

Preface

Clinical Procedures for Medical Assisting, fourth edition, is a comprehensive clinical textbook for the medical assisting student. It provides the student with information about all aspects of the medical assisting profession, from the general to the specific, it covers the key concepts, skills, and tasks that medical assistants need to know in the clinical and laboratory areas. The book speaks directly to the student, and its chapter introductions, case studies, procedures, chapter summaries, and chapter reviews are written to engage the students attention and build a sense of positive anticipation about joining the profession of medical assisting.

When referring to patients in the third person, we have alternated between passages that describe a male patient and passages that describe a female patient. Thus, the patient will be referred to as he half the time and as she half the time. The same convention is used to refer to the physician. The medical assistant is consistently addressed as you.

New to This Edition

- 2010 ABHES standards now open each chapter, thus providing the student and instructor with the most current standards of any medical assisting textbook currently in print.
- 2008 CAAHEP standards now open each chapter, providing the student and instructor with the most current standards.
- Media boxes appear at the beginning of each chapter and list all of the media supplements available to support the content presented in the chapter.
- Preparation for Certification Boxes outline the content on the CMA (AAMA), RMA (AMT), and CMAS certification examinations.
- ACTIVSim™ Medical Assisting is an entirely Web-based patient simulator that provides real world cases and a variety of virtual patients. It gives extensive, individualized feedback, providing students with a realistic clinical experience.
- Electronic Health Record (E.H.R) activities using SpringCharts® from Spring Medical Systems, Inc. are housed in ConnectPlus+ and provide students with activities that simulate real patient encounters.
- LearnSmart™ Medical Assisting aids the student in focusing on the information required to successfully

pass certification exams. This diagnostic tool assesses each student's responses to establish a clearly defined learning path that instructors can measure.

- Connect Plus+™ allows students and instructors to access all their course materials including the media-rich textbook in one place. With its unique integrated learning system, Connect Plus™ combines market-leading content, a proven course architecture, and unmatched flexibility to help students apply the principles in the textbook.
- Reflecting On . . . Age Consideration boxes have been added to this edition based on reviewer feedback.
- Competency work products, including sample forms for student practice, are now found in the completely revised workbook.
- Practice Exam Questions now end each chapter of the textbook. New to this edition are multiple-choice questions, which appear at the close of each chapter.

Content Correlations

Clinical Procedures for Medical Assisting provides new features that will enhance its usefulness to both students and instructors. We have been careful to ensure that the text and supplements provide ample coverage of topics used to construct the clinical and laboratory areas of the following:

- CAAHEP (Commission on Accreditation of Allied Health Education Programs) Standards and Guidelines for Medical Assisting Education Programs
- ABHES (Accrediting Bureau of Health Education Schools) Competencies and Curriculum
- AAMA (American Association of Medical Assistants) CMA (Certified Medical Assistant) Occupational Analysis
- AMT (American Medical Technologists) RMA (Registered Medical Assistant) Task List
- AMT CMAS (Certified Medical Assistant Specialist) Competencies and Examination Specifications
- NHA (National Healthcareer Association) Medical Assisting Duty/Task List
- CMA (AAMA) Certification Examination Content Outline

CAAHEP requires that all medical assistants be proficient in the 71 entry-level areas of competence when they

begin medical assisting work. ABHES requires proficiency in the competences and curriculum content at a minimum. The opening page of each chapter provides a list of the areas of competence that are covered within the chapter. A complete correlation to both the ABHES Competencies and Curriculum and the CAAHEP Standards and Guidelines appears on pages xvi–xxiii. In addition, you will find that each procedure is correlated to the ABHES and CAAHEP competencies within the workbook on the procedure sheets. These sheets can be easily pulled out of the workbook and placed in the student file to document the proficiency.

Complete content correlations to the NHA Medical Assisting Duty/Task List, the AAMA (CMA) Occupational

Analysis, the AMT (RMA) Task List, and the AMT Certified Medical Administrative Specialists (CMAS) Competencies and Examination Specifications can be found on pages xxiv–xxxii. To ensure complete coverage as well as ease in use of the *Clinical Procedures for Medical Assisting*, fourth edition, text and supplements package, a new feature titled “Preparation for Certification” has been added to the beginning of each chapter. This feature includes as list of the content that is covered in the chapter from the AMT (RMA) Task List, AMT (CMAS) Competencies and Exam, and the AAMA (CMA) Certification/Recertification Content Outline.

Correlation of Text to CAAHEP Core Curriculum for Medical Assistants

FOUNDATIONS FOR CLINICAL PRACTICE	CHAPTER #
I. C. Cognitive (Knowledge Base)	
I. Anatomy and Physiology	
4. List major organs in each body system	16
6. Identify common pathology related to each body system	1, 3, 8, 9
7. Analyze pathology as it relates to the interaction of body systems	8, 9
8. Discuss implications for disease and disability when homeostasis is not maintained	18, 21, 22
9. Describe implications for treatment related to pathology	8, 9, 21, 22
11. Identify the classifications of medications, including desired effects, side effects and adverse reactions	19
12. Describe the relationship between anatomy and physiology of all body systems and medications used for treatment in each	8, 9, 21, 22
I. P Psychomotor (Skills)	
I. Anatomy and Physiology	
1. Obtain vital signs	6
2. Perform venipuncture	17
3. Perform capillary puncture	17
4. Perform pulmonary function testing	21
5. Perform electrocardiography	21
6. Perform patient screening using established protocols	5
7. Select proper sites for administering parenteral medication	20
8. Administer oral medications	20
9. Administer parenteral (excluding IV) medications	20
10. Assist physician with patient care	7, 8, 9, 10, 11
11. Perform quality control measures	14
12. Perform CLIA waived hematology testing	17
13. Perform CLIA waived chemistry testing	17
14. Perform CLIA waived urinalysis	16
15. Perform CLIA waived immunology testing	17
16. Screen test results	16, 17
I. A. Affective (Behavior)	
I. Anatomy and Physiology	
1. Apply critical thinking skills in performing patient assessment and care	5, 12
2. Use language/verbal skills that enable patients' understanding	5
3. Demonstrate respect for diversity in approaching patients and families	13
II. C. Cognitive (Knowledge Base)	
II. Applied Mathematics	
1. Demonstrate knowledge of basic math computations	20
2. Apply mathematical computations to solve equations	20

FOUNDATIONS FOR CLINICAL PRACTICE (continued)	CHAPTER #
3. Identify measurement systems	20
4. Define basic units of measurement in metric, apothecary and household systems	20
5. Convert among measurement systems	20
6. Identify both abbreviations and symbols used in calculating medication dosages	19, 20
7. Analyze charts, graphs and/or tables in the interpretation of healthcare results	6
II. P Psychomotor (Skills)	
II. Applied Mathematics	
1. Prepare proper dosages of medication for administration	20
2. Maintain laboratory test results using flow sheets	16, 17
3. Maintain growth charts	6
II. A Affective (Behavior)	
II. Applied Mathematics	
1. Verify ordered doses/dosages prior to administration	20
2. Distinguish between normal and abnormal test results	16, 17, 21
III. C Cognitive (Knowledge Base)	
III. Applied Microbiology/Infection Control	
1. Describe the infection cycle, including the infectious agent, reservoir, susceptible host, means of transmission, portals of entry, and portals of exit	1
2. Define asepsis	2
3. Discuss infection control procedures	2, 3
4. Identify personal safety precautions as established by the Occupational Safety and Health Administration (OSHA)	2, 3, 6, 20
5. List major types of infectious agents	1, 3, 15
6. Compare different methods of controlling the growth of microorganisms	1
7. Match types and uses of personal protective equipment (PPE)	2
8. Differentiate between medical and surgical asepsis used in ambulatory care setting, identifying when each is appropriate	2, 10
9. Discuss quality control issues related to handling microbiological specimens	14, 15
10. Identify disease processes that are indications for CLIA waived tests	14
11. Describe Standard Precautions, including: <ul style="list-style-type: none"> a. Transmission based precautions b. Purpose c. Activities regulated 	2, 3, 14
12. Discuss the application of Standard Precautions with regard to: <ul style="list-style-type: none"> a. All body fluids, secretions and excretions b. Blood c. Non intact skin d. Mucous membranes 	2, 3, 4
13. Identify the role of the Center for Disease Control (CDC) regulations in healthcare settings.	2, 3
III. P Psychomotor (Skills)	
III. Applied Microbiology/Infection Control	
1. Participate in training on Standard Precautions	2, 3, 4
2. Practice Standard Precautions	2

(continued)

FOUNDATIONS FOR CLINICAL PRACTICE (continued)	CHAPTER #
3. Select appropriate barrier/personal protective equipment (PPE) for potentially infectious situations	2, 6, 20
4. Perform handwashing	2
5. Prepare items for autoclaving	2
6. Perform sterilization procedures	2
7. Obtain specimens for microbiological testing	15
8. Perform CLIA waived microbiology testing	14, 15
III. A Affective (Behavior)	
III. Applied Microbiology/Infection Control	
1. Display sensitivity to patient rights and feelings in collecting specimens	15
2. Explain the rationale for performance of a procedure to the patient	21
3. Show awareness of patient's concerns regarding their perceptions related to the procedure being performed	3, 21
APPLIED COMMUNICATIONS	CHAPTER #
IV. C. Cognitive (Knowledge Base)	
IV. Concepts of Effective Communication	
4. Identify techniques for overcoming communication barriers	5
5. Recognize the elements of oral communication using a sender–receiver process	5
6. Differentiate between subjective and objective information	5
7. Identify resources and adaptations that are required based on individual needs, i.e., culture and environment, developmental life stage, language, and physical threats to communication	5
10. Diagram medical terms, labeling the word parts	Appendix I
11. Define both medical terms and abbreviations related to all body systems	1, 2, 3, 4
12. Organize technical information and summaries	5
IV. P Psychomotor Skills	
IV. Concepts of Effective Communication	
1. Use reflection, restatement and clarification techniques to obtain a patient history	5
2. Report relevant information to others succinctly and accurately	5, 6, 7
3. Use medical terminology, pronouncing medical terms correctly, to communicate information, patient history, data and observations	5
5. Instruct patients according to their needs to promote health maintenance and disease prevention	18
6. Prepare a patient for procedures and/or treatments	7, 8, 9
7. Demonstrate telephone techniques	19
8. Document patient care	20
9. Document patient education	18
12. Develop and maintain a current list of community resources related to patients' healthcare needs	8, 9
IV. A Affective (Behavior)	
IV. Concepts of Effective Communication	
1. Demonstrate empathy in communicating with patients, family and staff	5
2. Apply active listening skills	5

APPLIED COMMUNICATIONS (continued)	CHAPTER #
3. Use appropriate body language and other nonverbal skills in communicating with patients, family and staff	5
4. Demonstrate awareness of the territorial boundaries of the person with whom communicating	5
5. Demonstrate sensitivity appropriate to the message being delivered	5
6. Demonstrate awareness of how an individual's personal appearance affects anticipated responses	5
7. Demonstrate recognition of the patient's level of understanding in communications	5
8. Analyze communications in providing appropriate responses/feedback	5
9. Recognize and protect personal boundaries in communicating with others	5
10. Demonstrate respect for individual diversity, incorporating awareness of one's own biases in areas including gender, race, religion, age and economic status	5, 13
MEDICAL LAW AND ETHICS	CHAPTER #
IX. Cognitive (Knowledge Base)	
IX. Legal Implications	
4. Summarize the Patient Bill of Rights	5
11. Identify how the Americans with Disabilities Act (ADA) applies to the medical assisting profession	4
12. List and discuss legal and illegal interview questions	5
13. Discuss all levels of governmental legislation and regulation as they apply to medical assisting practice, including FDA and DEA regulations	2, 3, 4, 19
IX. P Psychomotor (Skills)	
IX. Legal Implications	
5. Incorporate the Patient's Bill of Rights into personal practices and medical office policies and procedures	5
6. Complete an incident report	14
7. Document accurately in the patient record	5, 7, 8, 9, 18, 20
IX. A Affective (Behavior)	
IX. Legal Implications	
1. Demonstrate sensitivity to patient rights	5
X. P Psychomotor (Skills)	
X. Ethical Considerations	
1. Report illegal and/or unsafe activities and behaviors that affect health, safety and welfare of others to proper authorities	3
X. A. Affective (Behavior)	
X. Ethical Considerations	
3. Demonstrate awareness of diversity in providing patient care	7, 13
SAFETY AND EMERGENCY PRACTICES	CHAPTER #
X. C. Cognitive (Knowledge Base)	
XI. Protective Practices	
1. Describe personal protective equipment	2, 6
2. Identify safety techniques that can be used to prevent accidents and maintain a safe work environment	2

(continued)

SAFETY AND EMERGENCY PRACTICES (continued)	CHAPTER #
4. Identify safety signs, symbols and labels	2
5. State principles and steps of professional/provider CPR	12
6. Describe basic principles of first aid	12
7. Describe fundamental principles for evacuation of a healthcare setting	4
8. Discuss fire safety issues in a healthcare environment	4
9. Discuss requirements for responding to hazardous material disposal	12
10. Identify principles of body mechanics and ergonomics.	7
11. Discuss critical elements of an emergency plan for response to a natural disaster or other emergency	12
12. Identify emergency preparedness plans in your community	12
13. Discuss potential role(s) of the medical assistant in emergency preparedness	12
X. P Psychomotor (Skills)	
XI. Protective Practices	
1. Comply with safety signs, symbols and labels.	2
2. Evaluate the work environment to identify safe vs. unsafe working conditions.	4
3. Develop a personal (patient and employee) safety plan.	12
4. Develop an environmental safety plan.	12
5. Demonstrate the proper use of the following equipment: a. Eyewash b. Fire extinguishers c. Sharps disposal containers	4, 12
6. Participate in a mock environmental exposure event with documentation of steps taken.	12, 14
7. Explain an evacuation plan for a physician's office	4, 12
8. Demonstrate methods of fire prevention in the healthcare setting	4
9. Maintain provider/professional level CPR certification.	12
10. Perform first aid procedures	12
11. Use proper body mechanics	7
12. Maintain a current list of community resources for emergency preparedness	12
X. A Affective (Behavior)	
XI. Protective Practices	
1. Recognize the effects of stress on all persons involved in emergency situations	12
2. Demonstrate self awareness in responding to emergency situations	12

Correlation of Text to ABHES Competencies

1. GENERAL ORIENTATION	CHAPTER #
d. Have knowledge of the general responsibilities of the medical assistant	23
e. Define scope of practice for the medical assistant, and comprehend the conditions for practice within the state that the medical assistant is employed	23
2. ANATOMY AND PHYSIOLOGY	CHAPTER #
a. Comprehend and explain to the patient the importance of diet and nutrition. Effectively convey and educate patients regarding the proper diet and nutrition guidelines. Identify categories of patients that require special diets or diet modifications.	13, 18
b. Identify and apply the knowledge of all body systems, their structure and functions, and their common diseases, symptoms and etiologies.	1, 2, 3, 8, 9
c. Assist the physician with the regimen of diagnostic and treatment modalities as they relate to each body system	6, 7, 8, 9, 10, 11, 12, 20, 21, 22,
3. MEDICAL TERMINOLOGY	CHAPTER #
c. Understand the various medical terminology for each specialty	8, 9
d. Recognize and identify acceptable medical abbreviations	5, 16, 17, 19
4. MEDICAL LAW AND ETHICS	CHAPTER #
a. Document accurately	5
b. Institute federal and state guidelines when releasing medical records or information	5, 19
c. Follow established policies when initiating or terminating medical treatment	5
f. Comply with federal, state, and local health laws and regulations	19
5. PSYCHOLOGY OF HUMAN RELATIONS	CHAPTER #
a. Define and understand abnormal behavior patterns	5
b. Identify and respond appropriately when working/caring for patients with special needs	5, 7, 8, 9, 13
c. Use empathy when treating terminally ill patients. Identify common stages that terminally ill patients go through and list organizations/support groups that can assist patients and family members of patients struggling with terminal illness	4, 9
d. Identify common stages that terminally ill patients go through and list organizations/support groups that can assist patients and family members of patients struggling with terminal illness	3
e. Advocate on behalf of family/patients, having ability to deal and communicate with family	5, 7
g. Analyze the effect of hereditary, cultural, and environmental influences	13
6. PHARMACOLOGY	CHAPTER #
a. Demonstrate accurate occupational math and metric conversions for proper medication administration	20
b. Properly utilize PDR, drug handbook and other drug references to identify a drug's classification, usual dosage, usual side effects, and contraindications	19
c. Identify and define common abbreviations that are <i>accepted</i> in prescription writing	19
d. Understand legal aspects of writing prescriptions, including federal and state laws.	19
e. Comply with federal, state, and local health laws and regulations	19

7. BASIC KEYBOARDING/COMPUTER CONCEPTS	CHAPTER #
b. Identify and properly utilize office machines, computerized systems and medical software such as: 1. Efficiently maintain and understand different types of medical correspondence and medical reports 2. Apply computer application skills using variety of different electronic programs including both practice management software and EMR software	5
8. MEDICAL OFFICE BUSINESS PROCEDURES MANAGEMENT	CHAPTER #
y. Perform routine maintenance of administrative and clinical equipment	6, 21, 22
aa. [Graduates] Are attentive, listen and learn	5
bb. [Graduates] Are impartial and show empathy when dealing with patients	5, 13
cc. Communicate on the recipient's level of comprehension	5
dd. Serve as liaison between physician and others	7
ee. Use proper telephone techniques	19
ff. Interview effectively	5
gg. Use pertinent medical terminology	5, 19
hh. Receive, organize, prioritize, and transmit information expediently	5, 7
ii. Recognize and respond to verbal and non-verbal communication	5
jj. Perform fundamental writing skills including correct grammar, spelling, and formatting techniques when writing prescriptions, documenting medical records, etc.	5, 19
kk. Adapt to individualized needs	5, 6, 13
ll. Apply electronic technology	5, 6, 21, 22
9. MEDICAL OFFICE CLINICAL PROCEDURES	CHAPTER #
a. Obtain chief complaint, recording patient history	5
b. Apply principles of aseptic techniques and infection control	2, 4, 6, 10, 21, 22
c. Take vital signs	6
d. Recognize and understand various treatment protocols	7, 8, 9
e. Recognize emergencies and treatments and minor office surgical procedures	10, 12
f. Screen and follow up patient test results	15, 16, 17, 21, 22
g. Maintain medication and immunization records	19
h. Wrap items for autoclaving	2
i. Use standard precautions	2, 3, 6
j. Prepare and administer oral and parenteral medications as directed by physicians	20
k. Prepare and maintain examination and treatment area	4, 7
l. Prepare patient for examinations and treatments	7, 10
m. Assist physician with routine and specialty examinations and treatments	7, 8, 9
n. Assist physician with minor office surgical procedures	10
o. Perform: 1. Electrocardiograms 2. Respiratory testing 3. Telephone and in-person screening 4. Sterilization techniques 5. First aid and CPR	1, 10, 12, 19, 21, 22
p. Advise patients of office policies and procedures	5, 7, 8, 9
q. Instruct patients with special needs	3, 7, 8, 9, 10, 11, 12, 16, 17
r. Teach patients methods of health promotion and disease prevention	13, 18

10. MEDICAL LABORATORY PROCEDURES	CHAPTER #
a. Practice quality control	14, 15, 16, 17
b. Perform selected CLIA–waived tests that assist with diagnosis and treatment <ul style="list-style-type: none"> 1. Urinalysis 2. Hematology testing 3. Chemistry testing 4. Immunology testing 5. Microbiology testing 6. Kit testing <ul style="list-style-type: none"> a. Pregnancy b. Quick strep c. Dip sticks 	15, 16, 17
c. Dispose of Biohazardous materials	2, 3, 4, 10, 14, 15, 16, 17
d. Collect, label, and process specimens <ul style="list-style-type: none"> 1. Perform venipuncture 2. Perform capillary puncture 3. Perform wound collection procedures 4. Obtain throat specimens for microbiologic testing 	16, 17
e. Instruct patients in the collection of a clean–catch mid–stream urine specimen	16
f. Instruct patients in the collection of a fecal specimen	15
11. CAREER DEVELOPMENT	CHAPTER #
a. Perform the essential requirements for employment such as resume writing, effective interviewing, dressing professionally and following up appropriately	23
b. Demonstrate professionalism by: <ul style="list-style-type: none"> 1. Exhibiting dependability, punctuality, and a positive work ethic 2. Exhibiting a positive attitude and a sense of responsibility 3. Maintaining confidentiality at all times 4. Being cognizant of ethical boundaries 5. Exhibiting initiative 6. Adapting to change 7. Expressing a responsible attitude 8. Being courteous and diplomatic 9. Conducting work within scope of education, training, and ability 	23

Correlation of Text to National Healthcareer Association (NHA) Medical Assisting Duty/Task List

DUTY A: DISPLAY PROFESSIONALISM	CHAPTER #
A. 01 Project a Positive Attitude	23
A. 02 Demonstrate Ethical Behavior	23
A. 03 Practice Within the Scope of Education, Training and Personal Capabilities	14, 15, 16, 17, 23
A. 04 Maintain Confidentiality	23
A. 05 Work as a Team Member	23
A. 06 Conduct Oneself in a Courteous and Diplomatic Manner	23
A. 07 Adapt to Change	23
A. 08 Show Initiative and Responsibility	23
A. 09 Promote the Profession	23
A. 10 Apply Critical Thinking Skills to Workplace Situations	5, 23
A. 11 Manage Stress	23
DUTY B: APPLY COMMUNICATION SKILLS	CHAPTER #
B. 01 Listen and Observe	5, 23
B. 02 Treat all Patients with Empathy and Impartiality	5, 13, 23
B. 03 Adapt Communication to Individual's Abilities to Understand	8, 9, 23
B. 04 Recognize and Respond to Verbal and Nonverbal Communication	23
B. 05 Serve as Liaison Between Physicians and Others	23
B. 06 Evaluate Understanding of Communication	23
B. 07 Receive, Organize, Prioritize and Transmit Information	19, 23
B. 08 Use Proper Telephone Technique	19, 23
B. 09 Interview Effectively	5, 23
B. 10 Use Medical Terminology Appropriately	23
B. 11 Compose Written Communication Using Correct Grammar, Spelling and Format	23
DUTY G: PERFORM CLINICAL DUTIES	CHAPTER #
G. 01 Apply Principles of Aseptic Technique	2
G. 02 Apply Principles of Infection Control	2, 3
G. 03 Vital Signs	6
G. 04 Recognize Emergencies	12
G. 05 Perform First-Aid and CPR	12
G. 06 Prepare and Maintain Examination and Treatment Area	4
G. 07 Interview and Take Patient History	5
G. 08 Prepare Patients for Procedures	7, 8, 9, 21, 22
G. 09 Assist Physician with Examinations and Treatments	5, 7, 8, 9, 10, 11
G. 10 Use Quality Control	14, 15, 16, 17
G. 11 Collect and Process Specimens	15, 16, 17
G. 12 Perform Selected Tests That Assist with Diagnosis and Treatment	15
G. 13 Perform Immunological Tests and Record Results	17
G. 14 Perform Microbiological Tests and Record Results	15

DUTY G: PERFORM CLINICAL DUTIES (continued)	CHAPTER #
G. 16 Run an Electrocardiogram and Record Results	21
G. 17 Perform Vision Testing and Record Results	7
G. 18 Screen and Follow Up Patient Test Results	16, 17
G. 19 Prepare and Administer Medications as Directed by Physician	20
G. 20 Maintain Medication Records	19, 20
G. 21 Utilize Proper Body Mechanics	7
G. 22 Apply Basic Math to Medically Related Problems	20
G. 23 Use Formulas and Equations to Solve Health-Related Math Problems	20
G. 24 Transfer and Transport Patients With or Without Assistive Devices Using Proper Body Mechanics	11
DUTY H: APPLY LEGAL, ETHICAL, AND CONFIDENTIALITY CONCEPTS	CHAPTER #
H. 01 Document Accurately	5, 18, 20, 21
H. 02 Determine Needs for Documentation and Reporting	3, 5, 18, 20, 21
H. 03 Use Appropriate Guidelines When Releasing Records or Information	3
H. 05 Dispose of Controlled Substances in Compliance with Government Regulations	19
H. 06 Maintain Licenses and Certification	23
H. 08 Perform Within Ethical Boundaries	23
DUTY I: MANAGE THE OFFICE	CHAPTER #
I. 01 Maintain the Physical Plant	4
I. 02 Operate and Maintain Facilities and Equipment Safely	4, 14, 15, 16, 17
I. 03 Maintain and Operate Medical Equipment	4, 14, 15, 16, 17
I. 04 Observe Safety Precautions in the Office	4
I. 05 Inventory Equipment and Supplies	4
I. 06 Identify Supply Resources	4
DUTY J: PROVIDE PATIENT INSTRUCTION	CHAPTER #
J. 01 Orient Patients to Office Policies and Procedures	18
J. 02 Instruct Patients With Special Needs	7, 8, 11, 16
J. 03 Teach Patients Methods of Health Promotion and Disease Prevention	2, 18
J. 04 Provide Verbal and Written Information	2, 11, 16

Correlation of Text to Occupational Analysis of the CMA (AAMA)

GENERAL SKILLS	CHAPTER #
Communication	
• Recognize and respect cultural diversity	13, 23
• Adapt communication to individual's understanding	5, 7, 23
• Employ professional telephone and interpersonal techniques	19, 23
• Recognize and respond effectively to verbal, nonverbal, and written communications	5, 6, 7, 23
• Utilize and apply medical terminology appropriately	5, 21, 22
• Receive, organize, prioritize, store and maintain transmittable information utilizing electronic technology	5
• Serve as "communication liaison" between the physician and patient	8, 18, 23
• Serve as patient advocate professional and health coach in a team approach in health care	23
• Identify basics of office emergency preparedness	4, 12, 23
Legal Concepts	
• Perform within legal (including federal and state statutes, regulations, opinions, and rulings) and ethical boundaries	2, 3, 7, 8, 9, 21, 23
• Document patient communication and clinical treatments accurately and appropriately	6, 20, 21
• Comply with established risk management and safety procedures	14
• Recognize professional credentialing criteria	23
• Identify and respond to issues of confidentiality	23
Instruction	
• Function as a health care advocate to meet individual's needs	18, 23
• Educate individuals in office policies and procedures	9
• Educate the patient within the scope of practice and as directed by supervising physician in health maintenance, disease prevention, and compliance with patient's treatment plan	2, 7, 8, 9, 11
• Identify community resources for health maintenance and disease prevention to meet individual patient needs	3, 7, 18
• Maintain current list of community resources, including those for emergency preparedness and other patient care needs	7, 8, 12
• Collaborate with local community resources for emergency preparedness	12
• Educate patients in their responsibilities relating to third-party reimbursement	13
Operational Functions	
• Perform inventory of supplies and equipment	4
• Perform routine maintenance of administrative and clinical equipment	4, 6, 14, 21, 22
• Perform methods of quality control	14

CLINICAL SKILLS	CHAPTER #
Fundamental Principles	
• Identify the roles and responsibilities of the medical assistant in the clinical setting	1, 2, 14
• Apply principles of aseptic technique and infection control	1, 2
• Practice Standard Precautions, including handwashing and biohazardous materials	2, 6, 21, 22
• Perform sterilization techniques	2
• Comply with quality assurance practices	14
Diagnostic Procedures	
• Collect and Process Specimens	15, 16, 17
• Perform CLIA-waived tests	15, 16, 17
• Perform electrocardiography and respiratory testing	21
• Perform phlebotomy, including Venipuncture and capillary puncture	17
• Utilize knowledge of principles of radiology	22
Patient Care	
• Perform initial-response screening following protocols approved by supervising physician	5, 6
• Obtain, evaluate, and record patient history employing critical thinking skills	5
• Obtain vital signs	7
• Prepare and maintain examination and treatment areas	4
• Prepare patient for examinations, procedures, and treatments	7, 8
• Assist with examinations, procedures, and treatments	7, 8, 9, 10, 11
• Maintain examination/treatment rooms, including inventory of supplies and equipment	4, 10, 14
• Prepare and administer oral and parenteral (excluding IV) medications and immunizations (<i>as directed by supervising physician and as permitted by state law</i>)	19, 20
• Utilize knowledge of principles of IV therapy	20
• Maintain medication and immunization records	19, 20
• Screen and follow up test results	16, 17, 21
• Recognize and respond to emergencies	4, 12

Correlation of Text to RMA (AMT) Task List

I. GENERAL MEDICAL ASSISTING KNOWLEDGE	CHAPTER #
A. Anatomy and Physiology	
1. Identify structure and function of body systems	21
2. Identify and define disorders and diseases of the body	1, 8, 9
B. Medical Terminology	
1. Identify word parts	Appendix I
2. Define medical terms	Appendix I
3. Identify common abbreviations and symbols	5, 19, Appendix I
4. Accurately spell medical terms	Appendix I
E. Human Relations	
1. Understand and employ group specific responses in patient relations	5, 6, 13
3. Observe and respect cultural diversity	13
F. Patient Education	
1. Identify and apply proper communication methods in patient instruction	18
2. Develop, assemble, and maintain patient resource materials	18, 20
III. CLINICAL MEDICAL ASSISTING	CHAPTER #
A. Asepsis	
1. Understand and apply appropriate medical terminology	1, 2, 3
2. Identify and understand state and federal universal blood borne pathogen and body fluid precautions	1, 2, 3, 6
3. Identify and employ proper medical/surgical asepsis procedure	2, 4, 10
B. Sterilization	
1. Understand and employ appropriate terminology associated with sterilization	2
2. Identify procedures for sanitization	2
3. Identify procedures for disinfection	2
4. Identify procedures for sterilization	2
5. Identify and employ proper record keeping procedures	2, 3
C. Instruments	
1. Identify common and specialty instrument parts	10, 14
2. Define the use of common instruments	10, 14
3. Understand procedures in the care and handling of disposable and re-usable instruments	10, 14
D. Vital Signs/Mensurations	
1. Identify and perform blood pressure measurement	6
2. Identify and perform pulse measurement	6
3. Identify and perform respiration measurement	6
4. Identify and perform height, weight and circumference measurements	6
5. Identify and perform temperature measurement	6
6. Recognize normal and abnormal measurement results	6

III. CLINICAL MEDICAL ASSISTING (<i>continued</i>)	CHAPTER #
E. Physical Examinations	
1. Obtain patient history information, employing proper charting procedures	5
2. Identify patient positions for examination	7
3. Define and understand methods of examination	7
4. Identify procedures in specialty examinations	8, 9
5. Identify and perform visual acuity measurements	7
6. Identify and perform allergy testing procedure	9
7. Identify normal and deviations from normal results	5, 6, 7, 21
F. Clinical Pharmacology	
1. Define and apply terminology associated with pharmacology	19, 20
2. Identify and define commonly used drugs and their categories	19
3. Identify and describe routes of medication administration	20
4. Identify and properly perform parenteral administration medications (Subcutaneous, Intramuscular, Intradermal, Z-Tract)	20
5. Identify and understand drug schedules and legal prescriptions requirements for each	19
6. Understand Drug Enforcement Agency regulations for ordering, dispensing, storage, and documentation of medication use	19
7. Understand use of drug reference books	19
G. Minor Surgery	
1. Identify commonly used surgical supplies and instruments	10
2. Identify and employ asepsis in surgical procedures	10
3. Identify surgical tray preparation and sterile field respect	10
4. Identify procedures which prevent transmission of pathogens	10
6. Understand surgical assistant and circulating duties in minor surgery	10
7. Perform dressing and bandaging techniques	10
8. Perform suture and staple removal	10
9. Identify biohazard waste disposal procedures	10
10. Understand and instruct patient in pre- and post-surgical care	10
H. Therapeutic Modalities	
1. Identify various standard therapeutic modalities	11
2. Identify and define alternative/complementary therapies	13
3. Instruct patient in assistive devices, body mechanics and home care	11
I. Laboratory Procedures	
1. Identify and comply with OSHA safety guidelines in the laboratory	14, 15, 16, 17
2. Understand and employ quality control and assessment regulations	14, 15, 16, 17
3. Identify and properly operate laboratory equipment	14, 15, 16, 17
4. Perform CLIA waived laboratory testing procedures	14, 16, 17
5. Perform proper capillary, dermal and Venipuncture procedures	17
6. Identify and perform proper procedures for all specimen collection such as: (urine, throat, vaginal, wound cultures–stool, sputum)	15, 16, 17
7. Understand proper specimen handling and preparation	15, 16, 17

(continued)

III. CLINICAL MEDICAL ASSISTING (<i>continued</i>)	CHAPTER #
8. Maintain laboratory records according to state and federal guidelines	15, 16, 17
9. Know and adhere to the MA Scope of Practice in the laboratory	14, 15, 16, 17
J. Electrocardiography	
1. Identify and perform Standard, 12 Lead ECG Testing	21
2. Understand and perform mounting techniques for permanent record	21
3. Identify rhythm strip ECG monitoring on Lead II	21
K. First Aid	
1. Recognize emergencies and employ proper First Aid procedures	12
2. Maintain emergency crash cart supplies	12
3. Understand legal responsibilities as a first responder	12

American Medical Technologists Certified Medical Administrative Specialists (CMAS) Competencies and Examination Specifications

I. MEDICAL ASSISTING FOUNDATIONS (13% OF EXAMINATION)	CHAPTER #
C. Legal and Ethical Considerations	
• Apply principles of medical law and ethics to the health care setting	23
D. Professionalism	
• Employ human relations skills appropriate to health care setting	5, 23
• Display behaviors of a professional medical administrative specialist	23
II. BASIC CLINICAL MEDICAL OFFICE ASSISTING (8% OF EXAMINATION)	CHAPTER #
A. Basic Health History Interview	
• Obtain preliminary health histories from patients	5
B. Basic Charting	
• Chart patient information	5, 6, 15, 16, 17
C. Vital Signs and Measurements	
• Measure vital signs (temperature, pulse, respiration, and blood pressure)	6
• Obtain other vital measurements (weight, height)	6
D. Asepsis in the Medical Office	
• Understand concepts of asepsis, sanitizations, disinfection, and sterilization	1, 2
• Understand prevention of disease transmission	1, 2, 3
• Observe Standard Precautions	2, 3, 6, 20
E. Examination Preparation	
• Prepare patients for clinical examination	5, 7, 8, 9
F. Medical Office Emergencies	
• Recognize and respond to medical emergencies	12
• Employ First aid and CPR appropriately	12
• Report emergencies as required by law	12
G. Pharmacology	
• Understand basic pharmacological concepts and terminology	20, 21
III. MEDICAL OFFICE CLERICAL ASSISTING (10% OF EXAMINATION)	CHAPTER #
C. Communication	
• Employ effective written and oral communication	2, 23
• Address and process incoming telephone calls from outside providers, pharmacies, and vendors	19

IV. MEDICAL RECORDS MANAGEMENT		CHAPTER #
• Document and file laboratory results and patient communication in charts		21, 22
C. Confidentiality		
• Observe and maintain confidentiality of records, charts, and test results		3, 4, 15, 16, 17, 23
• Observe special regulations regarding the confidentiality of protected information		3, 4, 15, 16, 17, 23
VIII. MEDICAL OFFICE MANAGEMENT* (14% OF EXAMINATION)		CHAPTER #
D. Safety		
• Maintain office safety, maintain office safety manual, and post emergency instructions		4, 12, 14
• Observe emergency safety requirements		12, 14
• Maintain records of biohazardous waste, hazardous chemicals, (Material Safety Data Sheets), and safety conditions		2, 12, 14
• Comply with Occupational Safety and Health Act (OSHA) guidelines and regulations		2, 12, 14
E. Supplies and Equipment		
• Maintain office equipment and arrange for (and maintain records of) equipment maintenance and repair		4, 14
F. Physical Office Plant		
• Maintain office facilities and environment		4
G. Risk Management and Quality Assurance		
• Understand and employ risk management and quality assurance concepts		14

*Note: Asterisked areas addressed by the Medical Office Management job function may or may not be performed by the Certified Medical Administrative Specialist at entry-level practice. Nevertheless, the competent Specialist should have sound knowledge of these management functions at certification level.

Content Highlights

In this book we focus particularly on patient education and on the role of the medical assistant in encouraging patients to be active participants in their own health care. It is always desirable for patients to be as knowledgeable as possible about their health. Patients who do not understand what is expected of them may become confused, frightened, angry, and uncooperative; educated patients are better able to understand why compliance is important.

Other chapters cover various aspects of patient interaction such as Chapter 5, on interviewing the patient. Throughout the book, we provide the medical assistant with the information needed to educate patients so that they can participate fully in their health care.

We have also made a consistent effort to discuss patients with special needs. Several chapters in *Clinical Procedures for Medical Assisting* contain special sections of text devoted to the particular concerns of certain patient groups. These groups include the following:

- **Pregnant women.** Pregnancy has profound effects on every aspect of health, all of which must be taken into account when working with pregnant patients. Where appropriate, we have addressed special concerns for pregnant patients, such as positioning them for an examination, recommending changes in diet, and taking care to avoid harming the fetus with drugs or procedures that would ordinarily pose little or no risk to the patient. Chapter 7, on the general physical examination, includes a separate procedure for meeting the needs of the pregnant patient during an examination.
- **Elderly patients.** Special care is often required with elderly patients. The body undergoes many changes with age, and patients may have difficulty adjusting to their changing physical needs. Several chapters deal with the special needs of elderly patients, such as Chapter 7, which includes a Caution: Handle with Care feature on helping elderly patients with depression. Our expanded feature “Reflecting On . . . Geriatrics” makes the information easy for the student to read and understand.
- **Children.** The special needs of children are complex, because not only their bodies but also their minds and social situations are very different from those of adults. Dealing with children usually means dealing with their parents as well, and medical assistants must hone their communication skills to meet the needs of both patient and parent when working with children.
- **Patients with disabilities.** Many different diseases and disabilities require extra effort or consideration on the part of the medical assistant. Patients in wheelchairs and patients with diabetes, hemophilia, or visual or hearing impairments all require specific accommodations. For example, Chapter 4 addresses the needs of such patients; it includes a section that discusses the Americans With Disabilities Act and a procedure for making the examination room safe for patients with visual impairments.

- **Patients from other cultures.** Communicating with patients from other cultures, especially when language barriers are involved, poses a special challenge for the medical assistant. In addition, patients from other cultures may have attitudes about medicine or about social interaction that differ sharply from those of the medical assistants culture. Several chapters in the text contain Reflecting On . . . Cultural Issues features about different cultures attitudes toward medicine.

Because safety is a primary concern for both the patient and the medical assistant, we have emphasized this aspect of medical assisting work. Every clinical procedure includes appropriate icons, discussed in Chapter 2, for safety precautions required by the Occupational Safety and Health Administration (OSHA) guidelines. These icons for the OSHA guidelines appear in order of use within each procedure. If hand washing is necessary more than once, the hand washing icon appears twice. If biohazardous waste is generated during the procedure, the biohazardous waste container icon will appear, and so on.

Organization of the Text

Clinical Procedures for Medical Assisting, fourth edition, is divided into six important sections.

Section One provides a basic explanation of the medical office environment. It includes an overview of the principles of asepsis and infection control, bloodborne pathogens, and preparing examination and treatment areas in a medical office.

Section Two outlines the clinical duties of the medical assistant related to assisting with patients including patient interviews, obtaining vital signs, and assisting with the general physical exam.

Section Three covers specialty practices and emergency preparedness.

Section Four covers other specialized procedures that are performed in the laboratory.

Section Five covers nutrition, pharmacology, and diagnostic procedures and equipment.

Section Six provides the medical assisting student with information about the externship process and how to prepare to find a position as a medical assistant.

The ordering of chapters within each part allows the student and the instructor to build a knowledge base starting with the fundamentals and working toward an understanding of highly specialized tasks. The text begins with a grounding in principles of asepsis, a concept that is crucial to all clinical procedures. Subsequent chapters lead the student through general and specialized physical examinations, and eventually into the technical details of laboratory testing, drug administration, electrocardiography, and radiology.

Chapters are also grouped into sections when their subjects relate to a broader topic or area of skills. Each section is set apart and the section opener includes the list of chapters within that section.

Each chapter opens with a page of material that includes the ABHES and CAAHEP medical assisting competencies covered in the chapter, a list of key terms, a list of media supplements available to support the content of the chapter, the chapter outline, the preparation for certification feature, and the learning outcomes the student can expect to achieve after completing the chapter. The main text of each chapter begins with an overview of chapter content and includes a case study for students to consider as they read the chapter. Chapters are organized into topics that move from the general to the specific. Updated color photographs, anatomic and technical drawings, tables, charts, and text features help educate the student about various aspects of medical assisting. The text features, set off in boxes within the text, include the following:

- **Case Studies** are provided at the beginning of all chapters. They represent situations similar to those that the medical assistant may encounter in daily practice. Students are encouraged to consider the case study as they read each chapter. Case Study Questions in the end-of-chapter review check students' understanding and application of chapter content.
- **Procedures** give step-by-step instructions on how to perform specific administrative or clinical tasks that a medical assistant will be required to perform. A list of the procedures, which follows the Contents, details the procedures found in each chapter.
- **Points on Practice** boxes provide guidelines on keeping the medical office running smoothly and efficiently.
- **Educating the Patient** boxes focus on ways to instruct patients about caring for themselves outside the medical office.
- **Reflecting On . . .** boxes provide specialized information about legal and ethical issues, communication issues, cultural issues, professionalism, age considerations, and HIPAA.
- **Caution: Handle with Care** boxes cover the precautions to be taken in certain situations or when performing certain tasks.
- **Career Opportunities** boxes provide the student with information on various specialized medical professions or duties related to the medical assistant's role within the health-care team.
- **Pathophysiology** boxes, a feature found in each of the chapters on anatomy and physiology, provide students with a list of the most common diseases and disorders of each body system and includes information on the causes, common signs and symptoms, treatment, and, where possible, the prevention of each disease.

Each chapter closes with a summary of the chapter material that focuses on the role of the medical assistant. The summary is followed by an end-of-chapter review that consists of the following elements:

- Case Study Questions
- Multiple-Choice Questions

- Discussion Questions
- Critical Thinking Questions
- Application Activities
- Virtual Fieldtrip

A list of further readings, including related books and journal articles, will be provided for each chapter within the Instructor's Manual and on McGraw-Hill's *Medical Assisting* Online Learning Center. The end-of-chapter questions and activities, as well as the additional online resources, provide supplementary information about the subjects presented in the chapter and allow students to practice specific skills.

The book also includes a glossary and two appendixes for use as reference tools. The glossary lists all the words presented as key terms in each chapter along with a pronunciation guide and the definition of each term. The appendixes include a list of common medical terminology including prefixes, root words, and suffixes as well as medical abbreviations and symbols.

Digital Supplements

Student CD-ROM. The Student CD-ROM provides a comprehensive learning program that is correlated to each chapter of the text and reinforces competencies required to become a medical assistant. Short video clips and pictures introduce skills and case studies for application. In addition, numerous interactive exercises and applications are provided for every chapter in the text. The Student CD, included with each student textbook and updated to include new administrative and clinical practice activities, provides the following menu choices:

- 1 Day in the Life Critical Thinking
- Clinical Practice Activities
- Anatomy and Physiology Review
- Games: Spin the Wheel, Key Term Concentration, and Medical Assisting Challenge
- Interactive Review
- Audio Glossary
- Progress Report (can be saved, printed to email to the instructor)
- Online Learning Center

Online Learning Center. The Online Learning Center (OLC) is a text-specific website that offers an extensive array of learning and teaching tools, including chapter quizzes with immediate feedback, news-feeds, links to relevant websites, and many more study resources. Log on at www.mhhe.com/medicalassisting4e.

Instructor Productivity CD-ROM. The Instructor Productivity CD-ROM provides easy-to-use resources for class preparation. The Instructor Productivity CD-ROM includes the following:

- EZTest test generator with over 5,000 questions and answer rationales and correlations to AAMA competencies PowerPoint® Presentations

- Correlations to AAMA-CMA, AMT-RMA, NHA, CAAHEP, ABHES, and AMT-CMAS Standards
- Course syllabi
- Figure browser
- Video clip library
- Lesson plans
- Course management allows you to monitor and record student progress on the student CD activities
- Ability to modify the interactive questions on the CD

Print Supplements

The *Student Workbook* provides an opportunity for the student to review and practice the material and skills presented in the textbook. Divided into parts and presented by chapter, Part One provides:

- Vocabulary review exercises, which test knowledge of key terms in the chapter
- Content review exercises, which test the students knowledge of key concepts in the chapter
- Critical thinking exercises, which test the students understanding of key concepts in the chapter
- Application exercises, which include figures and practice forms and test mastery of specific skills
- Case studies, which apply the chapter material to real-life situations or problems

Part Two includes procedure checklists, presented in the order in which they are presented in the student textbook. These checklists have been revised for each of use, and include correlations to the ABHES and CAAHEP competencies mastered with the successful completion of each procedure.

Part Three, Work Product Documentation, provides blank charting forms for many of the procedures that include a work product. These forms can be used to practice and test the procedure competencies.

The *Instructor's Resource Binder* provides the instructor with materials to help organize lessons and classroom interactions. It includes:

- A list of learning outcomes, the chapter outline, a complete lesson plan for each chapter, including an introduction to the lesson, teaching strategies, alternate teaching strategies, case studies, assessment, chapter close, resources, and an answer key to the student textbook
- An answer key to the *Student Workbook*
- Charts that show the location in the student textbook, the *Student Workbook*, and the *Instructor's Resource Binder* of material that correlates with the following:
 - The 2008 American Association of Medical Assistants (AAMA) Occupational Analysis
 - The Association of Medical Technologists (AMT) Registered Medical Assistant (RMA) Certified Exam Topics

- The National Healthcareer Association (NHA) Medical Assisting Duty/Task List
- The National Occupational Competency Testing Institute (NOCTI) Job Ready Sample Assessment competencies and skills
- The Commission on Accreditation of Allied Health Education Programs (CAAHEP) Standards and Guidelines for Medical Assisting Education Programs competencies
- The Secretarys Commission on Achieving Necessary Skills (SCANS) areas of competence
- The Accrediting Bureau of Health Education Schools (ABHES) Medical Assisting competencies and curriculum
- PowerPoint Presentations on the Instructor Productivity CD-ROM
- The EZ Test generator with over 5,000 questions to use or modify to meet your course needs
- Computer software for the student and instructor is also available. The Student CD-ROM is packaged with.

The *Pocket Guide to Accompany Medical Assisting, 4e* is a quick and handy reference to use while working as a medical assistant or during training. It includes critical procedure steps, bulleted lists, and brief information all medical assistants should know. Information is sorted by Administrative, Clinical, and General content.

Together, the Student Edition, the *Student Workbook*, and the *Instructor's Resource Binder* form a complete teaching and learning package. The *Medical Assisting* course will prepare students to enter the medical assisting field with all the knowledge and skills needed to be a useful resource to patients, a valued asset to employers, and a credit to the medical assisting profession.

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