

Pearson's Comprehensive Medical Assisting, 5e
Instructor's Resource Manual

Unit One: Introduction to Health Care

Chapter 1: Medical Assisting: The Profession

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Learning Objectives

After completing this chapter, students should be able to:

- 1.1 Define and spell the terms to learn for this chapter.
- 1.2 Outline the history of the medical assisting profession.
- 1.3 Identify educational opportunities available for medical assisting students.
- 1.4 Explain the importance of accreditation for medical assisting programs.
- 1.5 List duties that may be included in the medical assistant's scope of practice.
- 1.6 Identify health care professionals who are able to delegate duties to a medical assistant.
- 1.7 List professional qualities of a medical assistant.
- 1.8 Identify the benefits of obtaining a medical assisting credential.
- 1.9 List credentials available to medical assistants that are awarded by various national organizations.
- 1.10 Explain the current employment outlook for medical assistants.
- 1.11 Describe the role of a patient navigator.

Lesson Materials

Instructional Materials

- Textbook—*Pearson’s Comprehensive Medical Assisting, 5th Edition, Routh et al.*
- Instructor resources—*Instructor’s Resource Manual for Pearson’s Comprehensive Medical Assisting, 5th Edition, Routh et al.*—

Chapter Resources

The following resources can be accessed at www.pearsonhighered.com. Navigate to the page for this textbook and click the *Resources* tab.

- Lesson plans
- PowerPoint presentations (3 files)
- Textbook answer key
- Test bank
- Interactive skill assessment checklists (for procedures)

MyHealthProfessionsLab

www.myhealthprofessionslab.com

- Homework questions
- Dynamic study modules
- Critical thinking quiz
- Professionalism scenario quiz
- Interactive skill assessment checklists (for procedures)
- Certification preparation (non-chapter-specific practice exams)
 - CMA Exam 1
 - CMA Exam 2
 - RMA Exam 1
 - RMA Exam 2
 - CMAA Exam
 - CCMA Exam
 - NCMA Exam

Application of Technology—Technology-Related Assignments

- LCD projector
- Computer with audio output and speakers
- Internet connection

Chapter Mapping to Accreditation Standards and Certification Examination Content

ABHES Accreditation

1.a

1.c

1.d

4.f.1

10.b

10.c

10.cCAAHEP Accreditation

X.C.1

X.P.1

XI.C.4

VC.10

CMA (AAMA) Exam

N/A

CMAA (NHA) Exam

N/A

CCMA (NHA) Exam

N/A

NCMA (NCCT) Exam

N/A

RMA (AMT) Exam

II.D.1.d

II.D.2.a

II.D.4.a–e

Answer Key

Following are the answers to the end-of-chapter exercises in *Pearson's Comprehensive Medical Assisting*, 5th Edition.

Unit 1: Introduction to Health Care

CHAPTER 1

Competency Review

1. See the glossary.
2. Student answers will vary but could include physician's offices, urgent care facilities, laboratories, etc.
3. The answer should include a list of different skills under these categories. Administrative functions typically involve working with medical insurance, doing office duties, and handling paperwork, whereas clinical care requires assisting the physician in various settings, obtaining measurements and vital signs, handling patient specimens, etc.
4. Answers could include AAMA, AMT, NHA, and NCCT.
5. Professional qualities or characteristics regularly found in good medical assistants are integrity, discretion, empathy, the ability to safeguard the patient's right to confidentiality, thoroughness, punctuality, congeniality, proactivity, and competence.
6. Student answers will vary but should include topics from ABHES and CAAHEP curricula, such as anatomy and physiology, legal and ethical issues, nutrition, applied mathematics, infection control, and communication, to name a few.
7. These could include medical assistant, medical administrative assistant, certified medical assistant, medical records clerk, clinic aide, unit secretary, patient navigator, etc.
8. Medical assisting education options include certificate, diploma, and degree programs. Length of time and coursework will vary depending on the level of education pursued.

Preparing for the Certification Exam

1. d, 2. e, 3. c, 4. e, 5. b, 6. c, 7. e, 8. b, 9. b, 10. c

Critical Thinking

1. Student answers will vary but should include a discussion about the type of educational program Lucy might best benefit from as well as an examination of what tasks she enjoys and which setting she would prefer to work in upon graduation.
2. It means that the MA program has met the rigorous educational and programmatic standards required by ABHES. It also means that she would be eligible to sit for the CMA (AAMA) exam offered by the AAMA, which is only offered to those who have graduated from an accredited program (either ABHES or CAAHEP).
3. Lucy would be eligible to work in various health care settings, such as physician's offices, hospitals, and other health care facilities. She would explain that she could apply for various positions in the field that can utilize both her clinical and administrative duties.

On the Job

1. Absolutely not. The physician must interpret the ECG.
2. She can certainly do an ECG and mount it, but she cannot interpret it and should never sign it. She could fax Dr. Hsu's interpretations to the referring internist.
3. She must state that interpretation is outside the scope of practice for a medical assistant and that she can only perform the ECG and send it to Dr. Hsu for review and interpretation, and then later send the results to the referring internist.