

Course Objectives/Course Outline
Spokane Community College

Course Title: Administrative Medical Assistant I

Prefix and Course Number: MA 101

Course Learning Outcomes:

By the end of this course, a student should be able to:

- V.C.1. Identify styles and types of verbal communication
- V.C.2. Identify types of nonverbal communication
- V.C.3. Recognize barriers to communication
- V.C.4. Identify techniques for overcoming communication barriers
- V.C.5. Recognize the elements of oral communication using a sender-receiver process
- V.C.6. Define coaching a patient as it relates to:
 - d. Community resources
- V.C.7. Recognize elements of fundamental writing skills
- V.C.11. Define the principles of self-boundaries
- V.C.12. Define patient navigator
- V.C.13. Describe the role of the medical assistant as a patient navigator
- V.C.14. Relate the following behaviors to professional communication:
 - a. Assertive
 - b. Aggressive
 - c. Passive
- V.C.15. Differentiate between adaptive and non-adaptive coping mechanisms
- V.C.16. Differentiate between subjective and objective information
- V.C.18. Discuss examples of diversity:
 - a. Cultural
 - b. Social
 - c. Ethnic
- VI.C.1. Identify different types of appointment scheduling methods
- VI.C.2. Identify advantages and disadvantages of the following appointment systems:
 - a. Manual
 - b. Electronic
- VI.C.3. Identify critical information required for scheduling patient procedures
- VI.C.4. Define types of information contained in the patient's medical record
- VI.C.5. Identify methods of organizing the patient's medical record based on:
 - a. Problem-sourced medical record (POMR)
 - b. Source-oriented medical record (SOMR)
- VI.C.6. Identify equipment and supplies needed for medical records in order to:
 - a. Create
 - b. Maintain
 - c. Store
- VI.C.7. Describe filing indexing rules
- X.C.1. Differentiate between scope of practice and standards of care for medical assistants
- X.C.2. Compare and contrast provider and medical assistant roles in terms of standard of care
- X.C.3. Describe components of the Health Insurance Portability & Accountability Act (HIPAA)
- X.C.4. Summarize the Patient Bill of Rights
- X.C.5. Discuss licensure and certification as they apply to healthcare providers
- X.C.6. Compare criminal and civil laws as they apply to the practicing medical assistant
- X.C.7. Define:
 - a. Negligence
 - b. Malpractice

- c. Statute of limitations
- d. Good Samaritan Act(s)
- e. Uniform Anatomical Gift Act
- f. Living will/advanced directives
- g. Medical durable power of attorney
- h. Patient Self-Determination Act (PSDA)
- i. Risk management

X.C.8. Describe the following types of insurance:

- a. Liability
- b. Professional (malpractice)
- c. Personal injury

X.C.11. Describe the process in compliance reporting:

- a. Unsafe Activities
- c. Conflict of interest

X.C.12. Describe compliance with public health statutes:

- a. Communicable diseases
- b. Abuse, neglect, and exploitation
- c. Wounds of violence

X.C.13. Define the following medical legal terms:

- a. Informed consent
- b. Implied consent
- c. Expressed consent
- d. Patient incompetence
- e. Emancipated minor
- f. Mature minor
- g. Subpoena duces tecum
- h. Respondent superior
- i. Res ipsa loquitor
- j. Locum tenens
- k. Defendant-plaintiff
- l. Deposition
- m. Arbitration-mediation
- n. Good Samaritan laws

XI.C.1. Define:

- a. Ethics
- b. Morals

XI.C.2. Differentiate between personal and professional ethics

XI.C.3. Identify the effect of personal morals on professional performance

XII.C.6. Discuss protocols for disposal of biological chemical materials

XII.C.7. Identify principles of:

- b. Ergonomics

Course Outline:

- I. Medical Law and Ethics (Chapter 3, Pearson 4th edition)
- II. Communication: Verbal and Nonverbal (Chapter 5, Pearson 4th edition)
- III. The Office Environment (Chapter 6, Pearson 4th edition)
- IV. Telephone Techniques (Chapter 7, Pearson 4th edition)
- V. Patient Reception (Chapter 8, Pearson 4th edition)
- VI. Appointment Scheduling (Chapter 9, Pearson 4th edition)
- VII. Vital Signs (Chapter 34, Pearson 4th edition)