

# MEDICAL ASSISTING

**INDUSTRY SECTOR:** Health Science & Medical Technology

**CALPADS PATHWAY:** Patient Care (Pathway Code 198)

**CALPADS COURSE TITLE:** Medical Office

**CALPADS COURSE CODE:** 4275

|               |              |                  |                          |
|---------------|--------------|------------------|--------------------------|
| <b>HOURS:</b> | <b>Total</b> | <b>Classroom</b> | <b>Laboratory/CC/CVE</b> |
|               | <b>360</b>   | <b>200</b>       | <b>160</b>               |

| JOB TITLE         | ONET CODES | JOB TITLE            | ONET CODES |
|-------------------|------------|----------------------|------------|
| Medical Assistant | 31-9092.00 | Medical Receptionist | 43-4171.00 |
| Medical Records   | 29-2071.00 | Unit Clerk, Hospital | 43-4171.00 |

**COURSE DESCRIPTION:** This rigorous and challenging course is designed for people who would like to develop the skills necessary to obtain an entry level position as a clinical medical assistant. Students learn medical law and ethics, various levels of sterilization, how to assist with physical exams and office surgeries. The student will learn to perform electrocardiograph, vital signs, perform venipuncture, administer medicine, calculate dosages, and demonstrate proficiency developing Career Ready Practices such as Communication, Critical Thinking, Responsibility, and Professionalism. Upon demonstration and proficiency in the classroom setting, students will be placed in appropriate clinical settings for hands-on job training.

**PREREQUISITES:**

1. Immunizations that are current
2. One semester of typing (preferred)
3. Basic English & math proficiency
4. High school grade 12, Adult
5. Proof of TB clearance

**ARTICULATION:**

| COLLEGE:            | COURSE TITLE:                                |
|---------------------|--|
| SJVC                | Structural Anatomy and Terminology (3 units) |
| Bakersfield College | MEDS B60 Medical Terminology (3 units)       |

**Pending**

**LEVEL:**  Introductory  Concentrator  Capstone

**CERTIFICATION:**

- American Heart Association CPR Certification

**METHOD OF STUDENT EVALUATION:**

- ✓ Pre and Post test
- ✓ Student Projects
- ✓ Written work
- ✓ Observation record of student performance
- ✓ Completion of assignments and worksheets
- ✓ Job-site evaluation

**METHOD OF INSTRUCTION:**

- ✓ Lecture
- ✓ Group and individual applied projects
- ✓ Demonstration
- ✓ Field trips
- ✓ Guest speaker
- ✓ On-the-job training
- ✓ Integrated technology applications

**RECOMMENDED TEXTS:**

- Ehrlich, Ann, and Carol L. Schroeder. *Medical Terminology for Health Professionals*. 7<sup>th</sup> Ed.
- Klieger, Diane M. *Essentials of Medical Assisting*. 2<sup>nd</sup> Ed. Saunders Elsevier MS. ISBN: 978-1-4160-5674-4
- Physicians' Desk Reference
- Medical Dictionary
- Drug Handbooks

**MODEL CTE PATHWAY:** The standards for the Patient Care Pathway apply to occupations or functions involved in the prevention, treatment, and management of illness and the preservation of mental and physical well-being through the services offered by the medical and allied health professions. The standards specify the knowledge and skills needed by professional and technical personnel pursuing careers in this pathway.

| I.   | ORIENTATION  | CR        | LAB/<br>CC | STANDARDS   |
|------|--|-----------|------------|---|
|      | <ul style="list-style-type: none"> <li>A. Professional relations</li> <li>B. Legal responsibilities</li> <li>C. The health organization</li> <li>D. Accidents and fire prevention</li> <li>E. Safety and body mechanics</li> </ul> | 10<br>HRS | 5<br>HRS   | <p><b>CTE Anchor:</b><br/>A3.6; A6.1, A6.2, A6.3, A6.4, A6.5, A6.6, A6.7, A6.8; A7.0, A7.1, A7.4, A7.3, A7.5, A7.7; A8.0, A8.2, A8.3, A8.4, A8.7; A9.0, A9.1, A9.2, A9.3, A9.6; A10.2</p> <p><b>CTE Pathway:</b><br/>B1.1; B8.0; B8.1, B8.2, B8.3, B8.4, B8.5; B9.3; B9.1; B12.1, B12.2</p> |
| II.  | COMMUNICATION SKILLS   | CR        | LAB/<br>CC | STANDARDS   |
|      | <ul style="list-style-type: none"> <li>A. Development of verbal and nonverbal skills</li> <li>B. Written skills and the patient chart</li> <li>C. Communication skills</li> <li>D. Consent Form</li> </ul>                         | 15<br>HRS | 15<br>HRS  | <p><b>CTE Anchor:</b><br/>A2.0, A2.1, A2.3, A2.4, A2.5, A2.6, A2.7, A2.8; A4.3, A4.5; A5.4, A5.6</p> <p><b>CTE Pathway:</b><br/>B4.3, B4.5; B6.0, B6.1, B6.2, B6.3, B6.4, B6.5, B6.6; B13.6</p>   |
| III. | INTERPERSONAL SKILLS   | CR        | LAB/<br>CC | STANDARDS   |
|      | <ul style="list-style-type: none"> <li>A. Ethics and confidentiality</li> <li>B. Understanding human needs</li> <li>C. Holistic approach to patient care</li> <li>D. HIPAA</li> </ul>  | 5<br>HRS  | 10<br>HRS  | <p><b>CTE Anchor:</b><br/>A1.0; A2.0, A2.1, A2.3, A2.4, A2.5, A2.6, A2.7, A2.8; A5.1, A5.2, A5.3; A8.1, A8.2, A8.3, A8.4, A8.5, A8.6, A8.7</p> <p><b>CTE Pathway:</b><br/>B4.0, B4.3, B4.5; B6.2, B6.4, B6.6; B9.5; B13.0, B13.2</p>  |
| IV.  | INTRODUCTION TO ANATOMY AND PHYSIOLOGY   | CR        | LAB/<br>CC | STANDARDS   |
|      | <ul style="list-style-type: none"> <li>A. General plan of the human body</li> <li>B. Body systems and associated common diseases/conditions</li> <li>C. Related medical terminology</li> </ul>                                     | 25<br>HRS | 25<br>HRS  | <p><b>CTE Anchor:</b><br/>A1.0; A7.5; A10.0</p> <p><b>CTE Pathway:</b><br/>B1.2, B1.3; B2.0, B2.2, B2.3, B2.4; B5.0, B5.1, B5.2, B5.3, B5.5, B5.6, B5.7</p>   |
| V.   | EMERGENCY CARE   | CR        | LAB/<br>CC | STANDARDS   |
|      | <ul style="list-style-type: none"> <li>A. Immediate and temporary care (including CPR)</li> <li>B. Medical office emergencies</li> </ul>   | 10<br>HRS | 10<br>HRS  | <p><b>CTE Anchor:</b><br/>A1.0; A10.0, A10.5</p> <p><b>CTE Pathway:</b><br/>B3.0; B10.0; B11.0, B11.1, B11.2, B11.3, B11.4; B12.3</p>   |

| VI.   | NUTRITION   | CR        | LAB/<br>CC | STANDARDS   |
|-------|---|-----------|------------|---|
|       | A. General nutrition<br>B. Health and prevention  | 5<br>HRS  | 5<br>HRS   | <b>CTE Anchor:</b><br>A4.0, A4.1, A4.3; A6.0<br><br><b>CTE Pathway:</b><br>B1.4; B9.0, B9.1, B9.2, B9.3,<br>B9.4, B9.5, B9.6  |
| VII.  | MEDICAL TERMINOLOGY   | CR        | LAB/<br>CC | STANDARDS   |
|       | A. Standard abbreviations<br>B. Formulation of medical terms: roots, prefixes, and suffixes<br>C. Terms relevant to disease<br>D. Terms relevant to procedures<br>E. Terms relevant to medical specialties<br>F. Terms relevant to anatomy and physiology | 30<br>HRS | 15<br>HRS  | <b>CTE Anchor:</b><br>A2.0; A10.0, A10.1, A10.2,<br>A10.4<br><br><b>CTE Pathway:</b><br>B2.3, B2.4; B5.1, B5.2, B5.3,<br>B5.4, B5.5, B5.7; B9.5   |
| VIII. | FRONT OFFICE  | CR        | LAB/<br>CC | STANDARDS   |
|       | A. Appointments<br>B. Medical records<br>C. Insurance   | 10<br>HRS | 0<br>HRS   | <b>CTE Anchor:</b><br>A3.0; A7.0, A7.1, A7.2, A7.3,<br>A7.4, A7.5, A7.7; A8.0, A8.1,<br>A8.2, A8.3, A8.4, A8.5, A8.6,<br>A8.7<br><br><b>CTE Pathway:</b><br>B1.5; B4.0; B12.2; B13.3  |
| IX.   | MEDICAL AND SURGICAL ASEPSIS  | CR        | LAB/<br>CC | STANDARDS   |
|       | A. Infection control<br>B. Aseptic procedures<br>C. Universal precautions   | 15<br>HRS | 15<br>HRS  | <b>CTE Anchor:</b><br>A6.0, A6.1, A6.2, A6.3, A6.4,<br>A6.5, A6.6, A6.7, A6.8<br><br><b>CTE Pathway:</b><br>B10.1, B10.2, B10.3, B10.4,<br>B10.5, B10.6, B10.7; B11.0;<br>B11.1, B11.2, B11.3, B11.4;<br>B12.0  |
| X.    | PHYSICAL EXAMINATION  | CR        | LAB/<br>CC | STANDARDS   |
|       | A. Patient examination/preparation<br>B. Assisting the physician with examination<br>C. Diagnostic tests<br>D. Electronic medical records   | 20<br>HRS | 10<br>HRS  | <b>CTE Anchor:</b><br>A4.0, A4.1, A4.3, A4.4, A4.5;<br>A5.0, A5.1, A5.2, A5.3, A5.4,<br>A5.5, A5.6; A5.10.0<br><br><b>CTE Pathway:</b><br>B3.2; B4.0, B4.1, B4.2, B4.3,<br>B4.4, B4.5; B5.4; B6.0, B6.1,<br>B6.2, B6.3, B6.4, B6.5, B6.6;<br>B9.0; B12.0, B12.1, B12.2,<br>B12.3, B12.4 |

| XI.                                       | PHARMACOLOGY   | CR        | LAB/<br>CC | STANDARDS  |
|---|--|-----------|------------|--|
|   | <ul style="list-style-type: none"> <li>A. Metric system</li> <li>B. Medical math</li> <li>C. Medication classification</li> <li>D. Routes and methods of drug administration</li> <li>E. Immunizations</li> <li>F. Home remedies</li> </ul>  | 30<br>HRS | 20<br>HRS  | <p><b>CTE Anchor:</b><br/>A5.0, A5.1, A5.2, A5.3, A5.4, A5.5, A5.6</p> <p><b>CTE Pathway:</b><br/>B3.1, B3.3; B5.5, B5.6; B9.4, B9.5, B9.6; B12.1</p>  |
| XII.                                      | PHYSICAL MEASUREMENTS  | CR        | LAB/<br>CC | STANDARDS  |
|   | <ul style="list-style-type: none"> <li>A. Vital signs</li> <li>B. Height and weight</li> <li>C. Laboratory procedures</li> <li>D. ECG, PFT's, MDI's</li> <li>E. Audiometry, Snellen Eye Chart</li> </ul>   | 25<br>HRS | 30<br>HRS  | <p><b>CTE Anchor:</b><br/>A5.0, A5.1, A5.2, A5.3, A5.4, A5.5, A5.6</p> <p><b>CTE Pathway:</b><br/>B2.1, B2.4; B3.2, B3.3; B4.0, B4.1, B4.2; B4.3, B4.4, B4.5; B7.0, B7.1, B7.2, B7.3, B7.4; B11.1; B12.0, B12.1, B12.2, B12.3, B12.4</p> |
| XIII. STANDARDS FOR CAREER READY PRACTICE |  |           |            |  |
|   | <ul style="list-style-type: none"> <li>1. Apply appropriate technical skills and academic knowledge.</li> <li>2. Communicate clearly, effectively, and with reason.</li> <li>3. Develop an education and career plan aligned with personal goals.</li> <li>4. Apply technology to enhance productivity.</li> <li>5. Utilize critical thinking to make sense of problems and persevere in solving them.</li> <li>6. Practice personal health and understand financial literacy.</li> <li>7. Act as a responsible citizen in the workplace and the community.</li> <li>8. Model integrity, ethical leadership and effective management.</li> <li>9. Work productively in teams while integrating cultural and global competence.</li> <li>10. Demonstrate creativity and innovation.</li> <li>11. Employ valid and reliable research strategies.</li> <li>12. Understand the environment, social and economic impacts of decisions.</li> </ul> |           |            |  |

## Health Science & Medical Technology KNOWLEDGE AND PERFORMANCE ANCHOR STANDARDS

### 1.0 Academics

Analyze and apply appropriate academic standards required for successful industry sector pathway completion leading to postsecondary education and employment. Refer to the Health Science and Medical Technology academic alignment matrix for identification of standards.

### 2.0 Communications

Acquire and accurately use Health Science and Medical Technology sector terminology and protocols at the career and college readiness level for communicating effectively in oral, written, and multimedia formats. (Direct alignment with LS 9-10, 11-12.6)

- 2.1 Recognize the elements of communication using a sender–receiver model.
- 2.2 Identify barriers to accurate and appropriate communication.
- 2.3 Interpret verbal and nonverbal communications and respond appropriately.
- 2.4 Demonstrate elements of written and electronic communication such as accurate spelling, grammar, and format.
- 2.5 Communicate information and ideas effectively to multiple audiences using a variety of media and formats.
- 2.6 Advocate and practice safe, legal, and responsible use of digital media information and communications technologies.
- 2.7 Recognize major word parts of medical terminology including roots, prefixes and suffixes.
- 2.8 Understand and use correct medical terminology for common pathologies.

### 3.0 Career Planning and Management

Integrate multiple sources of career information from diverse formats to make informed career decisions, solve problems, and manage personal career plans. (Direct alignment with SLS 11-12.2)

- 3.1 Identify personal interests, aptitudes, information, and skills necessary for informed career decision making.
- 3.2 Evaluate personal character traits such as trust, respect, and responsibility and understand the impact they can have on career success.
- 3.3 Explore how information and communication technologies are used in career planning and decision making.
- 3.4 Research the scope of career opportunities available and the requirements for education, training, certification, and licensure.
- 3.5 Integrate changing employment trends, societal needs, and economic conditions into career planning.
- 3.6 Recognize the role and function of professional organizations, industry associations, and organized labor in a productive society
- 3.7 Recognize the importance of small business in the California and global economies.
- 3.8 Understand how digital media are used by potential employers and postsecondary agencies to evaluate candidates.
- 3.9 Develop a career plan that reflects career interests, pathways, and postsecondary options.

### 4.0 Technology

Use existing and emerging technology to investigate, research, and produce products and services, including new information, as required in the Health Science and Medical Technology sector workplace environment. (Direct alignment with WS 11-12.6)

- 4.1 Use electronic reference materials to gather information and produce products and services.
- 4.2 Employ Web-based communications responsibly and effectively to explore complex systems and issues.
- 4.3 Use information and communication technologies to synthesize, summarize, compare, and contrast information from multiple sources.
- 4.4 Discern the quality and value of information collected using digital technologies, and recognize bias and intent of the associated sources.

4.5 Research past, present, and projected technological advances as they impact a particular pathway.

4.6 Assess the value of various information and communication technologies to interact with constituent populations as part of a search of the current literature or in relation to the information task.

## **5.0 Problem Solving and Critical Thinking**

Conduct short, as well as more sustained, research to create alternative solutions to answer a question or solve a problem unique to the Health Science and Medical Technology sector using critical and creative thinking, logical reasoning, analysis, inquiry, and problem-solving techniques. (Direct alignment with WS 11-12.7)

5.1 Identify and ask significant questions that clarify various points of view to solve problems.

5.2 Solve predictable and unpredictable work-related problems using various types of reasoning (inductive, deductive) as appropriate.

5.3 Use systems thinking to analyze how various components interact with each other to produce outcomes in a complex work environment.

5.4 Interpret information and draw conclusions, based on the best analysis, to make informed decisions.

5.5 Know how to apply mathematical computations related to health care procedures (metric and household, conversions and measurements).

5.6 Read, interpret, and extract information from documents.

## **6.0 Health and Safety**

Demonstrate health and safety procedures, regulations, and personal health practices and determine the meaning of symbols, key terms, and domain-specific words and phrases as related to the Health Science and Medical Technology sector workplace environment. (Direct alignment with RSTS 9-10,11-12.4)

6.1 Locate, and adhere to, Material Safety Data Sheet (MSDS) instructions.

6.2 Interpret policies, procedures, and regulations for the workplace environment, including employer and employee responsibilities.

6.3 Use health and safety practices for storing, cleaning, and maintaining tools, equipment, and supplies.

6.4 Practice personal safety when lifting, bending, or moving equipment and supplies.

6.5 Demonstrate how to prevent and respond to work-related accidents or injuries; this includes demonstrating an understanding of ergonomics.

6.6 Maintain a safe and healthful working environment.

6.7 Identify and follow ecological practices applicable to the health care setting (i.e., recycling, energy efficiency, environmentally preferable chemical use, waste disposal, and water conservation).

6.8 Be informed of laws/acts pertaining to the Occupational Safety and Health Administration (OSHA).

## **7.0 Responsibility and Flexibility**

Initiate, and participate in, a range of collaborations demonstrating behaviors that reflect personal and professional responsibility, flexibility, and respect in the Health Science and Medical Technology sector workplace environment and community settings. (Direct alignment with SLS 9-10, 11-12.1)

7.1 Recognize how financial management impacts the economy, workforce, and community.

7.2 Explain the importance of accountability and responsibility in fulfilling personal, community, and workplace roles.

7.3 Understand the need to adapt to changing and varied roles and responsibilities.

7.4 Practice time management and efficiency to fulfill responsibilities.

7.5 Apply high-quality techniques to product or presentation design and development.

7.6 Demonstrate knowledge and practice of responsible financial management.

7.7 Demonstrate the qualities and behaviors that constitute a positive and professional work demeanor, including appropriate attire for the profession.

7.8 Explore issues of global significance and document the impact on the Health Science and Medical Technology sector.

## 8.0 Ethics and Legal Responsibilities

Practice professional, ethical, and legal behavior, responding thoughtfully to diverse perspectives and resolving contradictions when possible, consistent with applicable laws, regulations, and organizational norms. (Direct alignment with SLS 11-12.1d)

8.1 Access, analyze, and implement quality assurance standards of practice.

8.2 Identify local, district, state, and federal regulatory agencies, entities, laws, and regulations related to the Health Science and Medical Technology industry sector.

8.3 Demonstrate ethical and legal practices consistent with Health Science and Medical Technology sector workplace standards.

8.4 Explain the importance of personal integrity, confidentiality, and ethical behavior in the workplace.

8.5 Analyze organizational culture and practices within the workplace environment.

8.6 Adhere to copyright and intellectual property laws and regulations, and use and appropriately cite proprietary information.

8.7 Conform to rules and regulations regarding sharing of confidential information, as determined by Health Science and Medical Technology sector laws and practices.

## 9.0 Leadership and Teamwork

Work with peers to promote divergent and creative perspectives, effective leadership, group dynamics, team and individual decision making, benefits of workforce diversity, and conflict resolution as practiced in the Cal-HOSA career technical student organization. (Direct alignment with SLS 11-12.1b)

9.1 Define leadership and identify the responsibilities, competencies, and behaviors of successful leaders.

9.2 Identify the characteristics of successful teams, including leadership, cooperation, collaboration, and effective decision-making skills as applied in groups, teams, and career technical student organization activities.

9.3 Understand the characteristics and benefits of teamwork, leadership, and citizenship in the school, community, and workplace setting.

9.4 Explain how professional associations and organizations and associated leadership development and competitive career development activities enhance academic preparation, promote career choices, and contribute to employment opportunities.

9.5 Understand that the modern world is an international community and requires an expanded global view.

9.6 Respect individual and cultural differences and recognize the importance of diversity in the workplace.

9.7 Participate in interactive teamwork to solve real Health Science and Medical Technology sector issues and problems.

## 10.0 Technical Knowledge and Skills

Apply essential technical knowledge and skills common to all pathways in the Health Science and Medical Technology sector, following procedures when carrying out experiments or performing technical tasks. (Direct alignment with WS 11-12.6)

10.1 Interpret and explain terminology and practices specific to the Health Science and Medical Technology sector.

10.2 Comply with the rules, regulations, and expectations of all aspects of the Health Science and Medical Technology sector.

10.3 Construct projects and products specific to the Health Science and Medical Technology sector requirements and expectations.

10.4 Collaborate with industry experts for specific technical knowledge and skills.

10.5 Complete certification in emergency care as appropriate (cardiopulmonary resuscitation [CPR], automated external defibrillator [AED], first aid).

## 11.0 Demonstration and Application

Demonstrate and apply the knowledge and skills contained in the Health Science and Medical Technology anchor standards, pathway standards, and performance indicators in classroom, laboratory, and workplace settings and through the Cal-HOSA career technical student organization.

11.1 Utilize work-based/workplace learning experiences to demonstrate and expand upon knowledge and skills gained during classroom instruction and laboratory practices specific to the Health Science and Medical Technology sector program of study.



11.2 Demonstrate proficiency in a career technical pathway that leads to certification, licensure, and/or continued learning at the postsecondary level.

11.3 Demonstrate entrepreneurship skills and knowledge of self-employment options and innovative ventures.

11.4 Employ entrepreneurial practices and behaviors appropriate to Health Science and Medical Technology sector opportunities.

11.5 Create a portfolio, or similar collection of work, that offers evidence through assessment and evaluation of skills and knowledge competency as contained in the anchor standards, pathway standards, and performance indicators

## Health Science & Medical Technology PATIENT CARE PATHWAY STANDARDS

### B. Patient Care Pathway

The standards for the Patient Care pathway apply to occupations or functions involved in the prevention, treatment, and management of illness and the preservation of mental and physical well-being through the services offered by the medical and allied health professions. The standards specify the knowledge and skills needed by professional and technical personnel pursuing careers in this pathway.

Sample occupations associated with this pathway:

- Medical Assistant
- Nursing Assistant
- Registered Nurse
- Kinesiotherapist
- Nurse Anesthetist
- Respiratory Therapist
- Radiologic Technician
- Dental Hygienist

#### **B1.0 Recognize the Integrated Systems Approach to Health Care Delivery Services: Prevention, Diagnosis, Pathology, and Treatment**

B1.1 Know relationship and use of an integrated health care delivery system.

B1.2 Understand the range between prevention, diagnosis, pathology, and treatment procedures.

B1.3 Understand the significance of nontraditional approaches to health care in relationship to delivery systems.

B1.4 Illustrate the value of preventive and early intervention in relationship to health care practices.

B1.5 Describe the importance of reimbursement systems in relationship to the delivery of patient care.

#### **B2.0 Understand the Basic Structure and Function of the Human Body and Relate Normal Function to Common Disorders.**

B2.1 Know basic human body structure and function in relationship to specific care between prevention, diagnosis, pathology, and treatment.

B2.2 Describe basic stages of growth and development.

B2.3 Recognize common disease and disorders of the human body.

B2.4 Compare normal function of the human body to the diagnosis and treatment of disease and disorders.

#### **B3.0 Know How to Apply Mathematical Computations Used in Health Care Delivery System.**

B3.1 Apply mathematical computations related to health care procedures (metric and household, conversions and measurements).

B3.2 Analyze diagrams, charts, graphs, and tables to interpret health care results.

B3.3 Record time using the 24-hour clock.

#### **B4.0 Recognize and Practice Components of an Intake Assessment Relevant to Patient Care.**

B4.1 Conduct basic interview to acquire new knowledge (e.g., medical and family histories).

B4.2 Identify and summarize major life events as they impact health care practices and patient outcomes.

B4.3 Observe patient actions, interests, and behaviors while documenting responses.

B4.4 Collect and synthesize information or data about the patient's symptoms and vital signs.

B4.5 Evaluate information gathered and connect patient data to appropriate system of care.

**B5.0 Know the Definition, Spelling, Pronunciation, and Use of Appropriate Terminology in the Health Care Setting.**

B5.1 Use medical terminology in patient care appropriate to communicate information and observations.

B5.2 Accurately spell and define occupationally specific terms related to health care.

B5.3 Use roots, prefixes, and suffixes to communicate information.

B5.4 Use medical abbreviations to communicate information.

B5.5 Know the basic structure of medical terms.

B5.6 Demonstrate the correct pronunciation of medical terms.

B5.7 Practice word building medical terminology skills.

**B6.0 Communicate Procedures and Goals to Patients Using Various Communication Strategies to Respond to Questions and Concerns.**

B6.1 Observe and document the ability of patients to comprehend and understand procedures and determine how to adjust communication techniques.

B6.2 Use active listening skills (e.g., reflection, restatement, and clarification) and communication techniques to gather information from the patient.

B6.3 Formulate appropriate responses to address the patients concerns and questions in a positive manner.

B6.4 Employ sensitivity and withhold bias when communicating with patients.

B6.5 Report patient's progress and response to treatment goals.

B6.6 Maintain written guidelines of the Health Insurance Portability and Accountability Act (HIPAA) in all communications.

**B7.0 Apply Observation Techniques to Detect Changes in the Health Status of Patients.**

B7.1 Demonstrate observation techniques.

B7.2 Differentiate between normal and abnormal patient health status.

B7.3 Document the patient findings and report information appropriately.

B7.4 Plan basic care procedures within the scope of practice to assist with patient comfort.

**B8.0 Demonstrate the Principles of Body Mechanics as they apply to the Positioning, Transferring, and Transporting of Patients.**

B8.1 Explain the principles of body mechanics.

B8.2 Determine appropriate equipment for transportation and transfer, including the modification of equipment and techniques to accommodate the health status of the patient.

B8.3 Demonstrate appropriate transport and transfer methods to accommodate the health status of the patient.

B8.4 Evaluate equipment for possible hazards.

B8.5 Integrate proper body mechanics, ergonomics, safety equipment, and techniques to prevent personal injury to patients and clients.

**B9.0 Implement Wellness Strategies for the Prevention of Injury and Disease.**

B9.1 Know and implement practices to prevent injury and protect health for self and others.

B9.2 Determine effective health and wellness routines for health care workers (i.e., stress management, hygiene, diet, rest, and drug use).

B9.3 Identify practices to prevent injuries and protect health, for self and others (i.e., seatbelts, helmets, and body mechanics).

B9.4 Know how to access available wellness services (i.e., screening, exams, and immunizations).

B9.5 Identify alternative/complementary health practices as used for injury and disease prevention.

B9.6 Explore consequences of not utilizing available wellness services and behaviors that prevent injury and illness.

**B10.0 Comply with Protocols and Preventative Health Practices Necessary to Maintain a Safe and Healthy Environment for Patients, Health Care Workers, Coworkers, and Self within the Health Care Setting.**

- B10.1 Describe the infection control cycle with consideration of the various types of microorganisms.
- B10.2 Demonstrate use of facility policies and procedures of infection control while performing patient care.
- B10.3 Evaluate potential causes and methods of transmitting infections and how to apply standard precautionary guidelines.
- B10.4 Demonstrate the use of appropriate personal protective equipment (PPE).
- B10.5 Practice proper hand hygiene.
- B10.6 Use various manual and mechanical decontamination and sterilization techniques and procedures.
- B10.7 Document and analyze sanitation and infection control procedures.

**B11.0 Comply with Hazardous Waste Disposal Policies and Procedures, Including Documentation, to Ensure that Regulated Waste is Handled, Packaged, Stored, and Disposed of in Accordance with Federal, State, and Local Regulations.**

- B11.1 Describe basic emergency procedures used to respond to a hazardous spill.
- B11.2 Explain how waste is handled, packaged, stored, and disposed of in accordance with federal, state, and local regulations including hazardous chemicals, biohazards, and radioactive materials.
- B11.3 Adhere to the health care setting's waste management program (e.g., recycling and reduction of regulated medical, solid, hazardous, chemical, and radioactive waste materials).
- B11.4 Apply protective practices and procedure for airborne and blood-borne pathogens for equipment and facilities and identify unsafe conditions for corrective action.

**B12.0 Adhere to the Roles and Responsibilities, within the Scope of Practice, that Contribute to the Design and Implementation of Treatment Planning.**

- B12.1 Understand scope of practice and related skills within prevention, diagnosis, pathology, and treatment occupations.
- B12.2 Describe the various roles and responsibilities of health care workers as team members in an integrated health care delivery system.
- B12.3 Demonstrate the knowledge and delivery of specific skills and procedures as outlined within the scope of practice appropriate for patient care in prevention, diagnosis, pathology, and treatment.
- B12.4 Follow appropriate guidelines for implementation of various procedures.

**B13.0 Research Factors that Define Cultural Differences Between and Among Different Ethnic, Racial, Cultural Groups and Special Populations.**

- B13.1 Utilize culturally appropriate community resources.
- B13.2 Recognize complementary and alternative medicine as practiced within various cultures.
- B13.3 Develop ethnographic skills, by location and information retrieval, carefully observe social behavior, and manage stress and time.
- B13.4 Ask questions and explore aspects of global significance.
- B13.5 Analyze data using relevant concepts.
- B13.6 Know when and how to incorporate trained interpreters to facilitate communication and improve patient outcomes.

**North Kern Vocational Training Center  
MEDICAL ASSISTING PROFICIENCIES**

**Proficiencies to be measured:**

1. Upon completion of the course students will have full knowledge and understanding of the class objectives, safety requirements, and employment opportunities in the Patient Care pathway career field.
2. Upon completion of this course, students will demonstrate and apply the concepts of patient and staff safety in the classroom and clinical setting.
3. Upon completion of the course students will have an understanding of the health care team concept and demonstrate proficient communication skills and professionalism.
4. Upon completion of the course students will be able to explain the principles of medical ethics, and demonstrate proficiency through their classroom and clinical actions.
5. Upon completion of the course students will have a basic understanding of the legal parameters in medicine.
6. Upon completion of the course students will have a basic knowledge of micro-organisms and blood borne pathogens and their role in health and sickness.
7. Upon completion of the course students will be able to explain how medical-asepsis and infection control are crucial in preventing the spread of disease, and demonstrate proficient aseptic techniques in the classroom and clinical setting.
8. Upon completion of the course students will be able to explain the levels of sterilization for infection control, and demonstrate consistent and proficient sterilization procedures in the classroom and clinical setting.
9. Upon completion of this course, students will be able to demonstrate proper technique when performing clinical functions of a medical assistant:
  - a. Greet and room patients, take an interview, and communicate professionally
  - b. Identify instruments for minor surgery and clinical procedures.
  - c. Prepare for assisting with basic minor surgery and routine office procedures.
  - d. Take and record accurate vital signs using proper technique.
  - e. Perform laboratory procedures and specimen collection safely by following guidelines set forth by OSHA.
  - f. Site the order of draw and be able to perform venipuncture and capillaries and injections.
  - g. Perform an ECG, PFT, UN, throat cultures, visual acuity and hearing tests, and other lab procedures as directed by a medical profession.
  - h. Complete medical documentation accurately and with precision – charts, notes, etc.
10. Upon completion of the course students will be able to identify common medications, their usage, and their side effects.
11. Upon completion of the course students will be able to administer medications to patients according to a doctor's orders.
12. Upon completion of the course students will be able to define common medical terminology and abbreviations, and use proficiently in the classroom and clinical setting.
13. Upon completion of this course, students will be able to identify the major body systems, their structure, functions, and relationship to health, disease and disorders.
14. Upon completion of this course, students will be able to prepare for a job search, fill out an application and complete a resume.