

**MONROVIA COMMUNITY ADULT SCHOOL
CAREER TECHNICAL EDUCATION (CTE)
MEDICAL COURSE OUTLINE**

COVER PAGE

Course Title: Medical Assistant		Course Number: 6030	
Prerequisite: CASAS 130 Score of Grade 7 or higher			
School:	Monrovia Community Adult School	District:	Monrovia USD
Address:	920 S. Mountain Ave., Monrovia 91016	Website:	monroviaadultschool.com
Contact:	Flint Fertig	Title:	Director of Adult Education
Phone:	(626) 471-3035	Email: ffertig@monroviaschools.net	
CTE Industry Sector:	Health Science and Medical Technology		
Career Pathway:	Patient Care Health Care Administrative Services Health Care Operational Support Services		
Course Description:	<p>Medical Assisting is designed to prepare students for employment as medical assistants. This course consists of front and back-office medical procedures, including medical ethics and liability, communication skills, professionalism, medical record management, pharmacology, injection procedures, medication administration, specimen collection, and laboratory procedures, venipuncture procedures, vital signs, preparing and assisting for minor surgical procedures in the medical office, diagnostic procedures, ECG's, mental health, first aid, and CPR. Completion of the MA program also entails concurrent or prior completion of Medical Terminology, Anatomy and Physiology, and Electronic Health Records.</p>		
Instructional Hours:	Contact Hours:	288	
	Lab Hours:	Included in contact hours.	
	Study Hours:	120	
	Externship/Internship Hours:	160	

COURSE OBJECTIVES

Upon successful completion of this course, students are able to do the following:

- Demonstrate professional conduct and apply legal, social, and ethical responsibilities within the healthcare environment.
- Apply knowledge of local, federal, and state health care legislation such as proper documentation and reporting, performing within legal and ethical boundaries, and applying HIPAA rules in maintaining confidentiality and release of information.
- Demonstrate an understanding of the core competencies for Interprofessional Collaborative Practice.
- Demonstrate empathy and active listening skills.
- Demonstrate respect for individual diversity including gender, race, religion, age, economic status, and appearance.
- Display effective interpersonal skills with patients and health care team members.
- Serve as a liaison between the physician and others.
- Demonstrate knowledge of medical terminology and human anatomy and physiology.
- Perform administrative duties such as scheduling appointments, maintaining patient records (paper and electronic), and utilization of computer software.
- Educate patients on general office policies and instruct individuals according to their needs.
- Demonstrate knowledge of the impact of mental health on health care.
- Describe the causes of mental health issues, roles stress plays on the body, and ways to manage stress.
- Perform clinical duties such as applying principles of aseptic techniques and infection control, taking vitals and patient histories, collecting and processing specimens, performing CLIA-waived testing, performing patient screening, preparing patients and assisting with procedures and exams, administering medications, and performing electrocardiograms.
- Manage the facilities, equipment, and inventory of a medical office, while maintaining the highest levels of safety and efficiency.
- Manage practice finances including bookkeeping, diagnostic and procedural coding, accounts payable, accounts receivable, banking, and proper plans for third-party guidelines.
- Perform dosage and mathematical calculations related to the medical office environment.
- Recognize and problem-solve situations related to the medical office environment.
- Perform in a safe manner that minimizes risk to patients, self, and others.
- Demonstrate proficient knowledge of computer software as it applies to document production and spreadsheets.

Comprehensive

COURSE CONTENT

- Introduction to Medical Assistant and History of Medicine
- Medical Law and Ethics
- Professionalism
- Applying Communication Skills
- Medical Records and Documentation
- Insurance, Procedural & Diagnostic Coding, Accounts & Billing
- Facility Management & Emergency Preparedness
- Infection Control & Medical Asepsis
- Medical History & Patient Screening
- Body Measurements and Vital Signs
- Preparing for Examinations and the Physical Exam
- OB/GYN Examinations
- Pediatric Examinations
- Assisting with Geriatric patients
- Assisting with Mental Health patients
- Physician's Office Laboratory, Blood Specimen Collection, Venipuncture
- Diagnostic Testing and Specimen Collection and Processing
- Pharmacology Fundamentals, Measurement Systems, Dosage Calculations
- Administering Oral & Non-injectable Medications
- Administering Injections and Immunizations
- Cardiology Procedures
- Radiology Procedure
- Preparing for Employment
- Assisting with and Preparing for Minor Surgery
- Emergencies and First Aid
- Rehab and Nutrition

COURSE SYLLABUS

Week	Content	Contact Hours
1	Introduction to Medical Assistant and History of Medicine	6
	<ul style="list-style-type: none"> • Classroom • Health Career Opportunities for the Medical Assistant • Qualifications and Duties • Attitudes, Personality, Responsibilities • Personal Development • Safety • Professional Organizations • Ancient Medicine • Modern Medicine • Medical Pioneers • Scientific Advances • Types of Medical Practices • Women in Medicine • History of Medical Assisting • Education 	
2	Professionalism	6
	<ul style="list-style-type: none"> • Working in a Professional Capacity • Professional Behaviors 	
2	Medical Law and Ethics	6
	<ul style="list-style-type: none"> • Medical Ethics <ul style="list-style-type: none"> ➤ Confidentiality HIPAA ➤ Confidentiality and computers ➤ Interaction with Patients ➤ Patient Bills of Rights ➤ Interaction with Non-Patients • Medical Etiquette: Professional Protocol <ul style="list-style-type: none"> ➤ Medical Law ➤ Medical Practice Acts ➤ Licensure and Registration ➤ Law and Legal Responsibilities ➤ Informed Consent ➤ Personal and Professional Liability 	

Week	Content	Contact Hours
	<ul style="list-style-type: none"> ➤ Leadership/Team Building ➤ Interpersonal Skills 	
2	Applying Communication Skills	6
	<ul style="list-style-type: none"> • Communication in the Workplace • The Communication Process • Nonverbal Communication • Communicating Emotional States 	
3	Telephone Communications	6
	<ul style="list-style-type: none"> • The Director of First Impressions • Answering the Telephone • Telephone Screening • Documenting Telephone Calls • Common types of phone calls • Difficult callets • Telephone services • Mobile devices and HIPAA • Community Resources 	
3	Written Communications	6
	<ul style="list-style-type: none"> • Correspondence in the Medical Office • Communication and HIPAA Regulations • Writing Guidelines • Preparing Professional Correspondence • Handling Incoming mail • Preparing mailings 	
4	The Office Environment, Computers, and Equipment	6
	<ul style="list-style-type: none"> • Opening the Office • Supply Inventory • Closing the Office • The Computer <ul style="list-style-type: none"> ➤ Application Software ➤ Security ➤ Ergonomics 	

Week	Content	Contact Hours
	<ul style="list-style-type: none"> • Office equipment • Equipment Maintenance 	
4	Scheduling Appointments and Receiving Patients	6
	<ul style="list-style-type: none"> • Preparing the Appointment Schedule • Creating Patient appointments • Maintain the schedule • Greeting and receiving the patients • Explaining office policies 	
5	Medical Record, Documentation and Filing	6
	<ul style="list-style-type: none"> • Medical Records <ul style="list-style-type: none"> ➤ Patient Chart ➤ Progress Notes ➤ Reports / Charting ➤ Symbols and Abbreviations ➤ Electronic / Paper 	
5	Health Insurance	6
	<ul style="list-style-type: none"> • The purpose of Health Insurance • Verifying Insurance Coverage • Managed Care Delivery Systems • Insurance types • Patients with no insurance • Utilization review • Accepting assignments and Fee schedules • Current Trends and Regulations 	
6	Procedural & Diagnostic Coding	6
	<ul style="list-style-type: none"> • Introduction to coding • Coding Systems <ul style="list-style-type: none"> ➤ CPT Codes ➤ ICD Codes • Electronic coding • Medical necessity guidelines • Coding accuracy 	
6	Patient Account	6
	<ul style="list-style-type: none"> • The Revenue Cycle 	

Week	Content	Contact Hours
	<ul style="list-style-type: none"> • Posting Payments • Communicating Fees to Patients • History of Bookkeeping 	
7	Preparing Insurance Claims and Posting Insurance Payments	6
	<ul style="list-style-type: none"> • The History of Claims • Completing the Claim Form • Billing Insurance Claims • Claims Tracking • Insurance Payments • Posting Insurance Payments • Billing Secondary Insurance 	
7	Patient Billing, Posting Patient Payments, and Collecting Fees	6
	<ul style="list-style-type: none"> • Patient Billing • Methods of Billing • Patient Payments • Credit Balance and Refunds • Managing Aging Accounts • Collection Laws • Strategies for Collection • Special Collection Circumstances • Exceptions to Usual Billing and Collection Procedures 	
8	Banking Procedures	6
	<ul style="list-style-type: none"> • Banking • Currency • Checks • Bank Deposits • Bank Statements 	
8	Accounts Payable and Accounting Procedures	6
	<ul style="list-style-type: none"> • Accounts Payable • Purchasing Supplies and Equipments • Petty Cash • Accounting • Financial Records 	
9	Practicum and the Job Search	6

Week	Content	Contact Hours
	<ul style="list-style-type: none"> • The Practicum Experience • Self-Assessment and Career Entry • Preparing <ul style="list-style-type: none"> ➤ Resume ➤ Cover Letter • Starting Your Job Search • Completing an Application Form • Interviewing for the Job • Accepting a Job Offer • After You are Employed 	
9	Managing the Office	6
	<ul style="list-style-type: none"> • Management Roles and Responsibilities in the Medical Office • Responsibilities to <ul style="list-style-type: none"> ➤ Employees ➤ Providers ➤ The Facility • The Manager's Role and Electronic Health Records 	
10	Front Office Review and Final	6
11	Infection Control & Medical Asepsis	6
	<ul style="list-style-type: none"> • The Chain of Infection <ul style="list-style-type: none"> ➤ Links in the Chain ➤ Breaking the Chain ➤ Method That Breaks Every Link • Transmission of Disease <ul style="list-style-type: none"> ➤ OSHA & Blood Borne Pathogen Standards ➤ Hand Washing & Hygiene Procedures ➤ Disinfection vs. Sterilization 	
11	Medical History & Patient Screening	6
	<ul style="list-style-type: none"> • Medical History <ul style="list-style-type: none"> ➤ Obtaining History • Communication and Observation <ul style="list-style-type: none"> ➤ Interviewing Patient <p>Observation of Nonverbal Communication</p>	

Week	Content	Contact Hours
12	Body Measurements and Vital Signs	12
	<ul style="list-style-type: none"> • Factors that Affect Vital Signs • Methods to Obtain Vital Signs <ul style="list-style-type: none"> ➤ Temperature ➤ Pulse ➤ Respiration ➤ Blood Pressure ➤ Pulse Oximeter (O2) • Anthropometric Measurements <ul style="list-style-type: none"> ➤ Height ➤ Weight ➤ Body Mass Index (BMI) 	
12	Preparing for Examinations	6
	<ul style="list-style-type: none"> • Preparing the Room • Preparing and Assisting the • Wheelchair Transfers • Examination Positions 	
13	The Physical Exam	6
	<ul style="list-style-type: none"> • The Complete Physical Examinations • Examination Techniques • Physical Examination Format • Provider Assessment and Plan • After the Examination 	
13	Specialty Examination and Procedures Specialty Exams and Procedures	6
	<ul style="list-style-type: none"> • Eye and Ear Examinations • Audiometry Screening • Screen Visual Acuity • Determine Color Vision Acuity • Respiratory Examinations • Neurological Examinations 	
14	OB/GYN Examinations	6
	<ul style="list-style-type: none"> • Anatomy and Physiology of the Female Reproductive System <ul style="list-style-type: none"> ➤ The Mammary Glands 	

Week	Content	Contact Hours
	<ul style="list-style-type: none"> ➤ Menstruation ➤ Pregnancy • Diseases and Disorders of the Female <ul style="list-style-type: none"> ➤ Ovarian Cysts ➤ Pelvic Inflammatory Disease ➤ Sexually Transmitted Diseases ➤ Other Diseases of the Female Reproductive System ➤ Obstetrical and Gynecological Procedures 	
14	Pediatric Examinations	6
	<ul style="list-style-type: none"> • Normal Growth and Development of the Child • Diseases and Disorders of Children • Immunizations • Pediatric Procedures • Child Abuse • Vitals, Measurements and Head circumference 	
15	Geriatrics	6
	<ul style="list-style-type: none"> • The Older Population and Impact on Health Care • The Geriatric Patient • The Medical Assistant's Role in Geriatric Exams • Communication • Safety Measures • Common Illnesses • Polypharmacy • Housing Options 	
15	Mental Health	6
	<ul style="list-style-type: none"> • Impact on Health Care • Major Diagnostic Categories • Causes • Suicide • Treatment Options • The Medical Assisntant's Role • Mental Health and Substance Abuse 	
16	The Physician's Office Laboratory	6
	<ul style="list-style-type: none"> • The Lab <ul style="list-style-type: none"> ➤ Lab Safety ➤ Lab Requests and Reports 	
16	Specimen Collection and Processing	6

Week	Content	Contact Hours
	<ul style="list-style-type: none"> • Urinalysis -- Collecting the Specimen <ul style="list-style-type: none"> ➤ Patient Instruction • Urine Physiology <ul style="list-style-type: none"> ➤ Chemical and Physical Exam Procedures of Urine ➤ Microscopic Exam of Urine ➤ Pregnancy Testing • Microbiology -- Collection of Specimens <ul style="list-style-type: none"> ➤ Procedures ➤ Preparation of Smears ➤ Streaking Plates ➤ Strep Test 	
17	Blood Specimen Collection	6
	<ul style="list-style-type: none"> • Capillary Blood Collection • Venous Blood Collection (Venipuncture) • Methods of Collecting Specimens <ul style="list-style-type: none"> ➤ Needle Disposal ➤ Specimen Handling 	
17	Diagnostic Testing	6
	<ul style="list-style-type: none"> • Quality Control • Quality Assurance • Hematology Testing • Glucose Testing • Cholesterol Testing • PKU Testing • Testing outside the POL 	
18	Cardiology Procedures	6
	<ul style="list-style-type: none"> • Anatomy and Physiology <ul style="list-style-type: none"> ➤ Heart Chambers and Valves ➤ Heart Layers • Diseases of the Cardiovascular System <ul style="list-style-type: none"> ➤ Coronary Artery Disease ➤ Hypertension • Vascular Disorders <ul style="list-style-type: none"> ➤ Blood Vessels 	

Week	Content	Contact Hours
	<ul style="list-style-type: none"> ➤ Embolus and Thrombus ➤ Arteriosclerosis and Atherosclerosis • ECG (Electrocardiogram) <ul style="list-style-type: none"> ➤ Holter Monitoring • Cardiac Stress Testing • Echocardiography • Heart Catheterization and Angioplasty 	
18	Radiology Procedure	6
	<ul style="list-style-type: none"> • Diagnostic Radiology • Radiation Safeguards • Radiological Procedures • Therapeutic Modalities • Therapeutic Exercises 	
19	Preparing for Surgery	5
	<ul style="list-style-type: none"> • Scheduling Minor Office Surgery • Scheduling Minor Office Surgery • Preparing the Room • Surgical Asepsis • Preparing the Patient for Minor Surgery 	
19	Assisting with Minor Surgery	5
	<ul style="list-style-type: none"> • Surgical Procedures in the Medical Office • Tray Setup for Common Surgical Procedures • Assisting with Minor Surgery • Sutures and Staples 	
20	Pharmacology Fundamentals	6
	<ul style="list-style-type: none"> • Drug <ul style="list-style-type: none"> ➤ Categories and Classifications ➤ Actions ➤ Forms ➤ Names • Supplements • Controlled Substances • Handling Medications in the Medical Office 	

Week	Content	Contact Hours
	<ul style="list-style-type: none"> • Pharmaceutical References • Prescriptions 	
20	Measurement Systems, Basic Mathematics and Dosage Calculations	6
	<ul style="list-style-type: none"> • Systems of Measurements • Review of Basic Math • Dosage Calculations 	
21	Administering Oral	8
	<ul style="list-style-type: none"> • The Seven Rights of Medication Administration • Routes of Administration • Medication <ul style="list-style-type: none"> ➤ Errors ➤ Orders ➤ Documentation • Administering Oral and Noninjectable Medications 	
21	Administering Injections and Immunizations	8
	<ul style="list-style-type: none"> • Parenteral Injectable Medications • Preparing to Administer Injections • Administering <ul style="list-style-type: none"> ➤ Injections ➤ Immunizations 	
22	Emergencies in the Medical Office and the Community	6
	<ul style="list-style-type: none"> • Emergencies in the Medical Office • Recognizing and Responding to an Emergency • Common Emergencies in the Medical Office • CPR and AED Procedures (Students get Certified) • Emergency Preparedness and Evacuation 	
22	First Aid for Accidents and Injuries	6
	<ul style="list-style-type: none"> • Accidents and Injuries • Bites and Stings • Burns • Wounds • Applying Heat and Cold Treatments 	

Week	Content	Contact Hours
23	Rehabilitation	6
	<ul style="list-style-type: none"> • Body Mechanics • Indications for Mobility Devices • Types of Mobility Devices • Range-of-Motion Exercises 	
23	Nutrition, Exercise, and Healthy Living	6
	<ul style="list-style-type: none"> • Guidelines for Good Health • Nutrition • Dietary Guidelines for Americans (DGA) • Healthy Foods and Supplements • Food Allergies • Eating Disorders • Exercise • Healthy Spirit • Sleep 	
24	Back Office Review and Final	4

METHODS OF INSTRUCTION

Medical Assistant faculty utilize the following instructional strategies:

- Lecture / Direct Instruction
- Skills Lab
- Direct Demonstrations
- Clinical Assignments
- Cooperative Learning Strategies
- Vocabulary Learning Strategies
- Role Playing
- Team Presentations
- Team
- Reading/writing assignments
- Oral and Written Testing
- Practical / Application

METHODS OF EVALUATION

Students' grade in the class will be determined by demonstrating competency at the end of each module through written testing, skills performance, ability to state relation between theory and practical application, ability to demonstrate knowledge of theory given through practical application in clinical setting/lab.

Passing grade is 80% or higher.

Medical Assistant faculty will utilize the following means of assessment:

- Daily Workbook Assignments
- Quizzes
- Exams
- Short answer/short essay
- PowerPoint presentations
- Return Demonstration of all skills
- Role Playing

REQUIRED TEXTS AND OTHER INSTRUCTIONAL MATERIALS

Blesi, Michelle. *Medical Assisting: Administrative and Clinical Competencies*. 9th Edition. Cengage Learning, 2022. Print.

Blesi, Michelle. *Workbook Medical Assisting Administrative and Clinical Competencies*. 9th Edition. Cengage Learning, 2022. Print.