

# Medical Assistant

## LEARNING OBJECTIVES



The Medical Assistant training program is designed to help you prepare for an in-demand, rewarding career in the field. 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**