

Course Objectives/Course Outline
Spokane Community College

Course Title: Clinical Medical Assistant I

Prefix and Course Number: MA 102

Course Learning Outcomes:

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

- I.C.12. Identify quality assurance practices in healthcare
- III.C.1. List major types of infectious agents
- III.C.2. Describe the infection cycle including:
 - a. The infectious agent
 - b. Reservoir
 - c. Susceptible host
 - d. Means of transmission
 - e. Portals of entry
 - f. Portals of exit
- III.C.3. Define the following as practiced within an ambulatory care setting:
 - a. Medical asepsis
 - b. Surgical asepsis
- III.C.5. Define the principles of standard precautions
- III.C.6. Define personal protective equipment (PPE) for:
 - a. All body fluids, secretions and excretions
 - b. Blood
 - c. Non-intact skin
 - d. Mucous membranes
- III.C.7. Identify center for Disease Control (CDC) regulations that impact healthcare practices
- I.P.1. Measure and record:
 - a. Blood Pressure
 - b. Temperature
 - c. Pulse
 - d. Respirations
 - e. Height
 - f. Weight
- III.P.2. Select appropriate barrier/personal protective equipment (PPE)
- III.P.3. Perform handwashing
- III.P.10. Demonstrate proper disposal of biohazardous material:
 - a. Sharps
 - b. Regulated wastes
- V.P.1. Use feedback techniques to obtain patient information including:
 - a. Reflection
 - b. restatement
 - c. Clarification
- V.P.2. Respond to nonverbal communication
- V.P.3. Use medical terminology to correctly and pronounced accurately to communicate information to providers and patients
- V.P.4. Coach Patients regarding:
 - a. Office policies
 - d. Treatment plan
- V.P.5. Coach Patients appropriately considering:
 - a. Cultural diversity
 - c. Communication barriers

- V.P.6. Demonstrate professional telephone techniques
- V.P.7. Document telephone messages accurately
- V.P.8. Compose professional correspondence utilizing electronic technology
- V.P.9. Develop a current list of community resources related to patients' healthcare needs
- V.P.10. Facilitate referrals to community resources in the role of a patient navigator
- V.P.11. Report relevant information concisely and accurately
- VI.P.2. Schedule a patient procedure
- VI.P.3. Create a patient's medical record
- VI.P.4. Organize a patient's medical record
- VI.P.5. File patient medical records
- X.P.1. Locate a state's legal scope of practice for medical assistants
- X.P.2. Apply HIPAA rules in regard to:
 - a. Privacy
 - b. Release of information
- X.P.3. Document patient care accurately in the medical record
- X.P.4. Apply the Patient's Bill of Rights as it relates to:
 - a. Choice of treatment
 - b. Consent for treatment
 - c. Refusal of treatment
- X.P.6. Report illegal activity in the healthcare setting following proper protocol
- XI.P.1. Develop a plan for separation of personal and professional ethics
- XI.P.2. Demonstrate appropriate response(s) to ethical issues
- XII.P.1. Comply with:
 - c. Labels
- XII.P.2. Demonstrate proper use of:
 - c. Sharps disposal containers
- XII.P.3. Use proper body mechanics
- III.A.1. Recognize the implications for failure to comply with Center for Disease Control (CDC) regulations in healthcare settings
- V.A.1. Demonstrate:
 - a. Empathy
 - b. Active listening
 - c. Nonverbal communication
- V.A.2. Demonstrate the principles of self-boundaries
- V.A.3. Demonstrate respect for individual diversity including:
 - a. Gender
 - b. Race
 - c. Religion
 - d. Age
 - e. Economic status
 - f. Appearance
- V.A.4. Explain to a patient the rationale for performance of a procedure
- X.A.1. Demonstrate sensitivity to patient rights
- X.A.2. Protect the integrity of the medical record
- XI.A.1. Recognize the impact personal ethics and morals have on the delivery of healthcare

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)