HIGHLAND COMMUNITY COLLEGE

Syllabus

MOA137 Medical Professional Issues
2 credit hours (Lecture)
Prerequisites: None
C & I Revision Date: 02/14/2025

Department:

Medical Assistant

Course Description:

Review 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.

Course Competencies:

The learning outcomes and competencies detailed in this syllabus meet or exceed the learning outcomes and competencies specified by the Postsecondary Technical Education Authority (TEA) for this course as approved by the Kansas Board of Regents.

Upon completion of the course, the student should be able to:

1. Demonstrate respect for individual diversity
    a. analyze how your own personal factors influence your ability to communicate effectively
    b. display age-appropriate verbal and nonverbal communication techniques
    c. consider cultural differences
    d. provide support for individuals with disabilities
2. Demonstrate active listening skills
    a. face the speaker when listening
    b. display nonverbal communication appropriate to the speaker's message
    c. maintain appropriate eye contact
    d. paraphrase accurately and succinctly
    e. ask questions to clarify
3. Demonstrate professional and therapeutic communication skills
    a. identify influences on therapeutic communication, related to culture
    b. avoid significant roadblocks to therapeutic communication
    c. avoid defense mechanisms
    d. utilize and interpret verbal and nonverbal communications
    e. avoid common biases/prejudices in today's society
    f. maintain congruency in communication
    g. adapt communications to individual patient needs
4. Adapt communications based on patient's life cycle
    a. communicate in language the speaker can understand

    b. speak at an appropriate rate
    c. ask questions to clarify
    d. restate information if necessary
    e. involve family members as appropriate
5. Utilize coping techniques for the medical assistant
    a. identify characteristics associated with burnout
    b. differentiate between stress/stressors
    c. identify steps to coping with stressors
    d. develop a written short and long-term goal plan
    e. integrate time management skills into personal and professional goals
6. Apply nonverbal skills
    a. you analyze nonverbal messages in various communication situations
    b. analysis accounts for cultural and gender differences
    c. analysis characterizes the type of nonverbal communication used
    d. analysis determines whether nonverbal cues reinforced any related verbal message
    e. analysis assesses the impact of nonverbal skills on communication
7. Complete incident reports
    a. report is complete
    b. report is accurate
    c. report uses correct spelling, medical terminology, and abbreviations
    d. report is objective rather than subjective
8. Apply Health Insurance Portability and Accountability Act (HIPAA) rules and regulations
    a. describe the characteristics of confidentiality in a health care setting
    b. explain how and when a minor's health status and medical treatment is a confidentiality issue
    c. analyze when considerations are involved in regard to confidentiality for specialty
    d. cases including AIDS and HIV, substance abuse, mental health, sexual assault, STDs, and child abuse
    e. explain the procedures to follow when a patient's medical record is subpoenaed
    f. list the requirements for rescinding consent to release medical records
9. Comply with legal and ethical standards related to healthcare
    a. compare and contrast civil and criminal law
    b. define the medical assistant's role in legal and ethical issues
    c. describe the use of contracts in the ambulatory care setting
    d. discuss the standard of care for healthcare professionals
    e. explain the 4 "D" of negligence
    f. define and give examples of torts
    g. explain the necessity of informed consent
    h. describe the subpoena process
    i. recall the special consideration for patients related to the issues of confidentiality, statute of limitations, public duties and AIDS
    j. describe procedures to follow in documenting and reporting abuse
    k. discuss the Good Samaritan Laws, physicians' directives, allocation of scarce
    l. medical resources, abortion fetal tissue research, genetic engineering, artificial insemination, and death and dying
    m. compare and contrast the AAMA and AMA Code of Ethics
10. Summarize Medical Assistant scope of practice
    a. identify the legal and ethical administrative responsibilities of a medical assistant

    b. identify the legal and ethical clinical responsibilities of a medical assistant
    c. identify activities outside the medical assistant scope of practice
    d. list state and government agencies that define the role of the medical assistant
11. Practice patient advocacy
    a. define advocacy and the role of an advocate
    b. determine when to present a client's questions and concerns to appropriate healthcare provider
    c. advocate to the appropriate person
    d. problem solve for the patient as appropriate
12. Develop a plan a plan for professional credentialing
    a. identify personal attributes that are important for a professional medical assistant
    b. discuss the history of medical assisting
    c. describe the AAMA and list its three major functions
    d. explain accreditation, certification and continuing education as they pertain to the professional medical assistant
    e. list educational continuing credits
    f. identify the importance of the accreditation process to an educational institution
    g. recall two methods to obtain recertification
    h. describe the externship experience
    i. list 3 benefits of externship to student / clinical site
    j. 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
    a. analyze the benefits and limitations of working in the different health care settings
    b. describe the function of the health care team and the role of the medical assistant
    c. list and describe a minimum of twelve physician specialists, on physician health care specialists and allied health professionals
    d. compare and contrast the types of nurses
14. Prepare a list of community resources
    a. list includes names, addresses, contact information for resources specific to your area
    b. list is professional in quality

Course Content:

A. The Professional Medical Assistant
B. Ethics and law for the Medical Office
C. Interacting with Patients
D. Making a Commitment to Your Job
E. Personal Traits of the Health Care Professional
F. Working with Others
G. Professionalism and Your Personal Life
H. The Practicum Experience
I. Career Planning and Employment

Learning Assessments:

Quizzes, exams, final Exam

Instructional Materials:

Textbook: Makely, S. and Chesebro, D. (2016). *Professionalism in Healthcare* (5th ed.). Boston, MA: Pearson Education. ISBN#978-0-13-441567-3

Guidelines for Requesting Accommodations Based on Documented Disability or Medical Condition

It is the intention of Highland Community College to work toward full compliance with the Americans with Disabilities Act, to make instructional programs accessible to all people, and to provide reasonable accommodations according to the law.

Students should understand that it is their responsibility to self-identify their need(s) for accommodation and that they must provide current, comprehensive diagnosis of a specific disability or medical condition from a qualified professional in order to receive services. Documentation must include specific recommendations for accommodation(s). Documentation should be provided in a timely manner prior to or early in the semester so that the requested accommodation can be considered and, if warranted, arranged.

In order to begin the process all students **must** complete the "Disabilities Self-Identification Form" on our Disability Services website.

This form can also be accessed at the Highland Community College homepage under Students Services/Student Resources/Disability Service or by contacting the Disabilities Coordinator.

A Note on Harassment, Discrimination and Sexual Misconduct

Highland Community College seeks to assure all community members learn and work in a welcoming and inclusive environment. Title VII, Title IX, and College policy prohibit harassment, discrimination and sexual misconduct. Highland Community College encourages anyone experiencing harassment, discrimination or sexual misconduct to talk to report to the Vice President for Student Services, the Human Resources Director or complete an online report about what happened so that they can get the support they need and Highland Community College can respond appropriately.

There are both confidential and non-confidential resources and reporting options available to you. Highland Community College is legally obligated to respond to reports of sexual misconduct, and therefore we cannot guarantee the confidentiality of a report, unless made to a confidential resource. Responses may vary from support services to formal investigations. As a faculty member, I am required to report incidents of sexual misconduct and thus cannot guarantee confidentiality. I must provide our Title IX coordinator with relevant details such as the names of those involved in the incident. For more information about policies and resources or reporting options, please review our Equity Grievance Policy.