

# Medical Assistant

## LEARNING OBJECTIVES



The Medical Assistant with Clinical Externship program is designed to prepare you to earn the Certified Clinical Medical Assistant (CCMA), Certified Phlebotomy Technician (CPT), Certified EKG Technician (CET), and Certified Medical Administrative Assistant (CMAA) credentials 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 throughout the program.

### Program Orientation

- 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 CareerStep by phone, email, forums, chat rooms, and social media.
- Identify and use program-specific resources.

### Medical Assistant Career Introduction

- Summarize the medical assisting profession.
- Summarize licensure, accreditation, certification, and registration for medical assistants.

### HealthCare Foundational Knowledge and Basic Science

- Summarize the medical assisting profession.
- Translate medical terminology using abbreviations, word building, and important terms.
- Explain how nutrition knowledge relates to health and disease.
- Identify the role psychology plays in dealing with patients and their behavior.

### Anatomy and Physiology

- Identify the structures, locations, and functions of major body systems and the organs that comprise them.
- Explain how the organs of the major body systems interact and maintain homeostasis.

### General Patient Care

- Summarize the pharmacology basics needed by a medical assistant
- Outline the tasks required to prepare the examination room and the patient for examination.

### Pharmacology Basics

- Identify the classifications of drugs.
- Review indications, side effects, and adverse reactions of various classifications of drugs.
- Interpret accepted abbreviations used in reference to medications.

### Infection Control

- Review the causes and diagnostic methods of various infectious and communicable diseases.
- Explore the protective measures required to prevent infection.

### Testing and Laboratory Procedures

- Identify how specimens are collected and handled.
- Explore procedures and processes used in obtaining blood and urine samples.
- Outline the standard components of vision and hearing screening tests.
- Review common techniques and processes frequently used in medical laboratories.

### Externship Readiness Skills

- Explore CareerStep Community career resources.
- Develop effective time management skills.
- Enhance your creative and critical thinking.
- Integrate critical and creative thinking skills into your life.
- Learn physical and emotional coping techniques to deal with stress.
- Explore essential ingredients of the communication process.
- Acquire methods to maximize verbal, nonverbal, and written communication.
- Relate the importance of professional image to career success.
- Learn strategies to write a powerful resume.

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- Identify key elements of successful interviews.
- Relate the importance of good study habits to your personal success.
- Identify traits related to self-motivation and self-esteem.
- Incorporate a positive and professional attitude in dealing with others.
- Understand that failures are important learning tools.

### Patient Care Coordination and Education

- Review how to administer and coordinate general patient care according to professional best practices.
- Explore the role and responsibilities in administering patient care.
- Explore the role and responsibilities in facilitating patient education.

### Medical Administrative Assistant

- Describe the differences between common healthcare delivery models.
- Describe the types of services typically offered in medical offices, including general and specialty services.
- Define ancillary services and alternative therapies.

### Communication and Customer Service in the Healthcare Office

- Identify the various types and styles of communication used in a healthcare office.
- Review how verbal, non-verbal, and written communication skills contribute to patient experience and outcome in a health care office.

### Electronic Medical Records

- Demonstrate how patient records are used and regulated
- Complete tasks required for scheduling a patient
- Clinical information reporting
- Revenue cycle and financial reporting

### Medical Laws and Ethics

- Describe common legal issues related to prescriptions and medication administration.
- Identify key legal and regulatory aspects of the healthcare environment.

- Analyze key ethical and legal aspects of the medical profession.
- Summarize common legal issues related to medical documentation.

### Phlebotomy

- Identify equipment and supplies used to collect, store, and process blood samples.
- Describe common phlebotomy techniques.
- List correct steps in the process of taking blood.
- Explain patient care before, during, and after blood collection.
- Describe how to prepare and handle a blood sample.

### EKG and Cardiovascular

- Identify the basic anatomy of the heart.
- List the steps needed to ensure proper functioning of ECG/EKG equipment (calibration, standardization).
- List the equipment and supplies needed to perform an ECG/EKG procedure.

### Career Success in Healthcare

- Define "professionalism" and "success" in your own terms
- Differentiate between long-, medium-, and short-range goals
- Assess and develop your time management skills

### Medical Assistant Final Exam

- 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.

### HIPAA Workforce Training

- Describe HIPAA basics.
- Understand the HIPAA Privacy Rule and Security Rules.
- Describe the HITECH Act.
- Explain regulations for business associates.
- Summarize HIPAA documentation and training.

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### Initiating Your Externship

- Create your profile in the Learner Placement Portal.
- Review the externship preparation resources.
- Explore CareerStep Community career resources.
- Understand the benefits of an externship.
- Access externship participation eligibility requirements.
- Recognize the externship site placement process and considerations.

### Clinical Externship

- Earn hours and experience that lead directly to certification.

### Program Completion

- Prepare to take the next steps after program completion.

**Total Hours: 583**

**483 Coursework, Simulations, and Experiential +100 Clinical Externship**