**Chapter 1: The Profession of Medical Assisting**

**Learning Outcomes**

1.1 Describe the administrative, clinical, and specialized duties of a medical assistant.

1.2 List the benefits of a Medical Assisting Program.

1.3 Identify the different types of credentials available to medical assistants through examination.

1.4 List the three areas of knowledge included in the CMA and RMA exams.

1.5 Explain the requirements for obtaining and maintaining the CCMA credential.

1.6 Describe the purpose and benefits of the extern experience.

1.7 Describe the personal attributes of a professional medical assistant.

**Class Presentation**

**LO 1.1:** Describe the administrative, clinical, and specialized duties of a medical assistant.

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| Slide 1-4 | * Profession of Medical Assisting |
| Slides 1-5 to 1-6 | * Administrative Duties |
| Slides 1-7 to 1-8 | * Clinical Duties |
| Slide 1-9 | * Laboratory Duties |
| Slides 1-10 to 1-11 | * Areas of Specialization   + Administrative   + Clinical |

**LO 1.2:** List the benefits of a Medical Assisting Program.

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| Slide 1-12 | * Facilities and equipment that are up to date * Job placement services * A cooperative education program and opportunities for continuing education |

**LO 1.3:** Identify the different types of credentials available to medical assistants through examination.

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| Slide 1-13 | * CMA Certification * RMA Certification |

**LO 1.4:** List the three areas of knowledge included in the CMA and RMA exams.

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| Slide 1-14 to 1-15 | * Administrative * Clinical * General medical knowledge |

**LO 1.5:** Explain the requirements for obtaining and maintaining the CCMA credential.

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| Slide 1-16 | * Awarded by NHA upon successful completion of exam * Maintenance requires 5 hours of continuing education per year * Recertification required every 5 years |

**LO 1.6:** Describe the purpose and benefits of the extern experience.

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| Slide 1-17 | * Practice skills * Necessary traits of an extern * Acquire a good reference |

**LO 1.7:** Describe the personal attributes of a professional medical assistant.

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| --- | --- |
| Slide 1-18 | * Preparing for employment |
| Slide 1-19 | * Personal attributes of a good medical assistant |
| Slide 1-20 to 1-21 | * Types of medical practice |

**Lecture Outline**

The Profession of Medical Assisting

The Duties of a Medical Assistant

Specialization

Membership in a Medical Assisting Association

Certification and Registration

Medical Assisting Credentials

State and Federal Regulations

CMA Certification

RMA Certification

The American Registry of Medical Assistants (ARMA)

CMA and RMA Exam Topics

Certified Clinical Medical Assistant (CCMA) Examination

Externships

References and Portfolios

Preparing for Employment

Personal Attributes

Types of Medical Practice

**Teaching Strategies**

1. Discuss the differences between the CMA, RMA, and CCMA certifications in class. This should be an open forum so that students can ask as many questions as needed in order to fully understand the advantages of each certification. Also, prior to this discussion, make sure to ascertain which, if any, of these certifications is preferred in your state. Resource: <http://www.aama-ntl.org/docs/default-source/about-the-profession-and-credential/cert-lic-cma-rma.pdf>

2. Have students role play in class, acting out the proper greeting of patients, appointment scheduling on a mock appointment book, telephone answering techniques, explaining a treatment procedure to a patient, allowing proper personal space when talking to a patient, and identifying which questions from a patient that they can and cannot answer themselves under their scope of practice. Resource: <http://www.careerexplorer.net/day-in-the-life-of/day-in-the-life-of-medical-assistant>

3. Have each student choose an area of medical practice in which he or she is most interested. Ask them to do research about the roles of the medical assistant in this area of practice and write a 1- to 3-page paper. Discuss the finished papers in class. Resource: <http://www.bls.gov/ooh/healthcare/medical-assistants.htm>

4. Ask students to research various resources for continuing education for medical assistants and report their findings in class. Resource: <http://www.aama-ntl.org/recertified/how.aspx>

5. Quiz students on a list of terms that are and are not appropriate to use when addressing patients. Resource: <http://journals.lww.com/oncology-times/Fulltext/2010/09100/VIEW_FROM_THE_OTHER_SIDE_OF_THE_STETHOSCOPE__Terms.13.aspx>

**Answers to End-of-Chapter Questions**

1. ANS: E

RATIONALE: Accreditation may be defined as a process in which recognition is granted to an education program. Medical assistants should maintain their licensure after studying in an accredited education program.

2. ANS: C

RATIONALE: The organization known as American Medical Technologists (AMT) offers the Registered Medical Assistant (RMA) credential. RMA credentialing assures that you have taken and passed the AMT certification examination.

3. ANS: C

RATIONALE:

The CMA and RMA examinations do not cover criminal justice. They thoroughly cover calculations for preparing medications, information concerning HIPAA, medical records, and behavioral science.

4. ANS: A

RATIONALE: Empathy is the professional attribute that indicates the ability to identify with someone else’s situation. Medical assistants should be impartial and show empathy when dealing with patients.

5. ANS: D

RATIONALE: After you become a certified clinical medical assistant, recertification is required every 2 years. The CCMA credential is awarded by the National Healthcareer Association (NHA).

6. ANS: B

RATIONALE: The term “professionalism” describes behaving courteously, conscientiously, and in a generally businesslike manner. The medical assistant is a skilled professional on whom many people, including coworkers and patients, depend.

7. ANS: B

RATIONALE: Arguing constitutes unprofessional behavior when interacting with an externship preceptor. When in an externship, you must display the same types of behavior and conduct that you will display once you become a certified, registered, licensed, or certified clinical medical assistant. Arguing with a person who is your preceptor may hinder you from completing your education.

8. ANS: A

RATIONALE: The web address for the National Board of Medical Examiners is [www.nbme.org](http://www.nbme.org). The NBME was founded in 1915 and is an independent, not-for-profit organization that serves the public through high-quality assessments of healthcare professionals.

9. ANS: E

RATIONALE: Diagnosing communicable diseases is not an example of a medical assistant’s clinical duties. Clinical duties of medical assistants include asepsis and infection control, preparing examination and treatment areas, interviewing patients and documenting vital signs and medical histories, preparing patients for examinations, explaining treatment procedures, assisting during examinations, disposing of contaminated supplies, performing diagnostic tests, giving injections if allowed by state law, performing first aid and CPR, preparing and administering medications if allowed by state law, removing sutures, changing wound dressings, sterilization, assisting diverse patients and their needs, and patient education.

10. ANS: C

RATIONALE: The most appropriate response by a medical assistant to a patient with a physical disability is to ask whether assistance is needed. The medical assistant should not express sympathy regarding the disability, ask how it occurred, or assume that the patient needs assistance and begin giving aid.

**Additional Resources**

Booth, K., Whicker, L., Wyman, T. (2017). *Administrative and Clinical Procedures with Anatomy and Physiology, 6th Edition*. (McGraw-Hill Education).

Booth, K., Whicker, L., Wyman, T. (2017). *Pocket Guide for Medical Assisting: Administrative and Clinical Procedures, 6th Edition*. (McGraw-Hill Education).

Booth, K., Whicker, L., Wyman, T. (2017). *Student Workbook for use with Medical Assisting: Administrative and Clinical Procedures with Anatomy and Physiology, 6th Edition*. (McGraw-Hill Education).