

## Medical Assisting

### AAS in Medical Assisting Competencies

#### General Education Competencies:

Competencies will be met at the level appropriate to the credential.

Students should prepare for twenty-first century challenges by gaining:

- A. Knowledge of human cultures and the physical and natural worlds through study in the sciences and mathematics, social sciences, humanities, languages, and the arts.
- B. Intellectual and practical skills, including
  - Inquiry and analysis
  - Critical and creative thinking
  - Written and oral communication
  - Quantitative literacy
  - Information literacy
  - Teamwork and problem solving
- C. Personal and social responsibility, including
  - Civic knowledge and engagement (local and global)
  - Intercultural knowledge and competence
  - Ethical reasoning and action
  - Foundations and skills for lifelong learning
- D. Integrative and applied learning, including synthesis and advanced accomplishment across general and specialized skills.

#### Technical Competencies/Learning Outcomes:

1. Display an awareness of the role, rights, responsibilities and functions of the Medical Assistant through awareness of personal, professional and interpersonal relationships; psychological concepts; medical ethics and laws; and communication techniques.
2. Process insurance forms and code for the medical office using ICD and CPT coding, and HCPCS systems.
3. Communicate effectively with patients and co-workers, process mail and office correspondence, file, schedule patient appointments, process medical records and perform proper telephone technique.
4. Perform duties consistent with the medical office environment including fee collection, banking procedures, bookkeeping, payroll management and hospital admission procedures.
5. Apply computer concepts to the medical office including set-up and maintenance of medical records, scheduling of appointments, bill generation, and insurance form preparation.
6. Operate and care for a computerized workstation including proofreading, editing, word division, capitalization and punctuation to produce professional letters and medical documents.
7. Demonstrate professionalism through verbal, non-verbal, and written communication.
8. Perform computer applications for word processing and database management.
9. Apply the principles and techniques of medical asepsis, infection control, vital signs, and assisting with the patient physical exam.
10. Apply Standard Precautions for health maintenance, infection control and personal safety.
11. Apply proper procedures for disinfection, sterilization and sanitization of medical instruments and equipment used for patient examination, minor surgical procedures, diagnostic procedures and treatments.
12. Perform mathematical skills including conversion measurements for medications, percentage calculations, body measurement conversions and office accounting procedures.
13. Interpret the role and responsibilities of the health care professional in applying drug therapies.
14. Prepare and administer medications as required.
15. Demonstrate an understanding of the structure and function of body systems and organs.
16. Define the role of body systems in maintaining homeostasis.
17. Analyze and interpret disease processes including etiology, signs and symptoms, diagnosis, treatment, prognosis and prevention.
18. Demonstrate an understanding of basic human needs for health maintenance.
19. Educate patients in disease prevention strategies.

20. Perform basic laboratory tests including urinalysis, hematology, hemostasis, chemistry and microbiology.
21. Apply proper technique for collection, handling and processing of body fluids including blood, urine, and cultures.
22. Document laboratory tests, record results accurately and perform quality control as required.
23. Perform First Aid and CPR according to standardized procedures of the American Red Cross, National Safety Council, or the American Heart Association.
24. Interpret and apply medical terminology.
25. Interact with patients, peers and medical staff in a professional manner.