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The Medical Assistant and the
Healthcare Team

Chapter 2

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Slide 2

Learning Objectives

Lesson 2.1: The Medical Assistant
and the Healthcare Team

1. Define, spell, and pronounce the terms listed in the vocabulary.
2. Summarize the history of medicine and its significance to the medical assisting profession.
3. Identify national departments and agencies that focus on health.
4. List professional medical assisting organizations.
5. Discuss the typical job description of a medical assistant, and describe the role of the medical assistant as a patient navigator.

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Learning Objectives

Lesson 2.1: The Medical Assistant
and the Healthcare Team (Cont.)

6. Identify a variety of allied health professionals who are part of the healthcare team.
7. Summarize the various types of medical specialties and healthcare facilities.
8. Define a patient-centered medical home (PCMH) and discuss its five core functions and attributes.
9. Differentiate between scope of practice and standards of care for medical assistants, and compare and contrast provider and medical assistant roles in terms of standard of care.

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The History of Medicine

- Moses presented rules of health to the Hebrews in approximately 1205 BC
- Hippocrates: Father of Medicine
 - Hippocratic Oath
- One of the earliest academies was the Royal Society of London, formed in 1662
- Johns Hopkins University School of Medicine, 1890s

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National Departments and Agencies That Focus on Health

- Department of Health and Human Services (DHHS)
- Centers for Disease Control and Prevention (CDC)
- National Institutes of Health (NIH)
- Occupational Safety and Health Administration (OSHA)

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Professional Medical Assisting Organizations

- American Association of Medical Assistants (AAMA)
- In 1993, the accreditation process was restructured and became the responsibility of the Commission of Accreditation of Allied Health Education Programs (CAAHEP)
- American Medical Technologists (AMT)
- National Healthcareer Association (NHA)
 - Not involved in program curriculum standards or program accreditation

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Medical Assistant Job Description

- Medical assistants (MAs) are the only allied health professionals specifically trained to work in ambulatory care settings
- All graduates of accredited programs are taught a similar skill set, including:
 - Clinical skills
 - Administrative skills

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Medical Assistant
as Patient Navigator

- Medical assistants play a significant role in being the patient's advocate
- Data from navigator programs show that they can improve the diagnosis of cancer and treatment outcomes
- The Affordable Care Act requires that "insurance navigators" be available to help consumers research and enroll in health insurance through the law's health insurance marketplace

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Allied Health Professionals

- Nurses
- Respiratory therapists
- Radiation therapists
- Occupational therapists
- Physical therapists
- Technologists of various types
- Dental hygienists
- Medical assistants
- Phlebotomists
- Pharmacy technicians

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Allied Health Professionals (Cont.)

- Allied health professionals typically work as part of a healthcare team
- Allied health professionals comprise nearly 60% of the healthcare workforce
- 5 million allied health professionals work in more than 80 different professions

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Doctors of Medicine

- Most widely recognized
- Write prescriptions and perform surgery
- Diagnose illness and disease
- Specialize in certain fields (3 to 6 years)
- Must be licensed

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Doctors of Osteopathy

- Use medicine, surgery, OMT
- Preventive medicine, holistic care
 - Musculoskeletal system, OMT
- Conservative medication use

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Doctors of Chiropractic

- Focus on nervous system
 - Controls and coordinates all body systems
- Remove distortions/disruptions in energy flow
- Specialty or general practice

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Hospitalists

- Medical care of hospitalized patients
- Employed by healthcare facilities
- Good quality of life
- Set number of weekly hours, salaried

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Dentists

- Doctor of Dental Medicine (DMD)
- Doctor of Dental Surgery (DDS)
- Treat and prevent teeth/gum issues
- Perform oral surgery and write prescriptions

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Optometrists and Podiatrists

- Optometrists
 - Test visual acuity and treat vision defects
 - Correctional lenses
 - Licensed by state
- Podiatrists
 - Care for feet
 - Find pressure points
 - Weight distribution problems

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Nurses

- Nurse practitioners (NPs)
 - Provide basic patient care services
 - Must have advanced training beyond RN degree
 - Licensed by individual states
- Nurse anesthetists
 - RNs who administer anesthetics to patients during surgical or inpatient diagnostic procedures
 - Practice in various health settings
 - Certified Registered Nurse Anesthetist (CRNA) must have a Bachelor of Science in Nursing (BSN)

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Physician Assistants

- Certified healthcare professional
- Provide diagnostic, therapeutic, and preventive healthcare services under the supervision of a medical doctor
- Must be licensed
- Must pass the Physician Assistant National Certifying Examination to practice in any state

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Types of Healthcare Facilities

- Hospitals
 - Primary level of care
 - Smaller city, community hospitals
 - Serve as first level of contact between community and hospital setting
 - Secondary level of care
 - Both PCPs and specialists provide care
 - Larger municipal and district hospitals
 - Tertiary level of care
 - Referral system
 - Medical centers, regional, and specialty hospitals

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Types of Healthcare Facilities (Cont.)

- Accreditation is considered the highest form of recognition for the quality of care a facility or organization provides
- Standards or indicators have been developed
 - Assessment and care of patients
 - Use of medication
 - Plant, technology, and safety management
 - Orientation, education, and training of staff
 - Medical staff qualifications
 - Patients' rights

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Ambulatory Care

- Wide range of services to walking patients
 - Physician's offices, group practices, multispecialty practices
- Refer patients to each other as indicated
 - Convenient, more profitable

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Types of Ambulatory Centers

- Occupational health centers
 - Return patients to work and normal activity level
 - Freestanding rehabilitation; pain management; sleep
- Freestanding surgical centers
- Rehabilitation services
- Ambulatory centers services
 - Services to patients with severe kidney disorders
 - Magnetic resonance imaging (MRI)
 - Student health clinics
 - Women's health centers
- Assisted living facilities

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Other Healthcare Facilities

- Diagnostic laboratories
- Home health agencies
- Medical suppliers
- Hospice centers

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The Patient-Centered Medical Home

- Way of organizing primary care that emphasizes care coordination and communication to transform primary care into what patients want it to be
- One of the most exciting healthcare delivery reforms occurring today
- Saving money by reducing hospital and ED visits

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Five Core Functions and Attributes of the Patient-Centered Medical Home

1. Comprehensive care

2. Patient-centered care

3. Coordinated care

4. Accessible services

5. Quality and safety

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Scope of Practice and Standards of Care for Medical Assistants

● Scope of practice

➤ Range of responsibilities and practice guidelines that determine the boundaries within which a healthcare worker practices

● Standards of care

➤ Legal term that refers to whether the level and quality of patient service provided is the same as what another healthcare worker with similar training/experience in a similar situation would provide

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Patient Education

● Details of healthcare plans

● Understand hospital systems

● Constant enthusiasm

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Legal and Ethical Issues

- Understand medical history
- Nothing more important than patient safety
- Serve patient above call of duty
- Always put patient first

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Questions?

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