INTRODUCTION TO MEDICAL ASSISTING (ADMINISTRATIVE)
Course Syllabus

Course Number: BMEA-0363
OHLAP Credit: No
OCAS Code: None
Course Length: 30 Hours
Career Cluster: Health Science
Career Pathway: Therapeutic Services
Career Major(s): Basic Medical Assistant/Clinical Medical Assistant, Medical Assistant with Phlebotomy

Course Description: This course will provide an introduction to the basic administrative skills performed in a medical clinical setting. Administrative duties covered in this course include ICD9/CPT coding, billing, bookkeeping, scheduling, electronic medical records, telephone/communication techniques, phone triage, medical ethics, biomedical/legal issues, HIPAA, OSHA regulations, and patient education techniques. Employability, professionalism, and career readiness skills are also covered in this course.

Textbooks:
Dahl, Barbara; Lindh, Wilberta; Pooler, Marilyn; and Tamparo, Carol.(2010). Comprehensive Medical Assisting (Administrative and Clinical Competencies- Workbook), 4th Edition. Delmar: Clifton Park, NY
Dahl, Barbara; Lindh, Wilberta; Pooler, Marilyn; and Tamparo, Carol.(2010). Comprehensive Medical Assisting (Administrative and Clinical Competencies- Text), 4th Edition. Delmar: Clifton Park, NY
Dahl, Barbara; Lindh, Wilberta; Pooler, Marilyn; and Tamparo, Carol.(2014). Comprehensive Medical Assisting (Administrative and Clinical Competencies- Workbook), 5th Edition. Delmar: Clifton Park, NY
Dahl, Barbara; Lindh, Wilberta; Pooler, Marilyn; and Tamparo, Carol.(2014). Comprehensive Medical Assisting (Administrative and Clinical Competencies- Text), 5th Edition. Delmar: Clifton Park, NY

Online Resources:
MOSS (Medical Office Simulation Software CD-ROM, Delmar Publishing (2010)
StudyWARE to Accompany Comprehensive Medical Assisting Competencies, Delmar Publishing (2010)
Evolve Learning Resources On-Line Learning Site, Elsevier
Blackboard
Delmar’s Skills and Procedures for Medical Assistants DVD Series, Delmar Publishing (2010)
Virtual Administrative Skills for the Medical Assistant, Delmar Publishing (2014)

A. Overview of the Medical Assisting Profession
1. Outline brief history of medicine.
2. Identify the key founders of medical science.
3. Explain the four pathways of education for medical assistants.
4. List the duties of a medical assistant.
5. Describe the desired characteristics of a medical assistant.
6. List the benefits of certification.
7. List the benefits of a membership in a professional organization.
8. Identify members of the health care team.  
9. List settings in which medical assistants may be employed.  

B. Medical Ethics and Bioethical Issues
1. Differentiate between legal issues and ethical issues.  
2. Describe the difference between medical ethics and bioethics.  
3. List the seven American Medical Association principles of ethics.  
4. List the ethical principles stated by the American Medical Association of medical assistants.  
5. Describe the steps used to resolve an ethical dilemma.  

C. Medicine and the Law
1. Identify the two branches of the American legal system.  
2. Identify reasons for the escalation of medical malpractice cases.  
3. Describe the difference between implied and expressed contracts.  
4. List four items that must be included in a contract termination or withdrawal letter.  
5. List six items that must be included in an informed consent form.  
6. Explain who may sign consent forms.  
7. List five incidents that must be reported to specified authorities.  
8. Describe the purpose of the Self-Determination Act.  
9. Give four examples of intentional torts.  
10. Describe the four elements that must be proven in a medical-legal suit.  
11. Describe four possible defenses against litigation for the medical professional.  
12. Explain the theory of respondent superior or law of agency and how it applies to the medical assistant.  
13. List ways that a medical assistant can assist in the prevention of a medical malpractice suit.  

D. Fundamental Communication Skills
1. List two major forms of communication.  
2. Explain how various components of communication can affect the meaning of verbal messages.  
3. Define active listening.  
4. List and describe interviewing techniques.  
5. Give an example of how cultural differences may affect communication.  
6. Discuss how to handle communication problems caused by language barriers.  
7. List special communication challenges and how to handle them.  
8. Explain how stereotyping and biased opinions can affect patient care.  
9. Give two ways to establish positive patient relationships.  
10. Explain what is meant by professional distance.  
11. Explain what causes grief and how you can support a grieving patient.  

E. Patient Education
1. Identify & define vocabulary.  
2. Explain the medical assistant's role in patient education. Define steps in the patient education process.  
3. Describe what is necessary before learning can be accomplished. Explain Maslow's hierarchy of human needs.  
4. List the benefits of a membership in a professional organization.  
5. Identify members of the health care team.  
6. List settings in which medical assistants may be employed.  

F. Patient and Health Factors
1. List factors that play important roles in patient health.  
2. Identify the components of a healthy diet.  
3. Describe how to perform range-of-motion exercises.  
INTRODUCTION TO MEDICAL ASSISTING

4. Discuss the difference between positive and negative stress. ¹
5. List and explain relaxation techniques. ¹
6. Identify commonly abused substances. ¹
7. Explain the kinds of information that should be included in patient teaching about medication therapy. ¹

¹ ODCTE Objective
All unmarked objectives are TTC instructor developed.

G. Administrative Skills
1. Describe the importance of the medical office environment as related to the patient's proper and effective care. ¹
2. Describe what computers can do to improve efficiency in the medical office. ¹
3. Demonstrate the transcription skills needed by a medical assistant to produce a variety of properly formatted documents for use in a medical office. ¹
4. Describe proper telephone technique in a medical office setting. ¹
5. Demonstrate scheduling tools for the purpose of documenting patient appointments and cancellations. ¹
6. Identify the reasons for accurately maintaining ambulatory care office files. ¹
7. List the role and duties of the Medical Assistant in producing written communications in a medical office. ¹
8. Identify the financial activities that occur in the medical office. ¹
9. Explain the proper completion of medical insurance forms. ¹
10. Identify the importance of billing and collections to the ambulatory care setting. ¹
11. Identify the purpose of accounting principles in the medical office. ¹
12. Identify the role and duties of the office manager for a medical practice. ¹
13. Explain the proper procedure for recruitment, management and dismissal of employees. ¹
14. Identify the elements involved in the employment process

Teaching Methods: The class will primarily be taught by the lecture and demonstration method and supported by various media materials to address various learning styles. There will be question and answer sessions over material covered in lecture and media presentations. Supervised lab time is provided for students to complete required projects.

Grading Procedures: 1. Students are graded on theory and lab practice and performance.
2. Each course must be passed with seventy (70%) percent or better.
3. Grading scale: A=90-100%, B=80-89%, C=70-79%, D=60-69%, F=50-59%.
4. Career Major grades established during coursework are a major criteria in successfully obtaining certification.

Description of Classroom, Laboratories, and Equipment: Tulsa Technology Center campuses are owned and operated by Tulsa Technology Center School District No. 18. All programs provide students the opportunity to work with professionally certified instructors in modern, well-equipped facilities.
<table>
<thead>
<tr>
<th>Available Certifications/ College Credit</th>
<th>The student may be eligible to take state, national or industry exam after completion of the program. College credit may be issued from Oklahoma State University-Okmulgee or Tulsa Community College. See program counselor for additional information.</th>
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<tr>
<td>College Credit Eligibility:</td>
<td>The student must maintain a grade point average of 2.0 or better.</td>
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