

COURSE SYLLABUS

LAST REVIEW	Spring 2021
COURSE TITLE	Medical Professional Issues
COURSE NUMBER	MEDA 0115
DIVISION	Health Professions
DEPARTMENT	Medical Assistant
CIP CODE	51.0801
CREDIT HOURS	2
CONTACT HOURS/WEEK	Class: 2
PREREQUISITES	None
COURSE PLACEMENT	This course is part of a selective admission program. Students must be admitted to the Medical Assistant program to enroll in this course.

COURSE DESCRIPTION

This course reviews the role and function of the Medical Assistant. This course focuses on professional conduct, medico-legal, scope of practice, standards for Medical Assistants, along with professional and personal therapeutic communication, time management and goal setting.

PROGRAM ALIGNMENT

This course is part of a program aligned through the Kansas Board of Regents and Technical Education Authority. For more information, please visit:

https://kansasregents.org/workforce_development/program-alignment

PROGRAM LEARNING OUTCOMES

1. Define diseases and related treatments for the body systems.
2. Demonstrate clinical and laboratory skills necessary for entrylevel employment.
3. Practice basic principles and practices of safe pharmacological administration.
4. Modify communication to effectively interact with and provide education to patients of varying backgrounds.
5. Select appropriate reference materials to enhance performance of job functions and patient education.
6. Comply with principles of records management to complete incident reports, documentation, data entry and electronic health records.
7. Demonstrate legal, ethical, and safe behaviors when performing the duties of the medical assistant.

TEXTBOOKS

<http://kckccbookstore.com/>

METHODS OF INSTRUCTION

A variety of instructional methods may be used depending on content area. These include but are not limited to: lecture, multimedia, cooperative/collaborative learning, labs and demonstrations, projects and presentations, speeches, debates, panels, conferencing, performances, and learning experiences outside the classroom. Methodology will be selected to best meet student needs.

COURSE OUTLINE

- I. Respect for individual diversity
 - A. Cultural, social and ethnic diversity
 - B. Awareness of personal biases
 - C. Patient Bill of Rights
 - D. Americans with Disabilities Act (ADA)

- II. Professional and therapeutic communication skills
 - A. Active listening skills
 - a. Reflection, restatement and clarification techniques
 - b. Territorial boundaries in communication
 - B. Styles and types of verbal communication
 - a. Subjective vs objective information
 - b. Communication barriers
 - c. Sender-receiver process
 - d. Empathy in communication
 - e. Reporting relevant information
 - f. Assertiveness in effective professional communication
 - g. Providing appropriate responses/feedback
 - h. Personal boundaries in communication
 - i. Age appropriate verbal and nonverbal communication
 - C. Nonverbal skills
 - a. Appropriate body language
 - b. Responding to nonverbal communication

- III. Coping techniques
 - A. Stress vs stressors
 - B. Adaptive vs non-adaptive
 - C. Self boundaries
 - D. Characteristics associated with burnout

- IV. Incident reports
 - A. Purpose

- B. Completing an incident report
- V. Health Insurance Portability and Accountability Act (HIPAA)
- A. Introduction to privacy/release of information
 - B. Responding to issues of confidentiality
 - C. Impact on medical assisting
- VI. Legal and ethical standards
- A. Terminology
 - 1. Tort
 - 2. Negligence
 - 3. Malpractice
 - 4. Statute of Limitations
 - 5. Good Samaritan Act
 - 6. Uniform Anatomical Gift Act
 - 7. Living Will/Advanced directives
 - 8. Medical durable power of attorney
 - B. Legal and illegal interview questions
 - C. Criminal vs civil law
 - D. Local, state and federal health care legislation and regulations
 - E. Differentiate legal, ethical, and moral issues
 - F. Personal, professional, and organization ethics
 - G. Separating of personal and professional ethics
 - H. Reporting illegal and/or unsafe activities and behaviors
 - I. Liability, professional personal injury and third party insurance
- VII. Professional credentialing
- A. Licensure and certification
 - B. Medical Assistant scope of practice
 - C. Consequences of working outside the legal scope of practice
 - D. Governmental legislation and regulation, including FDA and DEA regulations
- VIII. Community resources
- A. Community resources supporting patient healthcare needs
 - B. Center for Disease Control (CDC) regulations

COURSE LEARNING OUTCOMES AND COMPETENCIES

Upon successful completion of this course, the student will:

- A. Demonstrate respect for individual diversity.
 - 1. Demonstrate respect for individual diversity, incorporating awareness of one's own biases in areas including gender, race, religion, age and economic status.
 - 2. Discuss the role of cultural, social and ethnic diversity in ethical performance of medical assisting practice.

3. Demonstrate awareness of diversity in providing patient care.
 4. Summarize the Patient Bill of Rights.
 5. Identify how the Americans with Disabilities Act (ADA) applies to the medical assisting profession.
- B. Demonstrate active listening skills.
6. Apply active listening skills.
 7. Use reflection, restatement and clarification techniques to obtain a patient history.
 8. Demonstrate awareness of the territorial boundaries of the person with whom communicating.
 9. Demonstrate sensitivity appropriate to the message being delivered.
 10. Identify resources and adaptations that are required based on individual needs, i.e., culture and environment, developmental life stage, language, and physical threats to communication.
- C. Demonstrate professional and therapeutic communication skills.
11. Recognize communication barriers.
 12. Identify techniques for overcoming communication barriers.
 13. Recognize the elements of oral communication using a sender-receiver process.
 14. Differentiate between subjective and objective information.
 15. Demonstrate empathy in communicating with patients, family and staff.
 16. Report relevant information to others succinctly and accurately.
 17. Discuss the role of assertiveness in effective professional communication.
 18. Analyze communications in providing appropriate responses/feedback.
 19. Recognize and protect personal boundaries in communicating with others.
- D. Adapt communications based on patient's life cycle.
20. Demonstrate recognition of the patient's level of understanding in communications.
 21. Demonstrate awareness of how an individual's personal appearance affects anticipated responses.
 22. Display age appropriate verbal and nonverbal communication.
- E. Utilize coping techniques.
23. Differentiate between adaptive and non-adaptive coping mechanisms.
 24. Identify the role of self boundaries in the health care environment.
 25. Identify characteristics associated with burnout.
 26. Differentiate between stress and stressors.
- F. Apply nonverbal skills.
27. Identify nonverbal communication.

28. Use appropriate body language and other nonverbal skills in communicating with patients, family and staff.
 29. Respond to nonverbal communication.
- G. Complete incident reports.
30. Describe the process to follow if an error is made in patient care.
 31. Complete an incident report.
- H. Apply Health Insurance Portability and Accountability Act (HIPAA) rules and regulations for medical assisting in various medical settings.
32. Describe the implications of HIPAA for the medical assistant in various medical settings.
 33. Respond to issues of confidentiality.
 34. Apply HIPAA rules in regard to privacy/release of information.
- I. Comply with legal and ethical standards related to healthcare.
35. Provide an example of the following law as it would apply to a medical assistant:
 - a. Tort
 - b. Negligence
 - c. Malpractice
 - d. Statute of Limitations
 - e. Good Samaritan Act
 - f. Uniform Anatomical Gift Act
 - g. Living Will/Advanced directives
 - h. Medical durable power of attorney
 36. List and discuss legal and illegal interview questions.
 37. Recognize the importance of and apply local, state and federal health care legislation and regulation appropriate to the medical assistant practice setting.
 38. Differentiate between legal, ethical, and moral issues affecting healthcare.
 39. Compare personal, professional and organization ethics.
 40. Develop a plan for separation of personal and professional ethics.
 41. Identify the effect personal ethics may have on professional performance.
 42. Examine the impact personal ethics and morals may have on the individual's practice.
 43. Identify where to report illegal and/or unsafe activities and behaviors that affect health, safety and welfare of others.
 44. Apply ethical behaviors, including honesty/integrity in performance of medical assisting practice.
- J. Summarize Medical Assistant scope of practice.
45. Discuss legal scope of practice for medical assistants.
 46. Provide an example of tort law as it would apply to medical assistant.

47. Perform within scope of practice.
48. Describe liability, professional personal injury and third party insurance.
49. Compare criminal and civil law as it applies to the practicing medical assistant.

- K. Practice patient advocacy.
 - 50. Recognize the role of patient advocacy in the practice of medical assisting.
 - 51. Advocate on behalf of patients.
 - 52. Incorporate the Patient's Bill of Rights into personal practice and medical office policies and procedures.
 - 53. Demonstrate sensitivity to patient rights.

- L. Develop a plan for professional credentialing.
 - 54. Discuss licensure and certification as it applies to healthcare providers.
 - 55. Demonstrate awareness of the consequences of not working within the legal scope of practice.
 - 56. Discuss all levels of governmental legislation and regulation as they apply to medical assistant practice, including FDA and DEA regulations.

- M. Examine the role of the Medical Assistant as part of the healthcare team.
 - 57. Compare and contrast physician and medical assistant roles in terms of standard of care.
 - 58. Practice within the standard of care of a medical assistant.

- N. Prepare a list of community resources.
 - 59. Develop and maintain a current list of community resources related to patients healthcare needs.
 - 60. Identify the role of the Center for Disease Control (CDC) regulations in healthcare setting.

ASSESSMENT OF COURSE LEARNING OUTCOMES AND COMPETENCIES

Student progress is evaluated through both formative and summative assessment methods. Specific details may be found in the instructor's course information document.

COLLEGE POLICIES AND PROCEDURES

Student Handbook

<https://www.kckcc.edu/files/docs/student-resources/student-handbook-and-code-of-conduct.pdf>

College Catalog

<https://www.kckcc.edu/academics/catalog/index.html>

College Policies and Statements

<https://www.kckcc.edu/about/policies-statements/index.html>

Accessibility and Accommodations

<https://www.kckcc.edu/academics/resources/student-accessibility-support-services/index.html>.