



MEDICAL ASSISTANT WITH CLINICAL EXTERNSHIP

Program Learning Objectives

The Medical Assistant with Clinical Externship program is designed to prepare you to earn the Certified Clinical Medical Assistant (CCMA) credential after completion, helping you advance your career as an effective medical assistant in a clinical setting. The learning objectives outlined below provide a map of the knowledge and skills you will gain as each module is completed.

Program Orientation (1 hour)

- Identify the elements, expectations, and requirements of the program.
- Navigate the program using the pages, menus, and buttons provided.
- Use the program tools, including the study planner, gradebook, and completion report. Be able to contact Career Step using communication tools, including phone, email, forums, chat rooms, and social media.
- Identify and use program-specific resources.

Computer Fundamentals (7 hours)

- Identify basic computer hardware and interpret system requirements.
- Navigate a Windows operating system environment, as well as install and operate basic software utilities.
- Use a web browser to navigate between websites in multiple tabs or windows, send and receive e-mail, and access search engines to find information and troubleshoot basic computer problems.
- Recognize basic technologies related to an office environment.

Microsoft Office Training Orientation (1 hour)

- Successfully follow the lesson structure and download available study tools.
- Navigate the Microsoft Office training module(s) using the buttons and icons provided.

Word 2016: Beginner (10 hours)

- Identify and use the Ribbon, Quick Access Toolbar, tabs, scroll bars, cursor, ruler, and status bar.
- Create, save, open, edit, navigate, print, share, and recover a document.
- Edit and format text with options such as alignment, fonts, lists, spacing, tab stops, page format, layout, paragraph alignment and spacing, and copy formatting.
- Employ the available search and review tools, including spell and grammar check, find and replace, copy, paste, and document view options.

Excel: Beginner (12 hours)

- Use the Quick Access Toolbar, title bar, display options, formula bar, and worksheet tab.
- Create, save, open, edit, navigate, and print a worksheet.
- Create, edit, delete, and format cells with options such as cell alignment, applying cell styles, splitting cells, merging cells, row and column titles, row and column width, hide and unhide, and page setup and view options.
- Edit cell data using options and tools such as cut, copy, paste, AutoFill, text tools, and cell references.
- Create basic, logical, financial, and text formulas.

Working as a Medical Administrative Assistant (3 hours)

- Identify the essential skills, qualities, duties, and strategies of an effective medical administrative assistant.
- Identify employer expectations and name medical office industry certifications. Identify the members of a medical team and their responsibilities.

Keyboard Kinetics (10 hours)

- Demonstrate proper, effective finger placement and typing proficiency.
- Assess their keyboarding performance in terms of Gross Words per Minute and Net Words per Minute.

Healthcare Structure and Organization (25 hours)

- Identify the involvement of everyone in the healthcare system, including: consumers, providers, government and regulatory agencies, third-party payers, vendors, and trade associations. Recognize the basic differences between inpatient/outpatient/ ancillary services, attending/consulting/ referring physicians, and direct care/ support services.
- Identify and describe patient rights and responsibilities.
- Identify the responsibilities of healthcare-related government agencies.
- Identify third-party payers, as well as appropriately use the associated terminology in a healthcare documentation context.

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Medical Law and Ethics (5 hours)

- Apply a basic understanding of medical law to a medical office setting.
- Use common types of medical consent and contract forms.
- Recognize common types of medical malpractice and explain the role of available insurance policies in preventing and defending against claims.
- Apply basic medical ethics guidelines in a medical office setting.

Healthcare Documentation (10 hours)

- Identify basic types of medical records, including work types, components, formatting, and documentation standards.
- Define HIPAA compliance and other related regulations, as well as the role of healthcare documentation workers in preserving patient confidentiality and managing risk.

Exploring Healthcare Reimbursement (25 hours)

- Use and maintain fee schedules.
- Accurately collect patient demographics.
- Identify different types of reimbursement systems.
- Prepare for and help with medical record audits.
- Recognize third-party payer systems, including insurance forms and precertification.
- Process and submit medical claims.
- Recognize the fundamental principles and resources used in medical coding.

Medical Word Building (15 hours)

- Identify common medical prefixes, roots, and suffixes.
- Identify and properly combine word parts to create medical terms.

Basic Anatomy (20 hours)

- Identify and describe the basic structure and functions of human body systems.
- Identify and define basic anatomical terms related to the basic structure and function of human body systems.

Mastering Medical Language (23 hours)

- Pluralize common medical words.
- Define common medical slang, jargon, and foreign terms.
- Distinguish between common similar medical words and word parts.
- Recognize common medical abbreviations and their meanings.

Grammar and Punctuation (10 hours)

- Identify and correctly use each of the parts of speech.
- Recognize proper sentence structure and formatting.
- Properly spell words that are commonly misspelled.

Medical Office Procedures (20 hours)

- Identify the principles of effective interpersonal communication.
- Communicate professionally in writing.
- Professionally manage inbound and outbound telephone calls.
- Demonstrate effective office and reception management, including opening and closing the office, managing a waiting room, and greeting and registering patients.
- Schedule patient appointments.

Medical Office Management (20 hours)

- Recognize and prepare medical records and charts and related filing systems.
- Describe the benefits and drawbacks of electronic health records systems.
- Recognize best practices of medical office management, including staffing, policy, scheduling, and equipment issues.
- Name appropriate courses of action for medical office emergencies, including risk management, CPR, emergency preparation and supplies, fainting, heart attacks, choking, bleeding, and hazardous waste.

Practice Finances (10 hours)

- Describe the payment process

and manage payments, including explanations to patients about insurance basics, fee schedules, billing, and adjustments.

- State and describe the basic functions and uses of medical office software.
- Manage the basic financial documentation of a medical office, including personnel records, financial accounts, and daily deposits.

Foundational Science (60 hours)

- Identify the levels of organization of the human body, understand how pathogens and other microorganisms grow and infect the body, and define the most common classifications of microorganisms.
- Describe the disease processes of the human body.
- Identify the common diseases associated with each body system; define the injuries and disorders commonly seen in a clinical setting; and classify symptoms, diagnoses, and treatments.
- Execute common pharmaceutical calculations and conversions.
- Define drug actions (absorption, distribution, metabolism, and elimination), identify various drug classifications, and discuss the most commonly prescribed drugs.

Patient Advocacy (25 hours)

- Demonstrate appropriate forms of communication for a variety of patients and scenarios, in addition to gathering patient feedback and communicating information about the practice to the public.
- Apply knowledge of the legal and ethical guidelines governing healthcare, the best way to assist patients and coworkers in abuse situations, and the proper recourse for reporting violations.
- Demonstrate an understanding of different learning and teaching styles, as well as create and deliver effective educational plans according to patient needs. Track patient compliance and coordinate care across providers.
- Define common nutrients, interpret food labels, understand varying dietary needs, and identify eating disorders.

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- Describe development stages, including end-of-life and grief; describe the symptoms of common psychological disorders; and understand environmental and socio-economic stressors and common defense mechanisms.

Routine Patient Care (57 hours)

- Demonstrate basic knowledge of OSHA safety compliance, reception and exam room preparation, and emergency preparedness and prevention.
- Demonstrate knowledge of proper measurement and documentation of vital signs, as well as potential indicators of medical conditions.
- Prepare the examination room, medical tools, and patient; obtain an accurate patient history; and assist in a physical examination.
- Demonstrate knowledge of medication and immunization types, routes of administration, drug interactions, and drug storage and safety.
- Adapt routine patient care skills for young and elderly patients, adjust patient communication according to age, and identify common diseases and disorders of these age groups.

Clinical Patient Care (45 hours)

- Describe medical conditions treated by specialty physicians and assist with examinations, tests, and procedures in a variety of medical specialty fields.
- Apply an understanding of life-saving procedures such as CPR and rescue breathing. Assess and assist with potentially life-threatening symptoms, treat wounds and fractures, and place and remove sutures.
- Demonstrate training in aseptic technique, sterile environment maintenance, patient preparation, and post-operative care, in addition to a basic knowledge of common minor surgery procedures.

Clinical Simulations (43 hours)

- Experience simulations of obtaining adult and pediatric vital signs; pediatric assessment (infant); administration of intramuscular, subcutaneous, and intradermal injections; irrigation and instillation of eye and ear medication;

administration of nebulizer treatment; and preparation for and assistance with minor surgical procedures.

Phlebotomy (30 hours)

- Apply precautions and standards to protect from pathogen exposure, including physical and chemical barriers.
- Process, label, and transport samples, in addition to reporting results. Apply laboratory quality and safety regulations, as well as collect and handle non-blood specimens (such as urine, stool, and cultures).
- Demonstrate correct venipuncture insertion and removal techniques, along with the proper capillary puncture method. Follow accurate order of draw, perform special collections, and understand the types and functions of blood testing.

Phlebotomy Simulations (9 hours)

- Experience simulations of obtaining swabs for culture, performing ventripuncture, and performing capillary puncture and hematology testing.

EKG Testing (10 hours)

- Record and verify leads, maintain and ensure proper functioning of EKG equipment, identify and resolve artifacts from the EKG tracing, and inspect and recognize abnormal or emergent results such as arrhythmias.
- Prepare the patient and apply electrodes for EKG monitoring, stress testing, Holter monitoring, and telemetry monitoring.

EKG Testing Simulations (3 hours)

- Experience simulations of performing an EKG.

Clinical Externship (130 hours)

- Practice universal precautions, such as aseptic technique and other infection control principles.
- Demonstrate appropriate patient communication skills including: eliciting important information during history and physical, patient preparation, and instruction.

- Perform and execute medical procedures such as recording relevant signs and symptoms exhibited by patients, executing routine medical office and lab procedures, helping patients get ready for physical examinations, and helping the doctor with health examinations.
- Demonstrate knowledge and ability to perform basic preparation and assistance to physicians with in-office surgical procedures, and be trained to perform crucial sanitization and disinfecting processes of tools and equipment used during these examinations and procedures.
- Exhibit understanding of medical office procedures and administrative functions related to computer expertise, scheduling of patients, and processing of medical insurance bills, claims, and forms for patients.
- Adhere to protocols involved in the protection of patient confidentiality and demonstrate knowledge of HIPAA.
- Demonstrate proper telephone technique and dissemination of messages and information to appropriate members of the healthcare team.
- Learn phlebotomy procedures and perform CLIA-waived examinations.
- Demonstrate proper lead placement and be able to complete an electrocardiogram test.

Final Exam Preparation (1 hour)

- Identify the steps needed to be eligible for and effectively prepare for and access the final exam.
- Identify the format, restrictions, and policies of final exams, including scoring, retakes, allowed resources, and time limits.

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