

**MED 110**  
**ORIENTATION TO MEDICAL ASSISTING**

**COURSE DESCRIPTION:**

Prerequisites: Acceptance into the Medical Assisting diploma or certificate program

Corequisites: None

This course covers the history of medicine and the role of the medical assistant in the health care setting. Emphasis is on professionalism, communication, attitude, behaviors, and duties in the medical environment. Upon completion, students should be able to project a positive attitude and promote the profession of medical assisting. Course Hours Per Week: Class, 1; Lab, 0; Semester Hours Credit, 1.

**LEARNING OUTCOMES:**

Upon successful completion of this course, the student should be able to demonstrate the following competencies and knowledge by written and/or competency evaluations:

- a. Identify the skills needed to be a medical assistant.
- b. Define the roles and responsibilities of medical assistants and other members of the healthcare team.
- c. Describe the process for certification of medical assistants.
- d. Analyze the benefits and limitations of working in the different healthcare settings.
- e. Identify and know the different allied health professions and the different credentialing agencies.
- f. Outline causes and coping methods for dealing with stress and burnout as a medical assistant.
- g. Assess the role and impact of managed care in the healthcare environment.
- h. Identify and describe three primary medical management models.
- i. Discuss the effects of culture on medicine.
- j. Identify a minimum of three common medical treatments in the past.
- k. Identify at least five significant contributions to the development of medicine.
- l. Identify a minimum of three recent developments in medicine.
- m. Define the communication cycle.
- n. Define and demonstrate professional behavior in personal contact, via telephone, and e-mail.
- o. Demonstrate appropriate body language or nonverbal communication behaviors as well as verbal communications
- p. Identify road blocks to communications, such as defense mechanisms, nonverbal communication, and cultural difference.

## **OUTLINE OF INSTRUCTION:**

- I. Role of the Medical Assistant
  - A. Professionalism
  - B. Ethical Behavior
  - C. Ambulatory healthcare settings
  - D. Healthcare team
  - E. Coping with stress
  
- II. Knowledge of Medicine
  - A. History of the medical assistant
  - B. American Association of Medical Assistants (AAMA)
  - C. Certification/Re-certification
  - D. Managed care operations
  - E. Significant contributions to medicine
  - F. Specialist and treatments
  
- III. Communication within the Healthcare setting
  - A. Importance of communication
  - B. Principles of communication
  - C. Cultural influences
  - D. Professional telephone techniques
  - E. Roadblocks

## **REQUIRED TEXTBOOKS AND MATERIALS:**

Texts to be selected by the instructor and made available through the bookstore.

## **STATEMENT OF STUDENTS WITH DISABILITIES:**

Students who require academic accommodations due to any physical, psychological, or learning disability are encouraged to request assistance from a disability services counselor within the first two weeks of class. Likewise, students who potentially require emergency medical attention due to any chronic health condition are encouraged to disclose this information to a disability services counselor within the first two weeks of class. Counselors can be contacted by calling 686-3652 or by visiting the Student Development Office in the Phail Wynn Jr. Student Services Center, room 1309.