

# Medical Professional Issues

## Course Outcome Summary

### Course Information

#### Description

Reviews the role and function of the Medical Assistant. This course focuses on the basic concept of the professional practice of medicine and the scope of practice of the Medical Assistant. Students discuss the personal and professional characteristics and legal and ethical standards for Medical Assistants, explore professional and personal therapeutic communication, and address time management and goal setting.

#### Types of Instruction

##### Instruction Type

Credits

2

#### Exit Learning Outcomes

##### Program Outcomes

- A. Communicate effectively nonverbally, orally, and in writing
- B. Provide patient care in accordance with regulations, policies, laws, and patient rights
- C. Demonstrate quality control and safety measures

##### External Standards

III.C.13. Identify the role of the Center for Disease Control (CDC) regulations in healthcare settings.

IV.C.1. Identify styles and types of verbal communication

IV.C.2. Identify nonverbal communication

IV.C.3. Recognize communication barriers

IV.C.4. Identify techniques for overcoming communication barriers

IV.C.5. Recognize the elements of oral communication using a sender-receiver process

IV.C.6. Differentiate between subjective and objective information

IV.C.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

IV.C.13. Identify the role of self boundaries in the health care environment

IV.C.14. Recognize the role of patient advocacy in the practice of medical assisting

IV.C.15. Discuss the role of assertiveness in effective professional communication

IV.C.16. Differentiate between adaptive and nonadaptive coping mechanisms

IV.P.1. Use reflection, restatement and clarification techniques to obtain a patient history

IV.P.2. Report relevant information to others succinctly and accurately

IV.P.11. Respond to nonverbal communication

IV.P.12. Develop and maintain a current list of community resources related to patients healthcare needs

IV.P.13. Advocate on behalf of patients

IV.A.1. Demonstrate empathy in communicating with patients, family and staff

IV.A.2. Apply active listening skills

IV.A.3. Use appropriate body language and other nonverbal skills in communicating with patients, family

and staff

IV.A.4. Demonstrate awareness of the territorial boundaries of the person with whom communicating

IV.A.5. Demonstrate sensitivity appropriate to the message being delivered

IV.A.6. Demonstrate awareness of how an individual's personal appearance affects anticipated responses

IV.A.7. Demonstrate recognition of the patient's level of understanding in communications

IV.A.8. Analyze communications in providing appropriate responses/ feedback

IV.A.9. Recognize and protect personal boundaries in communicating with others

IV.A.10. Demonstrate respect for individual diversity, incorporating awareness of one's own biases in areas including gender, race, religion, age and economic status

V.C.13. Identify time management principles

IV.A.2. Apply active listening skills

IX.C.1. Discuss legal scope of practice for medical assistants

IX.C.2. Explore issue of confidentiality as it applies to the medical assistant.

IX.C.3. Describe the implications of HIPAA for the medical assistant in various medical settings

IX.C.4. Summarize the Patient Bill of Rights

IX.C.5. Discuss licensure and certification as it applies to healthcare providers

IX.C.6. Describe liability, professional, personal injury, and third party insurance

IX.C.7. Compare and contrast physician and medical assistant roles in terms of standard of care

IX.C.8. Compare criminal and civil law as it applies to the practicing medical assistant

IX.C.9. Provide an example of tort law as it would apply to a medical assistant

IX.C.10. Explain how the following impact the medical assistant's practice and give examples

IX.C.10.a. Negligence

IX.C.10.b. Malpractice

IX.C.10.c. Statute of Limitations

IX.C.10.d. Good Samaritan Act(s)

IX.C.10.e. Uniform Anatomical Gift Act

IX.C.10.f. Living will/Advanced directives

IX.C.10.g. Medical durable power of attorney

IX.C.11. Identify how the Americans with Disabilities Act (ADA) applies to the medical assisting profession

IX.C.12. List and discuss legal and illegal interview questions

IX.C.13. Discuss all levels of governmental legislation and regulation as they apply to medical assisting practice, including FDA and DEA regulations

IX.C.14. Describe the process to follow if an error is made in patient care

IX.P.1. Respond to issues of confidentiality

IX.P.2. Perform within scope of practice

IX.P.3. Apply HIPAA rules in regard to privacy/release of information

IX.P.4. Practice within the standard of care for a medical assistant

IX.P.5. Incorporate the Patient's Bill of Rights into personal practice and medical office policies and procedures

IX.P.6. Complete an incident report

IX.P.7. Document accurately in the patient record

IX.P.8. Apply local, state and federal health care legislation and regulation appropriate to the medical assisting practice setting

IX.A.1. Demonstrate sensitivity to patient rights

- IX.A.2. Demonstrate awareness of the consequences of not working within the legal scope of practice
- IX.A.3. Recognize the importance of local, state and federal legislation and regulations in the practice setting
- X.C.1. Differentiate between legal, ethical, and moral issues affecting healthcare
- X.C.2. Compare personal, professional and organizational ethics
- X.C.3. Discuss the role of cultural, social and ethnic diversity in ethical performance of medical assisting practice
- X.C.4. Identify where to report illegal and/or unsafe activities and behaviors that affect health, safety and welfare of others.
- X.C.5. Identify the effect personal ethics may have on professional performance
- X.P.1. Report illegal and/or unsafe activities and behaviors that affect health, safety and welfare of others to proper authorities
- X.P.2. Develop a plan for separation of personal and professional ethics
- X.A.1. Apply ethical behaviors, including honesty/integrity in performance of medical assisting practice
- X.A.2. Examine the impact personal ethics and morals may have on the individual s practice
- X.A.3. Demonstrate awareness of diversity in providing patient care

## Competencies

### 1. Demonstrate respect for individual diversity

#### Properties

Domain: Affective Level: Valuing

#### You will demonstrate your competence:

- 1.a. on a written examination
- 1.b. in a case study response

#### Your performance will be successful when:

- 1.a. you analyze how your own personal factors influence your ability to communicate effectively
- 1.b. you display age appropriate verbal and nonverbal communication techniques
- 1.c. you consider cultural differences
- 1.d. you provide support for individuals with disabilities

### 2. Demonstrate active listening skills

#### Properties

Domain: Cognitive Level: Application

#### You will demonstrate your competence:

- 2.a. in a roleplay
- 2.b. on a written test

#### Your performance will be successful when:

- 2.a. you face the speaker when listening
- 2.b. you display nonverbal communication appropriate to the speaker's message
- 2.c. you maintain appropriate eye contact
- 2.d. you paraphrase accurately and succinctly
- 2.e. you ask questions to clarify

### 3. Demonstrate professional and therapeutic communication skills

#### Properties

Domain: Cognitive Level: Application

**You will demonstrate your competence:**

- 3.a. on a written test
- 3.b. role play

**Your performance will be successful when:**

- 3.a. you identify influences on therapeutic communication, related to culture
- 3.b. you avoid significant roadblocks to therapeutic communication
- 3.c. you avoid defense mechanisms
- 3.d. you utilize and interpret verbal and non verbal communications
- 3.e. you avoid common biases/prejudices in today's society
- 3.f. you maintain congruency in communication
- 3.g. you adapt communications to individual patient needs

**4. Adapt communications based on patient's life cycle**

**Properties**

Domain: Cognitive Level: Application

**You will demonstrate your competence:**

- 4.a. on a written test
- 4.b. role play

**Your performance will be successful when:**

- 4.a. you communicate in language the speaker can understand
- 4.b. you speak at an appropriate rate
- 4.c. you ask questions to clarify
- 4.d. you restate information if necessary
- 4.e. you involve family members as appropriate

**5. Utilize coping techniques for the medical assistant**

**Properties**

Domain: Cognitive Level: Application

**You will demonstrate your competence:**

- 5.a. on a written test
- 5.b. by developing written goal plan

**Your performance will be successful when:**

- 5.a. you identify characteristics associated with burnout
- 5.b. you differentiate between stress/stressors
- 5.c. you identify steps to coping with stressors
- 5.d. you develop a written short and long-term goal plan
- 5.e. you integrate time management skills into personal and professional goals

**6. Apply nonverbal skills**

**Properties**

Domain: Cognitive Level: Application Difficulty: Medium Importance: Essential

**You will demonstrate your competence:**

- 6.a. in an oral presentation
- 6.b. in a peer observation
- 6.c. in the development of a plan for improving nonverbal skills

**Your performance will be successful when:**

- 6.a. you analyze nonverbal messages in various communication situations

- 6.b. analysis accounts for cultural and gender differences
- 6.c. analysis characterizes the type of nonverbal communication used
- 6.d. analysis determines whether nonverbal cues reinforced any related verbal message
- 6.e. analysis assesses the impact of nonverbal skills on communication

**7. Complete incident reports**

**Properties**

Domain: Cognitive Level: Application

**You will demonstrate your competence:**

- 7.a. by completing simulated incident reports

**Your performance will be successful when:**

- 7.a. report is complete
- 7.b. report is accurate
- 7.c. report uses correct spelling, medical terminology, and abbreviations
- 7.d. report is objective rather than subjective

**8. Apply Health Insurance Portability and Accountability Act (HIPAA) rules and regulations for medical assisting in various medical settings**

**Properties**

Domain: Cognitive Level: Application

**You will demonstrate your competence:**

- 8.a. by responding to case studies or scenarios

**Your performance will be successful when:**

- 8.a. you describe the characteristics of confidentiality in a health care setting
- 8.b. you explain how and when a minor's health status and medical treatment is a confidentiality issue
- 8.c. you analyze when considerations are involved in regards to confidentiality for specialty cases including AIDS and HIV, substance abuse, mental health, sexual assault, STDs, and child abuse
- 8.d. you explain the procedures to follow when a patient's medical record is subpoenaed
- 8.e. you list the requirements for rescinding consent to release medical records

**9. Comply with legal and ethical standards related to healthcare**

**Properties**

Domain: Affective Level: Responding

**You will demonstrate your competence:**

- 9.a. on a written test

**Your performance will be successful when:**

- 9.a. you compare and contrast civil and criminal law
- 9.b. you define the medical assistant's role in legal and ethical issues
- 9.c. you describe the use of contracts in the ambulatory care setting
- 9.d. you discuss the standard of care for healthcare professionals
- 9.e. you explain the 4 "D" of negligence
- 9.f. you define and give examples of torts
- 9.g. you explain the necessity of informed consent
- 9.h. you describe the subpoena process
- 9.i. you recall the special consideration for patients related to the issues of confidentiality, statute of limitations, public duties and AIDS

- 9.j. you describe procedures to follow in documenting and reporting abuse
- 9.k. you discuss the Good Samaritan Laws, physicians directives, allocation of scarce medical resources, abortion fetal tissue research, genetic engineering, artificial insemination, and death and dying
- 9.l. you compare and contrast the AAMA and AMA Code of Ethics

**10. Summarize Medical Assistant scope of practice**

**Properties**

Domain: Cognitive Level: Evaluation

**You will demonstrate your competence:**

10.a. on a written test

**Your performance will be successful when:**

- 10.a. you identify the legal and ethical administrative responsibilities of a medical assistant
- 10.b. you identify the legal and ethical clinical responsibilities of a medical assistant
- 10.c. you identify activities outside the medical assistant scope of practice
- 10.d. you list state and government agencies that define the role of the medical assistant

**11. Practice patient advocacy**

**Properties**

Domain: Cognitive Level: Application

**You will demonstrate your competence:**

11.a. on a written test

11.b. in a role play

**Your performance will be successful when:**

- 11.a. you define advocacy and the role of an advocate
- 11.b. you determine when to present a clients questions and concerns to appropriate healthcare provider
- 11.c. you advocate to the appropriate person
- 11.d. you problem solve for the patient as appropriate

**12. Develop a plan a plan for professional credentialing**

**Properties**

Domain: Affective Level: Valuing

**You will demonstrate your competence:**

12.a. on a written test

12.b. by developing a plan

**Your performance will be successful when:**

- 12.a. you identify personal attributes that are important for a professional medical assistant
- 12.b. you discuss the history of medical assisting
- 12.c. you describe the AAMA and list its three major functions
- 12.d. you explain accreditation, certification and continuing education as they pertain to the professional medical assistant
- 12.e. you list educational continuing credits
- 12.f. you identify the importance of the accreditation process to an educational institution
- 12.g. you recall two methods to obtain recertification
- 12.h. you describe the externship experience
- 12.i. you list 3 benefits of externship to student / clinical site
- 12.j. you state the importance of remaining within the scope of practice for the medical

assistant

**13. Examine the role of the Medical Assistant as part of the healthcare team**

**Properties**

Domain: Cognitive Level: Application

**You will demonstrate your competence:**

13.a. on a written test

**Your performance will be successful when:**

13.a. you analyze the benefits and limitations of working in the different health care settings

13.b. you describe the function of the health care team and the role of the medical assistant

13.c. you list and describe a minimum of twelve physician specialists, on physician health care specialists and allied health professionals

13.d. you compare and contrast the types of nurses

**14. Prepare a list of community resources**

**Properties**

Domain: Cognitive Level: Application

**You will demonstrate your competence:**

14.a. in the list

**Your performance will be successful when:**

14.a. list includes names, addresses, contact information for resources specific to your area

14.b. list is professional in quality