

COMPREHENSIVE MEDICAL ASSISTING:

**ADMINISTRATIVE
AND CLINICAL
PROCEDURES**

SECOND EDITION

**FREW
AND
FREW**



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COMPREHENSIVE MEDICAL ASSISTING:

ADMINISTRATIVE AND CLINICAL PROCEDURES

SECOND EDITION

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***COMPREHENSIVE
MEDICAL
ASSISTING:***

***ADMINISTRATIVE
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PROCEDURES***

SECOND EDITION

PREFACE

The first edition of this text was written because we realized the need for a comprehensive text in medical assisting. We envisioned a book that would help the student achieve the highest levels of professional skill while adhering to the accountability, for both student and teacher, reflected in the competency-based approach mandated by the original DACUM analysis. This second edition reinforces our commitment to these goals and expands our vision. We view the contemporary medical assistant as a highly skilled, multifaceted member of the health care team, whose diversity and flexibility are valuable assets in coping with the complexities of medical office practice.

The revision benefits from the creativity and expertise of many individuals who have contributed chapters to it: "Dictation and Transcription" by Sue Turley; "Insurance Processing" by Marcia O. Diehl and Jo-Ann Rowell; "Banking and Financial Procedures—Accounting I," "Billing and Collections—Accounting II," "Basic Accounting and Bookkeeping Procedures—Accounting III," and "Business Machines" by Sharon Vance; "Specific Physical Examinations I and II," "Pharmacology and Drug Therapy," "Medical Office Surgery," and "Radiography" by Anne Lilly; "Medical Technology Procedures I and II" by Margaret W. Watkins; and "Electrocardiography" by A. Christine Payne.

The changes in this edition reflect the changes in the profession delineated in the revised DACUM analysis of 1984.

We have paid special attention to updating the material throughout the book, specifically the management practices and the automated advances in business technology, as well as advances in clinical medical assisting, especially in the area of automated medical technology.

The coverage of charting, coding, as well as of insurance has been expanded in recognition of the complexity of these topics. Also included and added to every chapter are discussions of patient teaching considerations and legal and ethical implications as they specifically relate to chapter content.

In this edition, as in the first one, we have offered many tools to make learning more effective:

- Quotes at the beginning of the chapter that set the tone for the chapter, outlines that provide a roadmap to the material to be covered, chapter glossaries of important terms, discussion questions and application exercises to test and apply the knowledge recently acquired, and "Completing the Learning Loop" sections that tie each chapter to the preceding ones and to those that follow.
- New to this edition are Highlights sections in which we discuss health care topics of current interest, such as AIDS, Eating Disorders, the Abuse of Over-the-Counter Drugs, Organ Donor Regulations, and many others.
- Eleven appendices are available for easy reference on subjects like Medical Abbreviations, Prefixes and Suffixes, etc.
- Finally, the new design, with its functional use of a second color, the many new illustrations, and the 24 color-plates atlas, will help enhance the learning experience.
- An extensive Workbook, written by Anne Lilly and Mary Ann Frew, is also

available from the publisher. The student will find the variety of learning tools a valuable aid in mastering and retaining the material discussed in the textbook.

We hope that the students who use this text will achieve the sense of fulfillment and contribution that the medical assisting profession provides.

M.A.F.

D.R.F.

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