

**MISSION VALLEY REGIONAL OCCUPATIONAL PROGRAM  
MEDICAL ASSISTING COURSE OUTLINE**

**1. Course Title:**

Medical Assisting-H.S.

**2. CBEDS Title:**

Medical Office Services

**3. CBEDS Number:**

4242

**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
Healthcare Support Workers, all other		31-9099.99

**5. Course Description:**

This competency-based course prepares students for a career in the healthcare industry. Included in the course are Medical Ethics, Medicine & Law, Appointment Scheduling, Telephone Techniques, Filing Methods & Record Keeping, Aseptic Concepts w/ knowledge in Surgical Instruments, Infection Control, CPR, Vital Signs, Anthropometric Measurements, Assisting in Various Specialties & Surgical Preparations, Administering Medications, HIPAA Compliance, OSHA Training and Medical Terminology.

Approximately fifty-five procedures are practiced in the lab.

After successfully completing the classroom work, students will be placed in a medical office or clinic for hands-on experience. See community classroom requirements listed below.

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

1.

**6. Hours:**

Students receive up to 264 hours of classroom instruction and up to 96 hours of work-based learning at community classroom or cooperative vocational education sites.

**Total hours = 360.**

**7. Prerequisites:**

- ❖ All students must provide immunization records and proof of a negative TB test **prior** to externship placement and patient contact. This is a mandatory requirement.
- ❖ All students are required to **purchase and wear uniforms** (scrubs) and closed- **toe** tennis shoes (UGGs - not considered closed - toe shoes and are not allowed in community classroom as part of the standard uniform), a stethoscope is highly recommended for the externship.
- ❖ To be eligible, students need successful completion of class work at **80% B** or better, must have good attendance in class, pass a majority of skill checks, and exhibit appropriate work ethic behaviors.
- ❖ All Students must provide their own transportation to second semester clinical sites.
- ❖ Students must have a recommendation from the instructor.

**8. Date of Approval by Advisory Committee:**

November 8, 2018

**9. Course Outline:**

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

**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)*

CC/CVE

**CAREER PREPARATION STANDARDS**

Class

**I. WORKPLACE BASIC SKILLS & BEHAVIORS**

Integrated throughout  
course

*(MVROP ESLR #1)*

- B. Apply skills learned in class.
  - 1. read well enough to perform the tasks of a medical assistant
  - 2. write at an industry acceptable level
  - 3. correctly apply mathematics skills within the requirements of the industry
  - 4. accept criticism and modify actions appropriately
- C. Analyze information and make decisions.
- D. Communicate verbally and in writing (see Unit VII.)
- E. Work independently and as a team member in a diverse workplace (See Unit VII.)
  - 1. demonstrate a positive attitude toward work
  - 2. describe sexual harassment & demonstrate measures to avoid it
  - 3. describe the consequences of sexual harassment
  - 4. adapt well to diverse personalities and changing responsibilities
  - 5. practice self-management
- F. Work reliably, responsibly, and ethically.
  - 1. demonstrate appropriate workplace behavior
  - 2. produce quality work and an increasing quantity of work
  - 3. receive a positive evaluation from the training site
  - 4. apply positive business and personal ethics and etiquette
  - 5. apply integrity & honesty in the classroom and the training site
- G. Demonstrate punctuality and good attendance in the classroom and at the training site.
  - 1. maintain good grooming habits
  - 2. allocate time effectively

**II. CAREER TECHNICAL SKILLS**

Integrated throughout course

*(MVROP ESLR #2).*

- A. Use appropriate technology to process information.
- B. Understand and practice occupational safety standards (see Unit XI)
  - C. Demonstrate an awareness of how a business or industry functions.
  - D. Describe the facility organization.

**III. JOB EMPLOYMENT SKILLS**

Integrated throughout course

*(MVROP ESLR #3)*

- A. Develop a plan to achieve career goals.
- B. Use effective job search strategies.
  - 1. prepare a resume and a cover letter
  - 2. use common resources to locate a job
  - 3. complete a job application

- 4. practice successful interview techniques
- 5. describe the customary benefits for an entry level employee
- C. Demonstrate an awareness of the importance of lifelong learning.

**IV. INTRODUCTION TO MEDICAL ASSISTING**

5 5

*(MVROP ESLR #2)*

- A. Identify ten career opportunities that are available to the trained medical assistant.
- B. Identify at least five general knowledge areas in which the medical assistant should be proficient.
- C. Differentiate between administrative and clinical responsibilities of a medical assistant.
- D. List five personality traits that are beneficial to the successful medical assistant.
- E. Describe the training programs that are available for medical assistants.
- F. Name four professional organizations that provide educational opportunities and certification examinations.

**V. MEDICAL ETHICS**

10 3

*(MVROP ESLR #2)*

- A. Define and spell the terms listed in the vocabulary.
- B. Differentiate between the terms ethics and etiquette.
- 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 is released.
- I. Discuss the application of ethics in dealing with fees and charges.
- J. Discuss the medical assistant's ethical obligations and restrictions.

**VI. MEDICINE AND THE LAW**

10 2

*(MVROP ESLR #2)*

- A. Define and spell the terms listed in the vocabulary.
- B. State the purpose of medical practice acts and how they are established.
- C. List the three methods for granting a licensure.
- D. List the general categories of cause for revocation or suspension of a license.
- E. Explain the difference between criminal and civil law.

- F. Define a contract and explain its importance in a healthcare facility.
- G. Outline the correct way for a physician to terminate the physician-patient relationship.
- H. State the four “D’s of Negligence” as published by the American Medical Association.
- I. Describe the arbitration procedure, and identify three advantages.
- J. List the six components of informed consent.
- K. Explain the purpose of Good Samaritan Acts.
- L. State two restrictions imposed on physicians by the Anatomical Gift Act.
- M. Explain the medical assistant’s role in claims prevention.
- N. State the meaning of administrative law.
- O. Discuss the importance of compliance with OSHA regulations.
- P. Explain the essential difference between a living will and a durable power of attorney.

**VII. INTERPERSONAL SKILLS AND HUMAN RELATIONS** 20 8

*(MVROP ESLR #2)*

- A. Define and spell the terms listed in the vocabulary.
- B. State the factors that most influence the formation of a first impression.
- 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.

**VIII. TELEPHONE TECHNIQUES** 10 4

*(MVROP ESLR #2)*

- A. Define and spell the terms in the vocabulary.
- 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 referred to the physician for response.
- G. Explain what is involved in monitoring telephone calls.
- H. Explain what pre-planning a call is.
- I. Explain the ways in which an operator-answered telephone answering service can benefit a medical practice.

<b>IX. APPOINTMENT SCHEDULING &amp; TIME MANAGEMENT</b>	10	3
<i>(MVRP ESLR #2)</i>		
<ul style="list-style-type: none"> <li>A. Define and spell the terms listed in the vocabulary.</li> <li>B. Describe four important features of an appointment book.</li> <li>C. List and explain the three basic guidelines to follow in scheduling appointments.</li> <li>D. Identify and discuss the advantages of wave scheduling.</li> <li>E. Cite three common situations that would require adjusting the appointment schedule.</li> <li>F. Describe how you would determine whether a request for an appointment is an emergency.</li> <li>G. State the reason for recording a failed appointment in the patient's chart.</li> <li>H. Discuss the handling of cancellations and delays brought about by office situations.</li> <li>I. List the seven points of information that will be necessary in scheduling surgery with a hospital.</li> <li>J. State four items of information that must be available before arranging an outside laboratory appointment for a patient.</li> </ul>		
<b>X. FILING METHODS AND RECORD KEEPING</b>	15	6
<i>(MVRP ESLR #2)</i>		
<ul style="list-style-type: none"> <li>A. Define and spell the terms listed in the vocabulary.</li> <li>B. List and discuss the basic equipment and supplies in a filing system.</li> <li>C. Describe the seven sequential steps in filing a document.</li> <li>D. List and discuss application of the four basic filing systems.</li> <li>E. Explain how color- coded files can be advantageous in a healthcare facility.</li> </ul>		
<b>XI. ASEPTIC CONCEPTS AND INFECTION CONTROL</b>	24	10
<i>(MVRP ESLR #2)</i>		
<ul style="list-style-type: none"> <li>A. Define and spell the terms in the vocabulary.</li> <li>B. Explain the five links in the chain of infection.</li> <li>C. Identify the eight specific reactions the body initiates as the Inflammatory response.</li> <li>D. Differentiate among the four types of infections.</li> <li>E. Compare virus and bacteria cell invasion.</li> <li>F. List the infectious materials covered in the Standard Precautions.</li> <li>G. Identify the four major areas included in the OSHA Compliance Guidelines.</li> <li>H. Differentiate between medical and surgical asepsis.</li> <li>I. Differentiate among sanitization, disinfection, and sterilization.</li> <li>J. Explain the types and uses of indicators.</li> <li>K. Discuss the legal and ethical concerns regarding medical asepsis and infection control.</li> <li>L. List possible methods of patient education.</li> <li>M. Obtain CPR certification and demonstrate first aid procedures.</li> </ul>		

**XII. VITAL SIGNS & ANTHROPOMETRIC MEASUREMENTS** 25 10

*(MVROP ESLR #2)*

- A. Define and spell the words in the vocabulary.
- 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.

**XIII. ASSISTING WITH THE PRIMARY PHYSICAL** 18 12

**EXAMINATION** *(MVROP ESLR #2)*

- A. Define and spell the words in the vocabulary.
- 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 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 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.

**XIV. ASSISTING IN CARDIOVASCULAR MEDICINE** 10 3

*(MVROP ESLR #2)*

- A. Define and spell the terms in the vocabulary.
- B. Anatomically & physiology; describe the heart & its significant structures.
- C. Identify the important presenting symptoms of cardiovascular disease.
- C. List the signs, symptoms, and diagnostic and therapeutic procedures employed with coronary artery disease and hypertension.
- D. Anatomically and physiology; describe the circulatory vessels.
- E. List the most frequently diagnosed vascular conditions.

- F. Trace the electrical conduction system through the heart.
- G. State the meaning of the horizontal and vertical lines on the ECG paper.  
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.

**XV. ASSISTING IN PULMONARY MEDICINE** 10      3  
(MVRP ESLR #2)

- A. Name and locate the structures of the respiratory system
  - B. Describe the functioning purpose of each respiratory structure.
- C. Demonstrate understanding of ventilation.
- D. Identify the major categories of respiratory diseases.
- E. Differentiate the signs and symptoms and the diagnosis and treatment for the diseases discussed in this chapter.
- F. Assist the pulmonary physician in the examination of the chest & lungs.
- G. Spell and define the terms in the vocabulary.

**XVI. ASSISTING WITH OPHTHALMOLOGY AND OTORHINOLARYNGOLOGY PROCEDURES** (MVRP ESLR #2) 10      3

- A. Explain the differences among an ophthalmologist, optometrist, and optician.
- B. Identify the anatomical structures of the eye.
- C. Describe how vision occurs.
- D. Differentiate among the four major types of refractive errors.
- 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.
- L. Spell and define terms in the vocabulary.

**XVII. ASSISTING IN GASTROENTEROLOGY & PROCTOLOGY** 10      3  
(MVRP ESLR #2)

- A. Describe the three primary functions of the gastrointestinal system.
- B. Identify the major functions of the system and describe the physiology of each phase.
- C. Name the six fundamental aspects of the gastrointestinal system.
- D. List eight diseases or disorders of the gastrointestinal system and the signs, symptoms, methods of diagnosis, & treatment for each.

- E. Describe the significance of the gastrointestinal system and its relationship with other body systems.
- F. Define hepatitis and describe the similarities and differences of the five types.
- G. Identify the methods used to diagnose gallstones.
- H. Identify the types of disorders referred to a proctologist.
- I. List ten possible laboratory procedures ordered to assist the physician in obtaining a diagnosis.
- J. Explain the indication of a positive occult blood screening.
- K. List the types of laboratory samples obtained during an endoscopic procedure.
- L. Spell and define the terms in the vocabulary.

**XVIII. ASSISTING IN GYNECOLOGY AND OBSTETRICS** 10 3

*(MVROP ESLR #2)*

- A. Identify the major organs of the female reproductive system and explain the primary function of each.
- B. Trace the ovum through the three phases of menstruation.
- C. Explain the physiology of pregnancy from conception through the three trimesters and parturition.
- D. Identify the three types of pregnancy complications.
- E. List and explain the diseases and disorders that may affect the female.
- F. Name and describe seven sexually transmitted diseases.
- G. Outline the medical assistant's role in the reproductive examination.
- H. Compare and contrast the yearly physical examination with the initial pregnancy examination.
- I. Name and describe the medical assistant's role in seven diagnostic tests used in evaluating the female reproductive system.
- J. Define family planning and the three classifications of birth control that are used.
- K. Spell and define terms in the vocabulary.

**XIX. ASSISTING IN NEUROLOGY** 10 3

*(MVROP ESLR #2)*

- A. Identify the anatomical structures that compose the nervous system.
- B. Explain the functions of the peripheral and central nervous systems.
- C. Differentiate between the different layers of the brain's protective covering.
- D. Define a synapse.
- E. Name and describe the functions of the three major sections of the brain.

- F. List the seven symptoms that suggest possible neurological problems.
- G. Identify three brain disorders that result from injury.
- H. Name two disorders that could be work-related injuries.
- I. Identify the frequently used diagnostic procedure for nerve disorders.
  
- J. Define and spell vocabulary terms.

**XX. ASSISTING IN DERMATOLOGY** (MVROP ESLR #2) 10 3

- A. Identify the anatomical structures of the skin.
- B. Explain the major functions of the skin.
- C. Identify different lesions by name.
- D. List and describe types of thermal skin injuries.
- E. Name eight diseases or disorders of the skin.
- F. Discuss your role in assisting with dermatologic testing.
- G. Identify six forms of dermatologic medications.
- H. Analyze your role in patient education.
- I. Discuss legal issues in caring for the dermatologic patient.
- J. Define and spell vocabulary terms.

**XXI. ASSISTING IN ORTHOPEDIC MEDICINE** 10 3  
(MVROP ESLR #2)

- A. Describe the principal structure of the musculoskeletal system.
- B. Identify five types of bones and give an example of each type.
- C. Describe three forms of muscles.
- D. Differentiate between tendons, bursae, and ligaments.
- E. List and describe the major disorders of the system.
- F. Describe the different types of fractures.
- G. Explain types of diagnostic procedures used.
- H. Describe four types of ambulatory devices.
- I. Explain the uses for cold applications.
- J. Define and spell vocabulary terms.

**XXII. ASSISTING IN UROLOGY AND MALE REPRODUCTION** (MVROP ESLR #2) 10 3

- A. List the organs of the urinary system and explain the function of each.
- B. Explain the reason the urinary system has many opportunities for contracting diseases and disorders.
- C. Compare and contrast the diseases and disorders of the urinary system.
- D. Identify the primary signs and symptoms of urinary problems.
- E. List the radiologic procedures used to diagnose urinary disorders.
- F. List the organs included in male reproduction.
- G. Trace sperm through the male reproductive tract.
- H. Explain the cause and effects of prostate disorders.

- I. Compare the effects of sexually transmitted diseases in the male with those in the female.
- J. Understand and demonstrate the medical assistant's role in urology.
- K. Define and spell vocabulary terms.

**XXIII. URINALYSIS**

7 4

(MVR0P ESLR #2)

- A. Understand the purpose of routine urinalysis.
- B. State the five types of urine specimens used.
- C. Describe the physiology of urine formation.
- D. Describe the tests in the physical and chemical examination of urine.
- E. List five materials found in urine sediment microscopically.
- F. Define urinary quality control.
- G. Spell and define vocabulary terms.

**XXIV. ADMINISTERING MEDICATIONS**

6 0

(MVR0P ESLR #2)

- A. Spell and define the words listed in the vocabulary.
- B. List six factors of patient assessment that may influence whether you should continue with an order to administer a drug.
- C. State two situations in which it may be your responsibility to further assess an ordered drug before administering it.
- D. State two environmental factors that would contraindicate the administration of a medication.
- E. Recall the three *before* and the six *rights*.
- F. List basic solid & liquid oral dosage forms & give an example of each.
- G. For each of the five mucous membrane sites, cite the methods for administering medications.
- H. Differentiate among the nine types of topical medications.
- I. For each parenteral method, list the preferred needle gauges and lengths and the usual syringe size.
- J. State the risks of using reusable injection equipment and three advantages of disposable injection equipment.
- K. List the contraindications for administering a parenteral drug in any particular site.
- L. Locate the anatomic landmarks for each intramuscular injection site.
- M. List the special considerations of anatomy when administering injectable medications to infants and small children.
- N. Recall the Centers for Disease Control and Prevention standards.

<b>XXV. PREPARING FOR SURGERY</b> <i>(MVROP ESLR #2)</i>	8	1
<ul style="list-style-type: none"> <li>A. Define and spell the words in the vocabulary.</li> <li>B. Identify by name the instruments used in minor surgery procedures.</li> <li>C. Identify types of sutures and surgical needles.</li> </ul>		
<b>XXVI. ASSISTING WITH SURGICAL PROCEDURES</b> <i>(MVROP ESLR #2)</i>	6	1
<ul style="list-style-type: none"> <li>A. Transfer sterile instruments.</li> <li>B. Prepare a patient’s skin for minor surgery.</li> <li>C. Open a sterile linen pack.</li> <li>D. Open and add a sterile pack to a sterile field.</li> <li>E. Add sterile items in a peel-back wrapper to a sterile field.</li> <li>F. Assist with a minor surgical procedure.</li> <li>G. Assist with suturing.</li> <li>H. Assist with suture removal. Bandage the injured site.</li> <li>J. Define and spell vocabulary terms.</li> </ul>		
<b>Hours</b>	264	96
<b>Total Approved Course Hours</b>		<b>360</b>

**10. Additional Items:**

- a. Articulation:** This course is not articulated with a college.
  
- b. UC/CSU a-g:** This course meets the UC/CSU Area “g” College Preparatory Elective requirement.

**c. Instructional Strategies:**

Lecture	Role-playing
Group discussion	Simulation
Brainstorming	Small & large group activities
Reading assignments	Comparative analysis
Oral reports	Interviews
Multimedia/PowerPoint/video	Community or business observations
Hands-on practice	Use of business partners
Demonstration	
Teamwork	
Laboratory assignments	

**d. Instructional Materials:**

Reference Textbooks:  
*Delmar’s Comprehensive Medical Assisting, 4<sup>th</sup> Edition, 2010*  
*Kinn’s The Medical Assistant-Applied Learning Approach, Ninth Edition, 2003*

*Diversified Health Occupations, Sixth Edition, 2004*

*Medical Terminology Express, Gylys and Masters, Second Edition, 2015*

Handouts	On-line tutorials
Articles	Class website; Google Classroom
Software	Video tapes/DVD
PowerPoint presentations	Internet access
Visual overhead transparencies	

### **e. Certificate Competency List:**

American Heart Association Certificate for CPR/BLS.

Students receive a MVROP Completion Certificate in Medical Assisting upon successful completion of all units at 80% percent or better, fulfillment of the required number of instructional hours, and serve an ethical and successful externship at their Community Classroom site.

### *Content Area Skills:*

- Identify Medical Ethics and the Application of Conduct
- Discuss Medical Practice, Licensure, Regulations, and the Law
- Explain the HIPAA standards as related to the MA
- Handle Appropriate Telephone Communication Expectations
- Describe Methods for Appointment Scheduling and Time Management
- Explain Filing Methods and Record Keeping Concerns
- Demonstrate Aseptic Procedure and Infection Control ● Complete CPR Certification and First Aid Procedures
- List Methods for Vital Signs and Anthropometric Measurements
- Outline Principles for Assisting with a Physical Examination
- Discuss Assisting Requirements for Cardiovascular, Pulmonary, Ophthalmology, Otorhinolaryngology, Gastroenterology, Proctology, Gynecology, Obstetrics, Neurology, Dermatology, Orthopedic, Urology, and Reproductive Medicine
- Describe the Tests for Urinalysis
- State Factors of Administering Medications
- Prepare to Assist with Surgical Procedures

### *Certificate Competency List:* ●

#### HIPAA Training

- OSHA - Workplace Safety
- Universal Precautions
- Infection Control/Bloodborne Pathogens

## **Medical Assisting**

- Vital Signs
- Eye/Ear Irrigation
- Visual Acuity Testing
- AHA/BLS/CPR
- Urinalysis
- Sterilization Techniques
- Knowledge of Surgical Instruments
- Medical Records Management
- Phone Skills
- Appointment Scheduling
- Clinical Externship - minimum 96 hours