

# *Regional Center for Border Health, Inc.*

## Job Training Center

### MEDICAL ASSISTANT TRAINING PROGRAM

#### PROGRAM DESCRIPTION

The Medical Assistant Training Program is a 9-week program designed to prepare students for entry level positions as medical assistants. A medical assistant is an unlicensed person who assists in the medical practice under the supervision of a physician, physician assistant or nurse practitioner and performs delegated procedures commensurate with the MA's education and training.

#### ADMISSION REQUIREMENTS

All interested participants must submit a completed admission application. Participants must be a high school graduate or equivalent and have the ability to fully participate in classroom, laboratory, or clinical setting program activities

#### GRADUATION REQUIREMENTS

To graduate from the Medical Assistant Training Program, a student must:

- Pass all required course of study courses and internships;
- Pass the CPR certification;
- File a completed application for graduation form;
- Clear any indebtedness to the training center before certificate is awarded.

#### **Becoming a Successful Student**

This course will provide participants with the practical knowledge of assessing the importance of developing professional behaviors as a member of the allied health team, evaluate the concept of critical thinking and how it affects their actions, examine their learning preferences, interpret how your learning style impacts student's success as a student and utilize problem solving techniques to manage conflict and barriers to students success.

#### **The Healthcare Industry**

This course will provide participants with the practical knowledge of identifying the two ancient mythologies that contributed a major portion of our medical terminology, distinguish between and describe the two medical symbols in general use today, name and briefly explain the content of the oath that is often administered

to new physicians, and list at least five medical pioneers and their contributions in the United States.

#### **The Medical Assisting Profession**

This course will provide participants with the practical knowledge of discussing the history of medical assisting as a profession, differentiate between administrative and clinical medical assisting duties, identify several considerations when choosing a position as a medical assistant other than financial compensation and discuss the aspects of the medical assistant's performance on a successful externship.

#### **Professional Behavior in the Workplace**

This course will provide participants with the practical knowledge of explaining the meaning of the word professionalism, discuss several characteristics of professionalism, explain why confidentiality is so important in the medical profession, discuss the role of

the medical assistant's attitude in caring for patients and discuss the meaning of insubordination and why it is grounds for dismissal.

### **Interpersonal Skills and Human Behavior**

This course will provide participants with the practical knowledge of differentiating between verbal and nonverbal communication, explain the different levels of spatial separation, discuss the value of touch in the communication process and explain some of the barriers to effective communication.

### **Medicine & Ethics**

This course will provide participants with the practical knowledge of explaining the rights and duties as related to ethics, list and define the four types of ethical problems, discuss the process used for making an ethical decision and note some of the concerns regarding ethics that surround genetic information.

### **Medicine & Law**

This course will provide participants with the practical knowledge of distinguishing between an act, a statute, and an ordinance, know the two types of law, explain the three basic categories of criminal law, and distinguish which type of civil law deals with medical professional liability.

### **Medical Terminology**

This course will provide participants with the practical knowledge of the medical terminology discussed throughout the training program. Students will be exposed to terminology that will be reviewed throughout the training in addition to terminology during their clinical experience.

### **Telephone Techniques**

This course will provide participants with the practical knowledge of determining and discussing the source of incoming calls to a physician's office, describe how one develops a pleasing telephone voice, demonstrate the correct way to hold a telephone handset and explain why courtesy is so important when speaking on the telephone.

### **Scheduling Appointments**

This course will provide participants with the practical knowledge of discussing the three items that must be considered when scheduling appointments, explain the features that should be considered when choosing an appointment book, discuss the advantages of computerized appointment scheduling and list and explain at least three methods of appointment scheduling.

### **Patient Reception and Processing**

This course will provide participants with the practical knowledge of explaining the purpose of the office mission statement, list several patient amenities and why these are important additions to the medical office, describe how to prepare for patient arrivals, and discuss how the medical assistant may help the patient prepare for an examination.

### **Written Communications and Mail Processing**

This course will provide participants with the practical knowledge of discussing the responsibility of the medical assistant with respect to equipment and supplies, explain the various parts of speech, list several steps to complete before answering a business letter, open, sort, and annotate incoming mail and how to properly send a fax.

### **Medical Records Management**

This course will provide participants with the practical knowledge of listing and discussing the basic equipment used in a filing system, describe the steps in filing a document, explain how color coding of files can be useful in a medical facility, state several important reasons for keeping accurate medical records and discuss changing an entry in the patient record and the importance of following correct procedures.

### **Professional Fees, Billing, and Collecting**

This course will provide participants with the practical knowledge of listing three values that are considered in determining professional fees, explain the concept of professional courtesy, name the ways by which payment for medical services is accomplished, explain professional

fees to patients and establish credit arrangements for patient payment.

### **Basics of Diagnostic Coding**

This course will provide participants with the practical knowledge of identifying three purposes of ICD-9-CM, explain the proper utilization of the ICD-9-CM, understand and apply the basic coding rules in the use of the ICD-9-CM, comprehend and utilize instructional terms and symbols as defined in ICD-9-CM and understand the use of V and E codes.

### **Basics of Procedural Coding**

This course will provide participants with the practical knowledge of identifying three purposes of the CPT, list the classifications of sections in the CPT, discuss the importance of modifiers, briefly explain the importance of correctly assigning evaluation and management codes and accurately assign a CPT code based on medical documentation.

### **The Health Insurance Claim Form**

This course will provide participants with the practical knowledge of discussing the differences between paper claims and electronic claims, differentiate between “clean” and “dirty” claims, understand the guidelines for completing the CMS-1500 claim form, list the OCR guidelines and discuss the methods of preventing claim rejections.

### **Third Party Reimbursement**

This course will provide participants with the practical knowledge of discussing the purpose of health insurance, differentiate among the various types of insurance policies, explain the numerous classifications of insurance benefits available, demonstrate how insurance benefits are determined and understand the healthcare reform efforts.

### **CPR Certification**

This course will certify students in CPR for adults, children and infants. Students will need to pass this certification prior to continuing with the training program.

### **Infection Control**

This course will provide participants with the practical knowledge of recognizing diseases caused by pathogenic microorganisms, apply the chain of infection process to healthcare practice, summarize the impact of the inflammatory response on the body’s ability to defend itself against infection and compare virus and bacteria cell invasion.

### **Patient Assessment**

This course will provide participants with the practical knowledge of employing the components of holistic care in the patient assessment process, describe the components of the patient’s medical history, define and apply the qualities of a helping relationship and display sensitivity to diverse patient populations.

### **Patient Education**

This course will provide participants with the practical knowledge of illustrating at least five guidelines for patient education that can affect overall patient wellness, define six Patient factors that have an impact on learning, summarize education approaches for patients with language barriers, determine potential barriers to patient learning and describe the role of the medical assistant in patient education.

### **Nutrition and Health Promotion**

This course will provide participants with the practical knowledge of describing the types and functions of dietary nutrients, explain the need for vitamins and minerals in the diet, implement nutritional assessment techniques, demonstrate the concepts of therapeutic nutrition and define the concepts of health promotion.

### **Vital Signs**

This course will provide participants with the practical knowledge of citing the average values of body temperatures, pulse rates, respiratory rates, and blood pressure, use multiple methods for obtaining patient’s temperature, describe pulse rate, volume, and rhythm, summarize respiratory rates and locate and record pulse at multiple sites.

### **Assisting with the Primary Physical Examination**

This course will provide participants with the practical knowledge of describing the structural development of the human body, identify the 11 body systems and the major organs or units in each, describe the six methods of examination and give an example for each, and outline the basic principles of properly draping a patient for examination.

### **Principles of Pharmacology**

This course will provide participants with the practical knowledge of distinguishing among the government agencies that regulate drugs in the United States, differentiate a drug's chemical name, generic name, and trade name, cite safety measures for the use of over-the-counter drugs diagram the parts of a prescription and describe factors affecting drug action.

### **Pharmacology Math**

This course will provide participants with the practical knowledge of demonstrating methods for verifying the accuracy of calculations, differentiate among the terms used in dosage preparation, summarize the important parts of a drug label and describe and perform conversions between the various systems of measurement.

### **Administering Medications**

This course will provide participants with the practical knowledge of applying safety precautions to the management of medication administration in the ambulatory healthcare setting, summarize patient assessment factors that have an impact on medication administration, outline safety guidelines for specific patient populations, perform documentation of medication administration and identify various drug forms and their administration guidelines.

### **Assisting with Medical Emergencies**

This course will provide participants with the practical knowledge of describing the medical assistant's responsibilities in an emergency identify supplies and equipment for emergency situation, summarize the general rules for managing emergencies, and

demonstrating screening techniques and documentation guidelines for ambulatory care emergencies.

### **Assisting in Pediatrics**

This course will provide participants with the practical knowledge of comparing childhood growth and development patterns, explain common pediatric gastrointestinal disorders, define intestinal disorders, their signs and symptoms, diagnostic tests, and treatments and classify disorders of their respiratory system in children.

### **Geriatrics**

This course will provide participants with the practical knowledge of identifying the various impacts of an increasing aging population on society, explain the changes caused by aging in each of the body systems, explain the effect of aging on sleep, differentiate between independent, assisted, and skilled nursing facilities.

### **Principles of Electrocardiography**

This course will provide participants with the practical knowledge of tracing the electrical conduction system through the heart, explain the significance of the horizontal and vertical lines of ECG paper, discuss the process of recording an ECG, and describe patient preparation for the basic ECG and stress test.

### **Assisting with Diagnostic Imaging**

This course will provide participants with the practical knowledge of comparing and contrasting radiography and fluoroscopy and give examples of appropriate application of each, list and describe three imaging modalities that do not involve x-rays, list the steps to ensure that patients receive the least possible exposure during x-ray procedures and reassure patients who are fearful of radiation exposure from an x-ray examination.

### **Assisting in the Clinical Laboratory**

This course will provide participants with the practical knowledge of discussing the role of clinical laboratory in patient care and the medical assistant's role in coordinating laboratory test results, list techniques to minimize risks in the clinical laboratory and explain the

differences and similarities between quality assurance and quality control.

### **Assisting in the Analysis of Urine**

This course will provide participants with the practical knowledge of understanding the purpose of routine urinalysis, describe the physiology of urine formation, explain the various means and methods used for collection of urine specimens, and describe the components of the physical and chemical examination of urine.

### **Assisting in Phlebotomy**

This course will provide participants with the practical knowledge of listing the equipment needed for venipuncture, explain the purpose of a tourniquet, list the veins that may be used for blood collection, discuss the proper dermal puncture sites and perform a venipuncture using a syringe.

### **Assisting in the Analysis of Blood**

This course will provide participants with the practical knowledge of naming the three functions of blood, describe the role of the hematology laboratory in patient care, describe the appearance and function of the erythrocyte and explain the process of clot formation.

### **Assisting in Microbiology**

This course will provide participants with the practical knowledge of citing the protocols for specimen collection, identifying the elements needed for microbial growth, describe the bacterial structures used in identification, and compare bacteria with viruses.

### **Surgical Supplies and Instruments**

This course will provide participants with the practical knowledge of identifying the solutions and medication used in minor surgical procedures, outline the general functions of surgical instruments, describe the care of surgical instruments, and identify by name the instruments used in minor surgical procedures.

### **Surgical Asepsis and Assisting With Surgical Procedures**

This course will provide participants with the practical knowledge of defining the concepts of aseptic technique, explain the differences among sanitization, disinfection, and sterilization, explain the types and uses of sterilization indicators and assist with minor surgical procedures.

### **Career Development and Life Skills**

This course will provide participants with the practical knowledge of discussing the reasons that job search training is important to a medical assistant, list three expectations that employers have of employees, explain the two best job search methods and list four phases of the interview process.



### **Regional Center for Border Health, Inc.**

a licensed job training center by the  
Arizona State Board for Private  
Postsecondary Education

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