

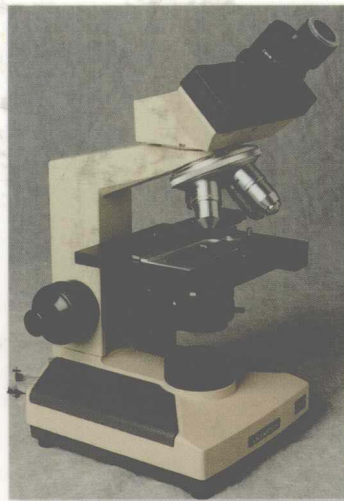
Delmar's **COMPREHENSIVE**

MEDICAL ASSISTING

Administrative and Clinical Competencies



**2nd
Edition**



Wilburta Q. Lindh

Marilyn S. Pooler

Carol D. Tamparo

Joanne U. Cerrato

Delmar's

COMPREHENSIVE

MEDICAL ASSISTING

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by Wilburta Q. Lindh, Marilyn S. Pooler, Carol D. Tamparo, and Joanne U. Cerrato

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PREFACE

The world of health care has changed rapidly over the past few years, and as we travel through the 21st century, health care professionals will encounter more challenges than ever before. As medical assistants you will be called on to do more and respond to an increasing number of clinical and administrative responsibilities, especially in this age of managed care. Now is the time to equip yourself with the skills you will need to excel in the field. Now is the time to maximize your potential, expand your base of knowledge, and dedicate yourself to becoming the best multifaceted, multiskilled medical assistant that you can be.

The new edition of *Delmar's Comprehensive Medical Assisting: Administrative and Clinical Competencies* will guide you on this journey. The word *comprehensive* is not used lightly here, for this text is part of a dynamic learning system that also includes two skills CD-ROMs and a workbook. Together, these learning tools conform to the standard and advanced areas of competence defined by AAMA's Role Delineation Study and AMT's Registered Medical Assistant Competency Inventory. They emphasize the importance of interpersonal communications in the medical environment. They explore changes in the health care setting including the development of standard precautions and the implications of managed care. This powerful learning system gives you an intimate look at the challenges you'll face and the opportunities you'll find as a medical assistant.

Unlike many texts, *Delmar's Comprehensive Medical Assisting*, 2nd edition, was written not just by one or two individuals but by many talented authors—experts who give you a sound and thorough understanding of the fundamentals. The text then moves beyond theory and develops all concepts in a real-life situation. What is it like to be working in the field? What are the problems you may encounter?

You'll discover common challenges faced by medical assistants through realistic scenarios woven into the chapter introductions. Case studies depict the ambulatory care setting where you, as a medical assistant, may very well be employed. Patient teaching tips provide practical advice. Proper documentation is emphasized.

How the Text Is Organized

Delmar's Comprehensive Medical Assisting, 2nd edition, presents a logical, in-depth review of all administrative and clinical competencies required of today's multi-skilled medical assistants—in full color!

- **Section I, General Procedures (Chapters 1 through 9)**, provides the groundwork for understanding the role and responsibilities of the medical assistant. Topics include the medical assisting profession, the health care team, history of medicine, therapeutic communications, coping skills for the medical assistant, legal and ethical issues, and emergency procedures and first aid.
- **Section II, Administrative Procedures (Chapters 10 through 21)**, provides up-to-date information on all administrative competencies required of medical assistants. Topics include creating the facility environment, computer use, telephone techniques, patient scheduling, medical records management, written communications, transcription, insurance and coding, managing facility finances, billing and collections, and accounting practices.
- **Section III, Clinical Procedures (Chapters 22 through 44)**, gives you a thorough understanding of all clinical, diagnostic, and laboratory procedures important to today's ambulatory care settings. Topics include medical asepsis, medical history, vital signs and measurements, physical examination, obstetrics and gynecology, pediatrics, male reproductive system, gerontology, body systems, assisting with minor surgery, diagnostic imaging, rehabilitation medicine, nutrition, pharmacology, medication calculations, EKG, safety guidelines, venipuncture, hematology, urinalysis, microbiology, and specialty tests.
- **Section IV, Professional Procedures (Chapters 45 through 48)**, examines the role of the medical assistant as office and human resources manager and provides tools and techniques to use when preparing for externship, medical assisting credentials, and employment.
- **Glossary** includes definitions of all key terms, with related chapter numbers indicated.
- **Two Medical Assisting Skills CDs—Administrative and Clinical**—are found on the inside back cover of this book. This interactive software challenges you to apply content, think critically, develop competency in skills, and improve your knowledge base.

How Each Chapter Is Organized

All chapters include similar features and presentation and function as building blocks to a comprehensive medical assisting education. However, each chapter is also a self-contained module and can be studied in any order or independently of other chapters in the text.

Features include:

- A listing of *key terms*
- *Role delineation components*, both standard and advanced
- An *outline of chapter*
- *Objectives*
- An *introduction* with a real-life scenario
- *Graphic icons, tables, and figures*
- *Full-color illustrations and photographs*
- *Procedures* with step-by-step instructions
- *Patient teaching tips*
- *Spotlight on AAMA Essentials through CAAHEP boxes*
- *Case studies with review questions*
- *Summary*
- *Review questions*
- *Web activities*
- *Bibliography* for further study

To receive the full value of *Delmar's Comprehensive Medical Assisting*, 2nd edition, it is important to understand the structure of the text and each chapter. Review the following information, plus "How to Use This Book" and "How to Use the Medical Assisting Skills CD-ROMs." Together, these materials will make your medical assisting education comprehensive and meaningful, providing you with the skills and understanding to enable you to practice your profession with confidence and competence.

EXTENSIVE TEACHING/LEARNING PACKAGE

The complete supplements package helps instructors efficiently manage time and resources and helps students to develop the necessary skills and competencies required by the demanding profession of medical assisting.

Instructor's Resource Kit

Order #0-7668-2419-5

This dynamic resource is a must-have for all instructors. This comprehensive three-ring binder includes:

Instructor's Guide. Complete with teaching strategies and learning concepts, this resource offers:

- Teaching/learning concepts
- Objectives and evaluation

- Instructional strategies
- Lesson plans
- Classroom activities

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- Answers to text review questions
- Answers to text critical thinking questions
- Answers to workbook exercises
- Answers to workbook case studies

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The workbook helps you learn and reinforce the essential competencies needed to become a successful, multiskilled medical assistant. Each chapter includes:

- Vocabulary builder exercises
- Learning review
- Investigation activity
- Case study
- Skills assessment checklist

HOW TO USE THIS BOOK

Delmar's *Comprehensive Medical Assisting: Administrative and Clinical Competencies*, 2nd edition, contains many features that make it an easy-to-use learning system. They include:

1

Key Terms

All key terms are listed at the beginning of each chapter. Within the text, the term is always boldfaced at its first occurrence for easy identification. Turn to the glossary for definitions of all key terms.

3

HISTORY OF MEDICINE

KEY TERMS

Acupuncture
Allopathy
Aspirin
Bubonic plague
Malaria
Mistletoe
Pharmacopoeia
Phlebotomy (phlebotomy)
Septicemia
Typhus (typhoid)
Yellow Fever

OUTLINE

Cultural Heritage in Medicine
Medical Speculations
Medical Education
Attitudes toward Illness
Medical Treatments
Significant Contributions to Medicine
New Frontiers in Medicine

OBJECTIVES

The student should strive to meet the following performance objectives after studying this chapter:

1. Define the key terms presented in the glossary.
2. Discuss the effects of culture on medicine.
3. Identify the role of religion, magic, and science in medicine's history.
4. Describe how attitudes toward illness are manifested today.
5. Identify a minimum of three common medical treatments used in the past.
6. Recall a minimum of three theories/practices of ancient medicine still prevalent today.
7. Name and describe the historical roles of medical specialists.
8. Discuss the role of women in medicine.
9. Trace the progression of medical education.
10. Name at least five significant contributions to medicine.
11. Identify a minimum of three recent developments in medicine.

2

Chapter Outline

At the beginning of each chapter, you'll find an outline of all major headings. Review these headings of topic areas before you study the chapter. They are a road map to your understanding.

3

Objectives

Performance objectives test your knowledge of the key facts presented in the chapter. Use these objectives, together with review questions, to test your understanding of the chapter's content.

4

Role Delineation Components

This opening list in each chapter keeps the focus on the medical assistant's actual job functions as defined by the accrediting bodies.

ROLE DELINEATION COMPONENTS

GENERAL (TRANSDISCIPLINARY)

Professionalism

- Project a professional manner and image

Legal Concepts

- Maintain and dispose of regulated substances in compliance with government guidelines
- Comply with established risk management and safety procedures

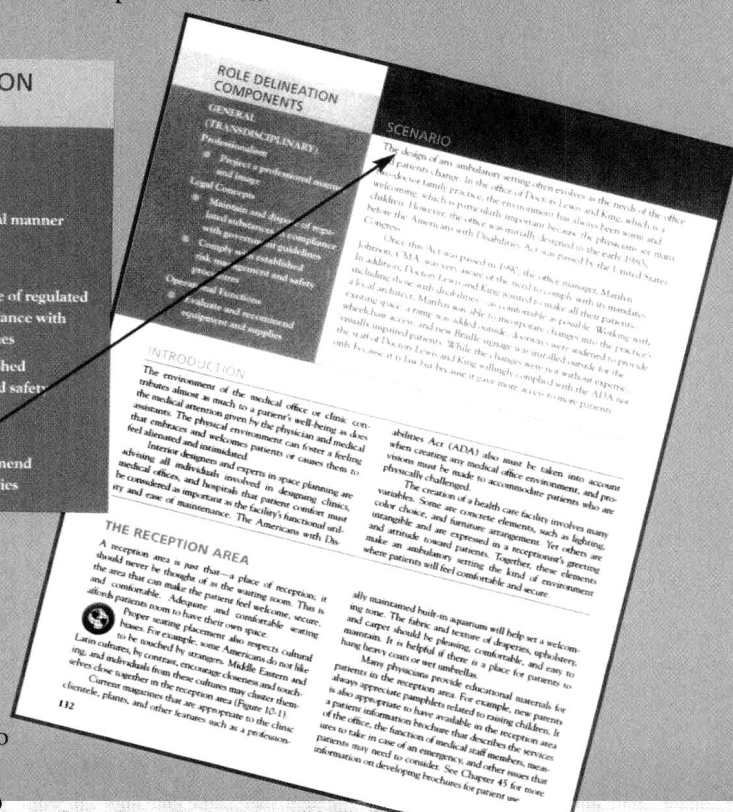
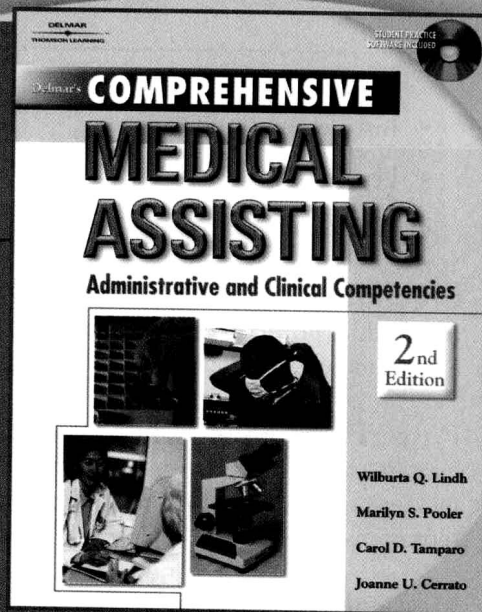
Operational Functions

- Evaluate and recommend equipment and supplies

5

Real-Life Scenarios

The introductions to most chapters include an overview of the material and a real-life scenario based on two distinct ambulatory care settings and their physicians, medical assistants, and patients. Through these scenarios you'll come to understand some of the stimulating challenges faced by medical assistants and gain insight into



6

Patient Teaching Tips

This feature helps all current and future medical assistants anticipate patient concerns and provides sound suggestions for effective patient communication.

Patient Teaching Tip

Encourage patients to think of themselves as members of the health care team for they can provide information about their medical history. Use good communication skills to encourage the patient to describe symptoms and provide other information that is useful in diagnosis and treatment.

7

Icons

Graphic icons pinpoint information that relates to legal, safety, computer, managed care, and global or cultural issues.

8

Procedures

Step-by-step procedures are now conveniently grouped together at the end of each chapter. They give detailed information on all important administrative, clinical, and general competencies as defined by AAMA and AMT.



9

Spotlight on AAMA Essentials through CAAHEP

These psychology tips help you focus on the CAAHEP-mandated understandings required of medical assistants.

SPOTLIGHT ON AAMA ESSENTIALS THROUGH CAAHEP

- Recognizing a patient's cultural background is part of caring for the patient as a whole person.
- Human kindness often eliminates fear of the unknown.
- A positive attitude helps to lessen a negative feeling.

10

Web Activities

This new feature at the end of each chapter gives you practice navigating the Internet by suggesting online activities to help you begin to use those sites.

11

Case Studies

The case studies with accompanying review questions encourage a problem/solution

approach. Use the case studies to put your knowledge into practice and arrive at a deeper understanding of the profession. Answers to the case studies are included as an appendix of the text.

12

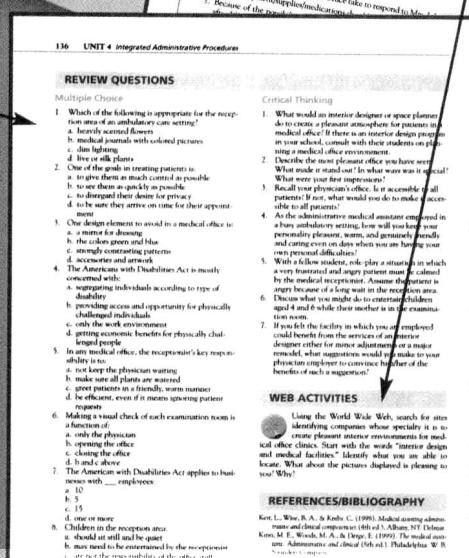
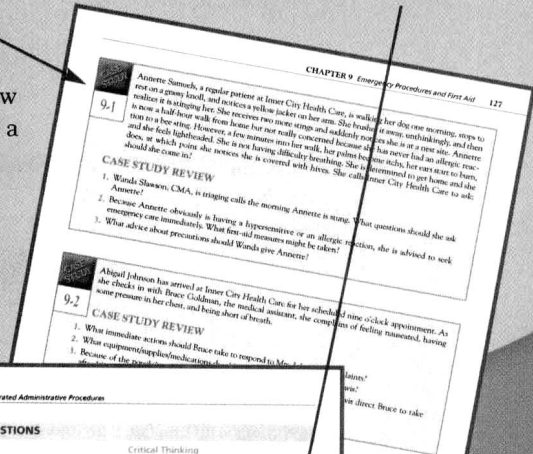
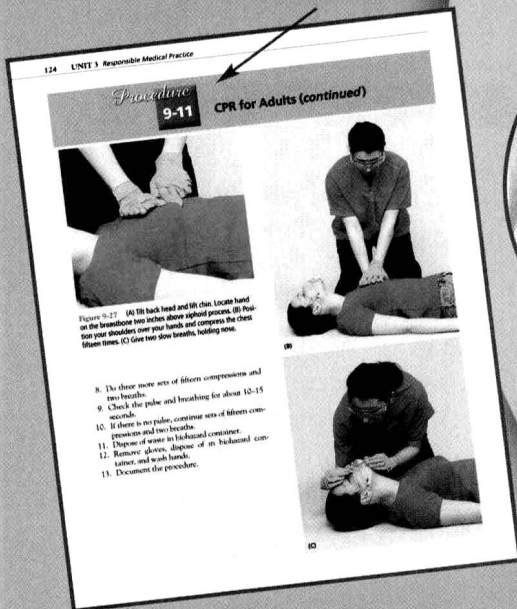
Review Questions

Test your comprehension of the chapter with structured multiple choice questions and open-ended critical thinking questions that require you to combine an understanding of chapter material with your personal insight and judgment.

13

Skills CDs Quick Locator

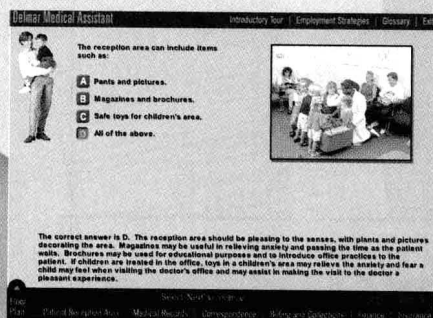
This invaluable tool inside the front cover tells you when to turn to your Skills CD-ROMs for practice activities that will strengthen your understanding of the chapter you are reading.



HOW TO USE THE MEDICAL ASSISTING SKILLS CDs

ADMINISTRATIVE SKILLS CD-ROM

The Administrative Skills CD-ROM is designed with you, the user, in mind. Several medical assistants lead you on a verbal guided tour through the medical office.



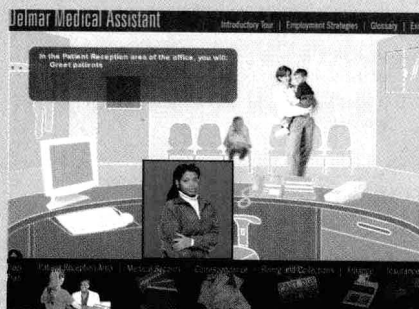
In other areas such as billing and collections, you will be asked to complete a patient receipt by entering information into the correct area, fill out a daily log sheet, use the pegboard system, complete a super bill and ledger card by entering and highlighting information, complete a patient charge slip, write a check, and complete a deposit slip.

In the break room, you can test your knowledge of legal and ethical principles by completing a crossword puzzle.

A comprehensive glossary allows you to check your understanding of important key words and phrases.

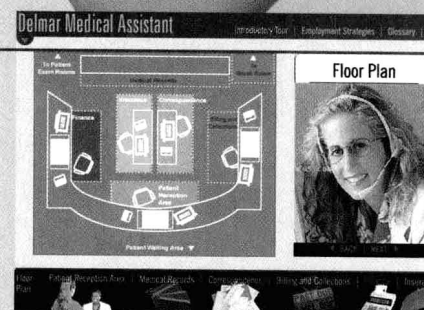
The Skills CDs are designed to accompany **Delmar's Comprehensive Medical Assisting: Administrative and Clinical Competencies, 2nd edition**, so you can review and reinforce the important concepts you are learning in the textbook. By using these CDs, you'll challenge yourself and make your study of medical assisting concepts more effective and fun.

An introductory tour gives you an overview of the entire office. To navigate through the office, click on the area you wish to visit.

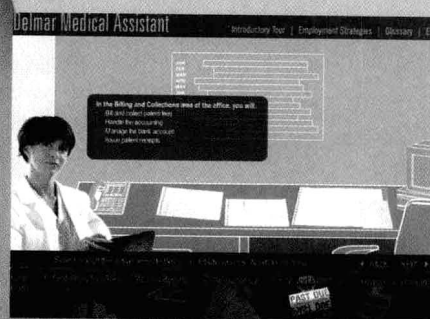


the active areas such as the computer, the phone, the answering machine, or the patient to branch into different content areas.

The medical assistant will give you instruction so you understand the various aspects of each area. Activities include multiple choice questions with correct and incorrect responses noted, scheduling appointments by dragging and dropping the information into the appointment book, filling out a message pad, and maintaining a telephone log.



The medical assistant will give you an overview of the tasks and responsibilities associated with each area, and guide you through your many choices. In the patient reception area, for example, you may click on

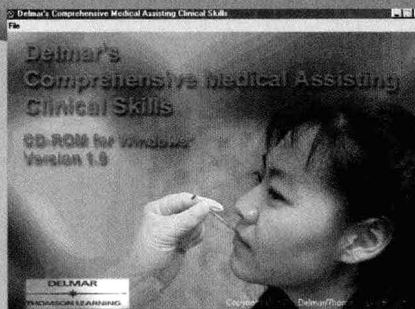


CLINICAL SKILLS CD-ROM

The Clinical Skills CD-ROM is designed to be easy to use. It includes basic clinical skills used in medical assisting, a glossary of words used in the office, important infection control information, a help feature, and a tutorial that will assist you in using the CD-ROM.

If you need to go back to the previous screen, just hit the **Previous** button.

The **Next** button takes you to the next step in the procedure.

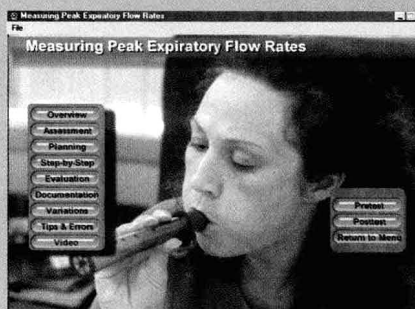
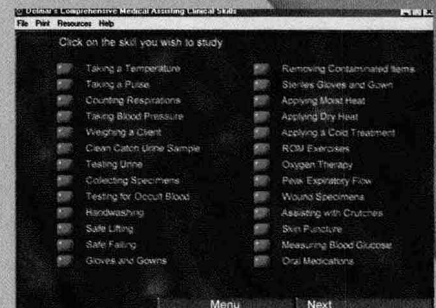


The skills menu lists each of the clinical skills contained on the CD-ROM. Click on the button of the skill you wish to study.

As you choose each skill, a menu will appear listing each of the sections included with the skill. By clicking on the buttons, you will navigate through the skill.

Clicking on the skills menu will take you to the main menu of skills you will be reviewing.

At any time you may return to this menu by clicking on the **Main Menu** button.



A glossary of terms is included to help you with your medical terminology. To find a term, just scroll down or use the buttons to advance you to the place in the alphabet where the word is found.

Each skill includes a pretest and a post-test section so you may enhance your learning by checking your knowledge before and after viewing the skill.

Each question on the pretest and post-test gives you a chance to answer correctly. You will be asked if that is the answer you want to go with, and you are able to change your answer. The correct answer will be displayed and your score will be tallied as you advance through the questions.

At the end, your final score with your percent rate for passing will be given. You are able to reset the questions and try again by simply clicking on the **Reset** button.

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For practice activities, these
icons tell you when to turn to
Delmar's Medical Assisting Skills
CD-ROMs in the back
of the book.

Ⓐ Administrative Skills CD-ROM

Ⓢ Clinical Skills CD-ROM