

**MISSION VALLEY REGIONAL OCCUPATION PROGRAM
MEDICAL ASSISTING H.S. 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 health care industry. Included in the course are Medical Ethics, Medicine & Law, Appointment Scheduling, Telephone Techniques, Filing Methods & Record Keeping, Aseptic Concepts, Infection Control, CPR, Vital Signs, Anthropometric Measurements, Assisting in Various Specialties & Surgical Preparations, Administering Medications, 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.

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:

Community Classroom requirements: All students must provide immunization records and proof of a negative TB test. A uniform and closed-toed shoes are required, a stethoscope is also recommended. To be eligible, students need successful completion of class work at 75% or better and required hours, and transportation of second semester clinical sites.

8. Date of revision:

August 31, 2016

Updated and Approved by Advisory:

November 11, 2020

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)

9. Course Outline:

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

	Class	CC/CVE
I. [REDACTED]		
WORKPLACE BASIC SKILLS & BEHAVIORS (MVROP ESLR #1)		
A. Apply skills learned in class.		Integrated throughout course
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		
B. Analyze information and make decisions.		
C. Communicate verbally and in writing (see Unit VII.)		
D. 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		
E. Work reliably, responsibly, and ethically.		
1. demonstrate appropriate behavior		
2. produce quality work and an increasing quantity of work		
3. receive a positive evaluation form the training site		

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4. apply positive business and personal ethics and etiquette
 5. apply integrity & honesty in the classroom and the training site
- F. Demonstrate punctuality and good attendance in the classroom and at the training site.
1. maintain good grooming habits
 2. allocate time effectively

Class **CC/CVE**
Integrated throughout
course

II. CAREER TECHNICAL SKILLS

(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

(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.

Integrated throughout
course

IV. INTRODUCTION TO MEDICAL ASSISTING

(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.

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V. MEDICAL ETHICS

(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.

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- 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.

Class	CC/CVE
10	2

VI. MEDICINE AND THE LAW

(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 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. 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 "Ds 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

(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.

20	8
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VIII.	TELEPHONE TECHNIQUES <i>(MVROP ESLR #2)</i>	10	4
	<ul style="list-style-type: none"> 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 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.	Class	CC/CVE
IX.	APPOINTMENT SCHEDULING & TIME MANAGEMENT <i>(MVROP ESLR #2)</i>	10	3
	<ul style="list-style-type: none"> A. Define and spell the terms listed in the vocabulary. 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. 		
X.	FILING METHODS AND RECORD KEEPING <i>(MVROP ESLR #2)</i>	15	6
	<ul style="list-style-type: none"> A. Define and spell the terms listed in the vocabulary. B. List and discuss the basic equipment and supplies in a filing system. C. Describe the seven sequential steps in filing a document. D. List and discuss application of the four basic filing systems. E. Explain how color coding of files can be advantageous in a healthcare facility. 		
XI.	ASEPTIC CONCEPTS AND INFECTION CONTROL	30	8

(MVROP ESLR #2)

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

Class	CC/CVE
25	10

XII. VITAL SIGNS & ANTHROPOMETRIC MEASUREMENTS

(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 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 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.

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	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
	<i>(MVROP ESLR #2)</i>		
	A. Define and spell the terms in the vocabulary.		
	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.		
		Class	CC/CVE
XV.	ASSISTING IN PULMONARY MEDICINE	10	3
	<i>(MVROP ESLR #2)</i>		
	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	10	3
	<i>(MVROP ESLR #2)</i>		
	A. Explain the differences among an ophthalmologist, optometrist, and optician.		
	B. Identify the anatomic 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.		

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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 <i>(MVROP ESLR #2)</i>	10	3
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 that might be referred to a proctologist.		
I.	List ten possible laboratory procedures that could be 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 that can be obtained during an endoscopic procedure.		
L.	Spell and define the terms in the vocabulary.		
		Class	CC/CVE
XVIII.	ASSISTING IN GYNECOLOGY AND OBSTETRICS <i>(MVROP ESLR #2)</i>	10	3
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 that may be done 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 <i>(MVROP ESLR #2)</i>	10	3
A.	Identify the anatomical structures that compose the nervous system.		
B.	Explain the functions of the peripheral and central nervous systems.		

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- 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 10 3

(MVROP ESLR #2)

- A. Identify the anatomic 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 Class 10 CC/CVE 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 10 3

(MVROP ESLR #2)

- 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
(MVRP 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
(MVRP 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's* 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.

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XXV. PREPARING FOR SURGERY 8 1
(MVRP ESLR #2)

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

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- B. Identify by name the instruments used in minor surgery procedures.
- C. Identify types of sutures and surgical needles.

XXVI.	ASSISTING WITH SURGICAL PROCEDURES	6	1
	<i>(MVROP ESLR #2)</i>		
	A. Transfer sterile instruments.		
	B. Prepare a patient's skin for minor surgery.		
	C. Open a sterile linen pack.		
	D. Open and add a sterile pack to a sterile field.		
	E. Add sterile items in a peel-back wrapper to a sterile field.		
	F. Assist with a minor surgical procedure.		
	G. Assist with suturing.		
	H. Assist with suture removal.		
	I. Bandage the injured site.		
	J. Define and spell vocabulary terms.		
		Hours	
		272	88
		Total Approved Course Hours	360

10. Additional Items:

a. Articulation:

- Chabot College-Introduction to Health, Medical Terminology (6 units)
- Ohlone College-Medical Terminology (3 units)

b. Academic Credit:

- 20 credits

c. UC/CSU A-G: Meets the "g" requirements

d. Instructional Strategies:

lecture	role-playing
group discussion	simulation
brainstorming	small & large group activities
reading assignments	comparative analysis
oral reports	interviews
multi-media/PowerPoint/video	community or business observations
hands-on practice	use of business partners
demonstration	
teamwork	
laboratory assignments	

e. Instructional Materials:

Reference Textbooks:

Medical Assisting-HS

Kinn's The Medical Assistant-Applied Learning Approach, Ninth Edition, 2003

Diversified Health Occupations, Sixth Edition, 2004

Medical Terminology Express, Gyls and Masters, 2015

Understanding Anatomy and Physiology, Thompson 2015

handouts

articles

on-line tutorials

class web site

software

PowerPoint presentations

visual overhead transparencies

video tapes/DVD

Internet access

f. 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 75% percent or better, fulfillment of the required number of instructional hours, and serve an ethical and successful internship 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