

An introduction and review of the program curricular component includes:		Graduates:	
1. General Orientation	Reference	1. General Orientation	Reference
a. Employment conditions	Ch 1	a. Comprehend the current employment outlook for the medical assistant	Ch 1
b. The allied health professions	Ch 1, 22	b. Compare and contrast the allied health professions and understand their relation to medical assisting	Ch 2, 22
c. Credentialing of the medical assistant	Ch 1	c. Understand medical assistant credentialing requirements and the process to obtain the credential; comprehend the importance of credentialing	Ch 1
d. General responsibilities of the medical assistant	Ch 1	d. Have knowledge of the general responsibilities of the medical assistant	Ch 1
e. The scope of practice within the state of employment	Ch 1, 5	e. Define scope of practice for the medical assistant, and comprehend the conditions for practice within the state that the medical assistant is employed	Ch 1, 5
2. Anatomy and Physiology	Reference	2. Anatomy and Physiology	Reference
a. Diet and nutrition	Ch 58	a. Comprehend and explain to the patient the importance of diet and nutrition; effectively convey and educate categories of patients who require special diets or diet modifications; identify categories of patients proper diet and nutrition guidelines; identify categories of patients who require special diets or diet modifications	Ch 58
b. Introduction to anatomy and physiology	Ch 23–35, 36	b. Identify and apply the knowledge of all body systems; their structure and functions; and their common diseases, symptoms, and etiologies	Ch 23–35, 36
c. Body systems	Ch 23–35, 38, 40, 41	c. Assist the physician with the regimen of diagnostic and treatment modalities as they relate to each body system	Ch 23–35, 38, 40, 41; <i>all clinical and lab proc</i>
d. Common diseases, diagnoses, and treatments	Ch 23–35		
3. Medical Terminology	Reference	3. Medical Terminology	Reference
a. Basic structure of medical words	Ch 3, 4	a. Define and use entire basic structure of medical words and be able to accurately identify in the correct context: i.e., root, prefix, suffix, combinations, spelling, and definitions	Ch 3, 4
b. Word element combinations	Ch 3, 4	b. Build and dissect medical terms from roots/suffixes to understand the word element combinations that create medical terminology	Ch 3, 4
c. Medical terms for specialties	Ch 4, 23–36	c. Understand the various medical terminology for each specialty	Ch 4, 23–36
d. Medical abbreviations	Ch 4	d. Recognize and identify acceptable medical abbreviations	Ch 4

<b>4. Medical Law and Ethics</b>		<b>Reference</b>	<b>4. Medical Law and Ethics</b>	<b>Reference</b>
a. Documentation		Ch 5, 9, 13, 37; <i>throughout</i>	a. Document accurately	Ch 5, 9, 13, 37; Ch 13 WB Comp Practice 1; <i>throughout</i>
b. Federal and state guidelines		Ch 5, 6, 13	b. Institute federal and state guidelines when releasing medical records or information	Ch 5, 6, 13
c. Established policies		Ch 5, 49	c. Follow established policies when initiating or terminating medical treatment	Ch 5, 49
d. Liability coverage		Ch 22	d. Understand the importance of maintaining liability coverage once employed in the industry	Ch 22
e. Risk management		Ch 21, 36	e. Perform risk management procedures	Ch 21, 36; Proc 36-1
f. Health laws and regulations		Ch 5, 36, 42, 43, 51, 53	f. Comply with federal, state, and local health laws and regulations	Ch 5, 36, 42, 43, 51, 53; Proc 36-1
<b>5. Psychology of Human Relations</b>		<b>Reference</b>	<b>5. Psychology of Human Relations</b>	<b>Reference</b>
a. Abnormal behavior patterns		Ch 21	a. Define and understand abnormal behavior patterns	Ch 21; Ch 21 WB Video Case Study
b. Patients with special needs		Ch 42, 57	b. Identify and respond appropriately when working/caring for patients with special needs	Ch 5, 7, 8, 42
c. Empathy for terminally ill patients		Ch 8	c. Use empathy when treating terminally ill patients; identify common stages that terminally ill patients go through family members of patients struggling with terminal illness and list organizations/support groups that can assist patients	Ch 8
d. Support groups for terminally ill patients		Ch 8	d. Identify common stages that terminally ill patients go through and list organizations/support groups that can assist struggling with terminal illness patients and family members of patients	Ch 8
e. Being a patient advocate		Ch 1, 8	e. Advocate on behalf of family/patients, having ability to deal and communicate with family	Ch 1, 8; Proc 8-2
f. Developmental stages of life		Ch 42	f. Identify and discuss developmental stages of life	Ch 42
g. Heredity, culture, and environment		Ch 6, 8	g. Analyze the effect of hereditary, cultural, and environmental influences	Ch 6, 8
<b>6. Pharmacology</b>		<b>Reference</b>	<b>6. Pharmacology</b>	<b>Reference</b>
a. Math and metric conversions		Ch 52	a. Demonstrate accurate occupational math and metric conversions for proper medication administration	Ch 52; Workbook Ch 52
b. Use of drug references		Ch 51	b. Properly utilize PDR, drug handbook, and other drug references to identify a drug's classification, usual dosage, usual side effects, and contraindications	Ch 51; Proc 51-1
c. Common abbreviations		Ch 53	c. Identify and define common abbreviations that are accepted	Ch 53; Proc 53-1

d. Legal aspects	Ch 53	d. Understand legal aspects of writing prescriptions, including federal and state laws in prescription writing.	Ch 53; Proc 53-1
e. Laws and regulations	Ch 51, 53	e. Comply with federal, state, and local health laws and regulations	Ch 51, 53; Proc 53-1, 53-2, 53-3, 53-4
<b>7. Basic Keyboarding/Computer Concepts</b>	<b>Reference</b>	<b>7. Basic Keyboarding/Computer Concepts</b>	<b>Reference</b>
a. Keyboarding skills	Ch 10	a. Perform basic keyboarding skills including: (1) Locating the keys on a keyboard (2) Typing medical correspondence and basic reports	Ch 10; Proc 10-1 Ch 10; Proc 10-1 Ch 10; Proc 10-1
b. Office systems and software	Ch 10, 11	b. Identify and properly utilize office machines, computerized systems, and medical software such as: (1) Efficiently maintain and understand different types of medical correspondence and medical reports (2) Apply computer application skills using variety of different electronic programs including both practice management software and EMR software	Ch 10, 11; Proc 10-1, 11-1, 11-2 Ch 10; Proc 10-1 Ch 10, 16, 18; Proc 10-1
<b>8. Medical Office Business Procedures/Management</b>	<b>Reference</b>	<b>8. Medical Office Business Procedures/Management</b>	<b>Reference</b>
a. Clerical duties	Ch 9, 10, 11	a. Perform basic clerical functions	Ch 9, 10, 11; Proc 9-4, 9-5, 10-1, 11-2
b. Medical records	Ch 12, 13	b. Prepare and maintain medical records	Ch 12, 13; Proc 12-3
c. Appointments	Ch 12	c. Schedule and manage appointments	Ch 12
d. Office procedures	Ch 12, 13	d. Apply concepts for office procedures	Ch 12, 13
e. Information and resources	Ch 9, 22	e. Locate resources and information for patients and employers	Ch 9, 22; Proc 9-4, 9-5, 22-2
f. Admissions scheduling	Ch 12	f. Schedule inpatient and outpatient admissions	Ch 12
g. Bank statements and deposits	Ch 19	g. Prepare and reconcile a bank statement and deposit record	Ch 19; Proc 19-2, 19-3
h. Day sheets	Ch 16	h. Post entries on a day sheet	Ch 16; Proc 16-1
i. Billing	Ch 16, 17, 18	i. Perform billing and collection procedures	Ch 16, 17, 18
j. Accounts payable	Ch 19, Ch 20	j. Perform accounts payable procedures	Ch 19; Proc 19-1; Ch 20
k. Accounts receivable	Ch 16	k. Perform accounts receivable procedures	Ch 16; Proc 16-1
l. Petty cash	Ch 20	l. Establish and maintain a petty cash fund	Ch 20; Proc 20-1
m. Adjustments	Ch 16	m. Post adjustments	Ch 16; Proc 16-1
n. Credit balance	Ch 18	n. Process credit balances	Ch 18; Proc 18-2
o. Refunds	Ch 18	o. Process refunds	Ch 18; Proc 18-2
p. Non-sufficient funds	Ch 18	p. Post non-sufficient funds (NSF)	Ch 18; Proc 18-1
q. Collections	Ch 18	q. Post collection agency payments	Ch 18; Proc 18-1
r. Third parties	Ch 14, 17	r. Apply third-party guidelines	Ch 14, 17; Proc 17-1
s. Referrals	Ch 14	s. Obtain managed care referrals and pre-certification	Ch 14; Proc 14-1
t. Coding	Ch 15	t. Perform diagnostic and procedural coding	Ch 15; Proc 15-1, 15-2

u. Insurance claims	Ch 15	u. Prepare and submit insurance claims	Ch 15; WB Competency Practice
v. Fee schedules	Ch 14	v. Use physician fee schedule	Ch 14
w. Bookkeeping systems	Ch 16	w. Use manual or computerized bookkeeping systems	Ch 16; Proc 16-1
x. Office management duties (y-z below)	Ch 21, 22, 43	x. Maintain medical facility	Ch 21, 22; Proc 21-1, 21-2, 21-3
y. Effective communication (aa-ll below)		y. Perform routine maintenance of administrative and clinical equipment	Ch 11, 43; Proc 11-1, 11-3, 43-1
		z. Maintain inventory equipment and supplies	Ch 21; Proc 21-4
	Ch 1, 2, 7, 9, 12, 15, 22, 37, 38 39 40 41, 42, 53, 58	aa. Are attentive, listen, and learn	Ch 1, 7, 8, 37; Proc 7-1, 8-1, 9-1, 9-2, 37-1, 37-2; <i>throughout</i>
		bb. Are impartial and show empathy when dealing with patients	Ch 1, 7, 8, 37; Proc 7-1, 8-1, 9-1, 37-1, 37-2
		cc. Communicate on the recipient's level of comprehension	Ch 7, 8, 37, 38, 42; Proc 7-1, 8-1, 37-1, 37-2; <i>throughout</i>
		dd. Serve as liaison between physician and others	Ch 2, 8, 9, 10, 15, 22, 37, 38, 39, 40, 41, 42, 53; Proc 8-1, 8-2, 9-3, 101 222 3 1 3 2; <i>throughout</i>
		ee. Use proper telephone techniques	Ch 9; Proc 9-1, 9-2, 9-3
		ff. Interview effectively	Ch 9, 12, 37; Proc 9-1, 12-3, 12-4, 37-1, 37-2
		gg. Use pertinent medical terminology	Ch 10, 37; Proc 10-1, 37-1, 37-2
		hh. Receive, organize, prioritize, and transmit information expediently	Ch 9, 37; Proc 9-1, 9-3, 37-1, 37-2
		ii. Recognize and respond to verbal and non-verbal communication	Ch 7, 8, 37; Proc 7-1, 8-1, 37-1, 37-2; <i>throughout</i>
		jj. Perform fundamental writing skills including correct grammar, spelling, and formatting techniques when writing prescriptions, documenting medical records, etc.	Ch 9, 10, 37, 38; Proc 9-4, 9-5, 10-1 37 1, 37-2; <i>throughout</i>
		kk. Adapt to individualized needs	Ch 7, 8, 37; Proc 7-1, 8-1, 37-1, 37-2; <i>throughout</i>
		ll. Apply electronic technology	Ch 8, 10, 11, 12; Proc 8-2, 10-1, 11-2
<b>9. Medical Office Clinical Procedures</b>	<b>Reference</b>	<b>9. Medical Office Clinical Procedures</b>	<b>Reference</b>
a. Patient history	Ch 37	a. Obtain chief complaint, recording patient history	Ch 37; Proc 37-1, 37-2

b. Aseptic technique	Ch 36, 39, 49	b. Apply principles of aseptic techniques and infection control	Ch 36, 39, 49; Proc 36-2, 36-5, 36-6, 36-8, 39-1, 49-2, 49-3, 49-4; <i>throughout</i>
c. Vital signs	Ch 38	c. Take vital signs	Ch 38; Proc 38-1, 38-2, 38-3, 38-4, 38-5, 38-6, 38-7, 38-8
d. Treatment protocols	Ch 49, 50, 57	d. Recognize and understand various treatment protocols	Ch 49, 50, 57; Proc 49-5, 50-1, 50-2, 50-3, 50-4
e. Emergencies and office surgical procedures	Ch 50, 54, 55, 56	e. Recognize emergencies and treatments and minor office surgical procedures	Ch 50, 55, 56; Proc 50-1, 50-2, 50-3, 50-4, 55-1
f. Test results	Ch 45, 46, 47	f. Screen and follow up patient test results	Ch 45, 46, 47; Proc 45-8, 46-5, 47-1, 47-2
g. Records for medications and immunizations	Ch 37, 42	g. Maintain medication and immunization records	Ch 37, 42
h. Wrapping for sterilization	Ch 36	h. Wrap items for autoclaving	Ch 36; Proc 36-7
i. Standard precautions	Ch 21, 36, 40, 49, 55	i. Use standard precautions	Ch 21, 36, 49, 55; Proc 21-4, 36-2, 36-3, 36-4, 49-3, 49-4; <i>throughout</i>
j. Parenteral medications	Ch 53, 54	j. Prepare and administer oral and parenteral medications as directed by physician	Ch 53; Proc 53-2, 54-1, 54-2, 54-4, 54-5, 54-6, 54-7
k. Maintenance of treatment and examination area	Ch 39, 40, 41, 42, 45, 46, 49, 50, 55	k. Prepare and maintain examination and treatment area	Ch 39, 42, 45, 46, 49, 50, 55; Proc 39-1, 49-1, 50-1, 50-2, 50-3, 50-4
l. Patient preparation	Ch 39, 40, 41, 42, 45, 46, 47, 49, 50, 55, 57, 58	l. Prepare patient for examinations and treatments	Ch 39, 40, 41, 42, 45, 46, 47, 49, 50, 55, 57, 58; Proc 39-1, 49-5, all Proc in Ch 40, 41, 42, 47, 50
m. Assisting the physician with examinations and treatments	Ch 39, 40, 41, 42, 47, 49, 57, 58	m. Assist physician with routine and specialty examinations and treatments	Ch 39, 40, 41, 42, 47, 49, 57, 58; Proc 39-1, all Proc in Ch 40, 41, 47; Proc 42-3, 49-5
n. Assisting the physician with minor surgical procedures	Ch 49, 50	n. Assist physician with minor office surgical procedures	Ch 49, 50; Proc 49-5, 50-1, 50-2, 50-3, 50-4
o. Electrocardiograms, respiratory testing, screening, sterilization, first aid, and CPR	Ch 37, 40, 47, 49	o. Perform: (1) Electrocardiograms (2) Respiratory testing (3) Telephone and in-person screening (4) Sterilization techniques (5) First aid and CPR	Ch 47; Proc 47-1, 47-2 Ch 40; Proc 40-7, 40-8, 40-9 Ch 37, 55; Proc 37-1 Ch 49; Proc 49-2 Ch 55, 56
p. Patient instructions (p-τ below)	Ch 40, 41, 42, 46, 49, 50, 57, 58	p. Advise patients of office policies and procedures	Ch 46, 49, 50; Proc 46-1, 46-6, 46-8

			q. Instruct patients with special needs r. Teach patients methods of health promotion and disease prevention	Ch 57 Ch 36, 40, 41, 42, 49, 50, 57, 58; Proc 41-1, 50-1, 50-2, 50-3, 50-4
			<b>10. Medical Laboratory Procedures</b>	<b>Reference</b>
a. Quality control		Ch 44 45, 46	a. Practice quality control	Ch 45, 46; Proc 45-1, 45-2, 46-2, 46-7, 46-11
b. CLIA-waived tests		Ch 45	b. Perform selected CLIA-waived tests that assist with diagnosis and treatment: (1) Urinalysis (2) Hematology testing (3) Chemistry testing (4) Immunology testing (5) Microbiology testing (6) Kit testing: (a) Pregnancy (b) Quick strep (c) Dip sticks c. Dispose of biohazardous materials	Ch 46; Proc 46-3, 46-4 Ch 45; Proc 45-1, 45-2, 45-3, 45-4, 45-5 Ch 45; Proc 45-6 Ch 45; Proc 45-7 Ch 46; Proc 46-7  Ch 46; Proc 46-2 Ch 46; Proc 46-11 Ch 46; Proc 46-3 Ch 21, 36, 51; Proc 21-4, 36-3 <i>throughout</i>
c. Biohazards		Ch 21, 36, 51, <i>throughout</i>	d. Collect, label, and process specimens: (1) Perform venipuncture (2) Perform capillary puncture (3) Perform wound collection procedures (4) Obtain throat specimens for microbiologic testing	Ch 43; Proc 43-2, 43-3, 43-4 Ch 43, 45, 46; Proc 43-1 Ch 46, 50; Proc 46-9, 50-1 Ch 46; Proc 46-10, 46-11
e. Patient instructions (collection of urine and feces)		Ch 46	e. Instruct patients in the collection of a clean-catch mid-stream urine specimen f. Instruct patients in the collection of a fecal specimen	Ch 46; Proc 46-1  Ch 46; Proc 46-6
			<b>11. Career Development</b>	<b>Reference</b>
a. Essentials for employment		Ch 1, 59	a. Perform the essential requirements for employment such as résumé writing, effective interviewing, dressing professionally, and following up appropriately	Ch 59; Proc 59-1, 59-2, 59-3
b. Professionalism		Ch 1; <i>throughout</i>	b. Demonstrate professionalism by: (1) Exhibiting dependability, punctuality, and a positive work ethic (2) Exhibiting a positive attitude and a sense of responsibility	Ch 1, 37; <i>throughout</i> Ch 1, 7, 59; Proc 1-1 Ch 1, 21; Proc 1-1, 21-6, Ch 21 WB Video Case Study

	(3) Maintaining confidentiality at all times	Ch 1, 5, 6, 9, 37; Proc 1-1, 9-3, 37-1, 37-2, 38-3
	(4) Being cognizant of ethical boundaries	Ch 1, 6, 7, 8, 37; Proc 1-1, 7-1, 8-1, 37-1, 37-2; Ch 8 WB Video Case Study
	(5) Exhibiting initiative	Ch 1, 15; Proc 1-1, 15-1, 15-2
	(6) Adapting to change	Ch 1, 21; Proc 1-1, 21-6, Ch 21 WB Video Case Study
	(7) Expressing a responsible attitude	Ch 1, Proc 1-1
	(8) Being courteous and diplomatic	Ch 1, 6, 37; Proc 1-1, 37-1, 37-2
	(9) Conducting work within scope of education, training, and ability	Ch 1, Proc 1-1

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