

Component I: Core

Module A: Introduction to the Profession of the Medical Assistant

Topic 3: Role of the Medical Assistant

Statement of Purpose

To prepare the learner with basic knowledge to understand the role of the Medical Assistant.

Student Learning Outcomes

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

1. Spell and define key terms.
2. Identify the scope of practice for the Medical Assistant in the State of California.
3. List the professional organizations and certification exams for Medical Assistants.
4. Define the professional duties of the Medical Assistant.
5. Identify desirable character or personality traits needed to become a successful Medical Assistant.
6. Demonstrate proper professional appearance.

Terminology

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|-------------------------------------------------------|------------------------------------------------------------------------------|
| 1. Accurate | 15. Certified Medical Assistant (CMA-AAMA) |
| 2. Adaptable | 16. Registered Medical Assistant (RMA) |
| 3. Appearance | 17. Commission on Accreditation of Allied Health Education Programs (CAAHEP) |
| 4. Dependable | 18. Continuing Education Units (CEUs) |
| 5. Discreet | 19. Developing a Curriculum (DACUM) |
| 6. Honest | 20. Medical Assisting Education Review Board (MAERB) |
| 7. Respectful | 21. Dosage |
| 8. Tactful | 22. Non-invasive |
| 9. Confidentiality | 23. Professionalism |
| 10. American Association of Medical Assistants (AAMA) | 24. Role Delineation |
| 11. American Medical Technologists (AMT) | 25. Scope of Practice |
| 12. California Certified Medical Assistant (CCMA) | 26. Standards |
| 13. Clinical Laboratory Improvement Amendments (CLIA) | 27. Unlicensed |
| 14. Clinic | 28. Venipuncture |

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.

Web sites:

1. www.mbc.ca.gov
2. http://www.mbc.ca.gov/allied/medical_assistants.html
3. http://www.aama-ntl.org/resources/library/aama_bylaws.pdf
4. <http://www.aama-ntl.org/>
5. www.maerb.org
6. www.americanmedtech.org
7. www.ccbma.org/
8. <http://www.rn.ca.gov/pdfs/regulations/npr-b-41.pdf>

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 the scope of practice of the Medical Assistant, in the State of California.</p> <ul style="list-style-type: none"> A. Medical Assistants are unlicensed health professionals. They perform non-invasive routine technical supportive services under the supervision of a licensed physician or podiatrist in a medical office or clinic setting. B. Updated scope of practice can be obtained from The Medical Board of California website. C. Differences in scope of practice between states such as urinary catheterization, IVs and phlebotomy. 	<ul style="list-style-type: none"> A. Lecture/Discussion B. Assigned Reading C. Below is The Medical Board website: <ul style="list-style-type: none"> 1. www.mbc.ca.gov D. Review website and prepare to discuss with class <ul style="list-style-type: none"> 1. http://www.mbc.ca.gov/allied/medical_assistants.html
<p>Objective 3 List the professional organizations and certification exams for Medical Assistants.</p> <ul style="list-style-type: none"> A. American Association of Medical Assistants (AAMA) - Certified Medical Assistant- CMA(AAMA) <ul style="list-style-type: none"> 1. National certifying body for Medical Assistants. 2. Medical Assistants must be certified in both Administrative and Clinical categories. 3. Sets the standards for the entry-level Medical Assistant. 4. Continuing Education Units (CEUs) are required to maintain certification – 60 CEUs every 5 years. 5. The Medical Assisting Education Review Board (MAERB) evaluates medical assisting programs according to standards adopted by the American Association of Medical Assistants (AAMA), the American Medical Association (AMA) and the Commission on Accreditation of Allied Health Education Programs (CAAHEP). B. American Medical Technologists (AMT) – Registered Medical Assistant (RMA). <ul style="list-style-type: none"> 1. National registering body for Medical Laboratory Technicians, Medical Technicians, Dental Technicians and Medical Assistants. <ul style="list-style-type: none"> a. Each profession has its own certification 	<ul style="list-style-type: none"> A. Lecture/Discussion B. Assigned Reading C. Provide association material to students. D. Student Assignment: <ul style="list-style-type: none"> 1. Go to http://www.aama-ntl.org/resources/library/aama_bylaws.pdf 2. Read the AAMA Creed and Code of Ethics. Write a paragraph(s) discussing its meaning and how you plan to apply it. 3. Share with the class your thoughts. E. Profession organization websites: <ul style="list-style-type: none"> 1. http://www.aama-ntl.org/ 2. www.maerb.org 3. www.americanmedtech.org 4. www.ccbma.org/

<ul style="list-style-type: none"> process. b. Medical Assistants must be certified in both administrative and clinical categories. 2. Continuing education opportunities offered. C. California Certified Medical Assistant (CCMA). <ul style="list-style-type: none"> 1. Certifying agency for California. 2. Not a State Agency—Board of Medical Quality Assurance oversees the practice of Medical Assistants, physician assistants and physicians. 3. Separate from CMA (AAMA) certification. 4. Offers different options for becoming California certified: <ul style="list-style-type: none"> a. Administrative only b. Clinical only c. Combination administrative and clinical 	
<p>Objective 4 Define the professional duties of the Medical Assistant.</p> <ul style="list-style-type: none"> A. Administrative duties (“front office”) <ul style="list-style-type: none"> 1. Reception responsibilities. 2. Communication <ul style="list-style-type: none"> a. Telephone b. Written c. Oral d. Email 3. Maintaining medical records <ul style="list-style-type: none"> a. Paper Chart b. Electronic Health Record 4. Bookkeeping. 5. Scheduling appointments. 6. Inventory maintenance for office supplies. 7. Providing exceptional customer service. 8. Insurance and billing. 9. Payroll. 10. Mail – sorting and filing. 11. Computer skills. 12. Medical transcriptions. B. Clinical duties (“back office”) <ul style="list-style-type: none"> 1. Preparing patients for and assisting the physician with examinations, treatments and procedures. 2. Asepsis and infection control. 3. Drawing blood for testing. 4. Performing Cardiopulmonary Resuscitation (CPR). 5. Facilitating treatment for patients from diverse cultures. 6. Removing staples/sutures. 7. Changing dressings and providing wound care. 8. Preparing and sterilizing instruments. 9. Performing Clinical Laboratory Improvement Amendments (CLIA) approved laboratory testing. 10. Completing Electrocardiograms (EKGs). 	<ul style="list-style-type: none"> A. Lecture/Discussion B. Assigned Reading C. Distribute copies of California DACUM Job Analysis for Medical Assistant. D. Student Assignment: <ul style="list-style-type: none"> 1. In a spiral notebook, date and title the first page, Professional Qualities and Duties. 2. Create a “running” list of your own professional clinical needs. 3. Make statement goals about how you plan to update and or learn skills. E. See Medical Assistant Job Description (Core A:3.4a,b,c). F. See RN Supervision of Medical Assistant: http://www.rn.ca.gov/pdfs/regulations/npr-b-41.pdf

<ul style="list-style-type: none"> 11. Administering medications/immunizations (as directed by the physician and state law). 12. Obtaining and documenting vital signs, height and weight measurements. 13. Documenting in the medical record. 14. Performing eye or ear irrigations. 15. Recognizing and treating medical emergencies. 16. Providing patient education. <p>C. Knowledge base</p> <ul style="list-style-type: none"> 1. Administrative skills. 2. Patient insurance product knowledge (specific to workers geographic location). 3. Compliance, especially of OSHA and HIPAA guidelines. 4. Exceptional customer service. 5. Practice management. 6. Current patient treatments and education. 7. Clinical procedures and practice expectations. 8. Drug and patient diagnosis knowledge. 9. Scope of practice. 	
<p>Objective 5 Identify desirable character or personality traits needed to become a successful Medical Assistant.</p> <ul style="list-style-type: none"> A. Accurate, detail oriented. B. Adaptable, ability to adjust. C. Attitude should leave the impression of the type of person you are. D. Attention to details, especially when administering medications. E. Caring genuine attitude shown to all patients. F. Competent, excellent knowledge and skills. G. Communication skills <ul style="list-style-type: none"> 1. Careful listening, observing, speaking and writing. 2. Use of proper grammar and spelling. H. Critical Thinking skills, prioritizing work, problem solving, and analytical thinking. I. Dependable, responsible. J. Diplomacy, ability to communicate with patients, coworkers, managers and physicians in a manner that is effective and not offensive. K. Discreet, prudent, cautious, and confidential. L. Empathic, ability to identify with another's feelings. M. Flexibility, to new people and new situations, physician schedule changes and staffing challenges. N. Friendly attitude, caring viewpoint and the ability to display concern for others. O. Genuine smile, real expression. P. Honest, trustworthy, holding self to high standards, goals of excellence and key to providing excellent customer service. 	<ul style="list-style-type: none"> A. Lecture/Discussion B. Assigned Reading C. Discuss questions that identify the reason for pursuing the career of medical assisting. <ul style="list-style-type: none"> 1. Do you like people? 2. Do you want variety in your work? 3. Can you "take hold" and get things done? 4. Are you methodical and accurate in what you do? 5. Can you be trusted with confidential information? D. What can a person do to change counterproductive behaviors and attitudes that marginalize the Medical Assistant and those that he/she encounters in the workplace? E. Role play scenarios interacting with co-workers, clients and physician demonstrating characteristics listed. F. See DACUM Job Analysis for Medical Assistant at www.ca-hwi.org

<p>Q. Neat appearance, personal cleanliness, clean uniforms, comfortable and clean shoes, flattering hairstyle, avoiding heavy perfumes and make up.</p> <p>R. Pleasant demeanor and voice, cheerful and agreeable; pleasing to hear and speak with.</p> <p>S. Professionalism</p> <ol style="list-style-type: none"> 1. Exhibits courtesy, conscientiousness, professional dress and business like attitude. 2. Conforms to the standards of the medical profession. 3. Displays the character appropriate for the health care profession and work setting. 4. Maintains confidentiality <ol style="list-style-type: none"> a. Privileged information must be treated with discretion and a sense of privacy for the patients and co-workers. b. HIPAA. <p>T. Proper judgment before making any important decision, you must carefully evaluate each possible outcome. In an emergency this must be done in seconds.</p> <p>U. Respectful, shows regard for others, considerate, displays cultural competence.</p> <p>V. Tactful, the ability to communicate and perform tasks in a diplomatic and skillful manner.</p> <p>W. Team player, ability to work collaboratively with others.</p> <p>X. Self-starter, ability to see needs collaboratively seeks to meet needs and identifies effectiveness of intervention.</p> <p>Y. Willingness to learn new skills, behavioral challenges and insights regarding patient populations.</p>	
<p>Objective 6 Demonstrate proper professional appearance.</p> <ol style="list-style-type: none"> A. Cleanliness, an overall clean appearance. B. Hand hygiene, nails must be short and clean, not extending beyond the tips of the fingers; absolutely no artificial nails or polish. C. Hair, kept up and away from face and shoulders. D. Uniform, always clean, pressed and must be the correct size; closed-toe shoes. E. Jewelry, minimum use is desirable. F. Body odor, whether from heavy fragrances, smoke or perspiration, is offensive. Fragrances may also cause allergic responses. G. Good posture. H. No eating/gum chewing. I. Piercings must be removed or covered. J. Tattoos must be covered. 	<ol style="list-style-type: none"> A. Lecture/Discussion B. Assigned Reading C. Teacher can role model negative dress by coming to class in “unprofessional” attire. Have students identify areas that need to be corrected.