurers from denying coverage due to pre-existing conditions.</p>	<p>Medi-cal).</p> <ol style="list-style-type: none"> 5. Write a paragraph or two describing your findings for each interview. 6. Be prepared to provide your findings to the class.
---	---