

NORTHWOOD TECHNICAL COLLEGE  
MEDICAL ASSISTANT  
STUDENT POLICIES

## **GRADUATE COMPETENCIES**

In order to graduate from the Medical Assistant program, the student must have successfully completed the required competencies as listed in the following courses:

### **Medical Terminology**

- Apply the rules of medical language.
- Identify medical terms related to the body as a whole.
- Interpret medical terms related to the lymph and immune systems.
- Interpret medical terms related to the integumentary system.
- Interpret medical terms related to the female reproductive system.
- Interpret medical terms related to the male reproductive system.
- Interpret terms related to the blood.
- Interpret terms related to the sensory system.
- Interpret terms related to the musculoskeletal system.
- Interpret terms related to the respiratory system.
- Interpret terms related to the digestive system.
- Interpret terms related to the nervous system.
- Interpret terms related to the endocrine system.
- Interpret terms related to the urinary system.
- Interpret terms related to the cardiovascular system.

### **Digital Literacy for Healthcare and MA Administrative Procedures**

- Verify the components of a typical computer system.
- Perform basic computer tasks.
- Communicate using electronic mail.
- Find information using the World Wide Web.
- Observe copyright and other legal restrictions as they apply to computer software use.
- Use word processing software.
- Perform basic data manipulation using a spreadsheet.
- Perform basic data manipulation using a database (i.e., appointment scheduling, diagnostic results, and demographics, etc.).
- Examine health data management system usage in healthcare.
- Examine medical informatics.
- Maintain confidentiality of medical records stored on computers.

### **Applied Communications**

- Establish document purpose.
- Apply audience analysis techniques.
- Employ rhetorical strategies.
- Generate ideas for writing.
- Research outside sources.
- Synthesize information from sources.
- Organize document content.
- Write final text from drafts.



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MEDICAL ASSISTANT  
STUDENT POLICIES

- Design document format.
- Assess document for revision.
- Edit document based on conventions of standard English.

**Medical Assistant Administrative Procedures**

- Explain general office policies.
- Demonstrate telephone techniques.
- Manage appointment schedule, using established priorities.
- Explain principles related to medical records.
- Perform an office inventory.
- Utilize electronic medical record (EMR).
- Perform routine maintenance of office equipment with documentation.
- Compose professional/business letters.
- Integrate principles of customer service in the healthcare setting.
- Develop a current list of community resources related to patients health care needs.

**Human Body in Health and Disease**

- Apply medical terminology to the disease process in the human body.
- Analyze the organization of the human body.
- Analyze the causes, signs and symptoms, diagnosis, treatment, and prevention of diseases and disorders of the digestive system.
- Analyze the causes, signs and symptoms, diagnosis, treatment, and prevention of diseases and disorders of the urinary system.
- Analyze the causes, signs and symptoms, diagnosis, treatment, and prevention of diseases and disorders of the reproductive system.
- Analyze the causes, signs and symptoms, diagnosis, treatment, and prevention of diseases and disorders of the nervous system and mental health.
- Analyze the causes, signs and symptoms, diagnosis, treatment, and prevention of diseases and disorders of the cardiovascular system.
- Analyze the causes, signs and symptoms, diagnosis, treatment, and prevention of diseases and disorders of the respiratory system.
- Analyze the causes, signs and symptoms, diagnosis, treatment, and prevention of diseases and disorders of the blood, lymph, and immune system.
- Analyze the causes, signs and symptoms, diagnosis, treatment, and prevention of diseases and disorders of the musculoskeletal system.
- Analyze the causes, signs and symptoms, diagnosis, treatment, and prevention of diseases and disorders of the integument.
- Analyze the causes, signs and symptoms, diagnosis, treatment, and prevention of diseases and disorders of the special senses.
- Analyze the causes, signs and symptoms, diagnosis, treatment, and prevention of diseases and disorders of the endocrine system.



NORTHWOOD TECHNICAL COLLEGE  
MEDICAL ASSISTANT  
STUDENT POLICIES

**Medical Assistant Laboratory Procedures I**

- Adhere to laboratory safety principles per federal regulations and guidelines.
- Obtain specimens for microbiological testing.
- Process laboratory specimens.
- Instruct patients in the collection of specimens.
- Perform quality control measures.
- Perform CLIA waived urinalysis.
- Perform CLIA waived microbiology testing.
- Perform routine maintenance of clinical lab equipment.

**Medical Assistant Clinical Procedures I**

- Practice standard precautions.
- Perform sterilization techniques.
- Obtain vital signs.
- Obtain patient history.
- Assist physician with patient care: routine examinations.
- Assist physician with patient care: specialty examinations in pediatrics.
- Assist physician with patient care: specialty examinations in OB/GYN.
- Assist physician with patient care: specialty examinations in other specialties.
- Assist with procedures and/or treatments.
- Assist with minor surgery.
- Employ elements of therapeutic communication.

**Pharmacology for Allied Health**

- Practice drug safety.
- Utilize drug references.
- Explain pharmacology principles.
- Interpret prescriptions.
- Apply mathematical computations to solve equations relating to medication administration.
- Relate the role of vitamins and alternative treatments in pharmacology.
- Apply pharmacology principles to medications for the nervous system.
- Apply pharmacology principles to medications for the musculoskeletal system.
- Apply pharmacology principles to medications for the cardiovascular system.
- Apply pharmacology principles to medications for the respiratory system.
- Apply pharmacology principles to medications for the urinary system.
- Apply pharmacology principles to medications for the gastrointestinal system.
- Apply pharmacology principles to medications for the integumentary system.
- Apply pharmacology principles to medications for the blood.
- Apply pharmacology principles to medications for the sensory system.
- Apply pharmacology principles to medications for the lymphatic and immune system.
- Apply pharmacology principles to medications for the endocrine system.
- Apply pharmacology principles to medications for the reproductive system.



NORTHWOOD TECHNICAL COLLEGE  
MEDICAL ASSISTANT  
STUDENT POLICIES

**Medical Assistant Laboratory Procedures II**

- Perform capillary puncture.
- Perform venipuncture.
- Process laboratory specimens per procedure requirements.
- Perform CLIA-waived immunology testing.
- Perform control measures.
- Perform CLIA-waived hematology testing.
- Perform CLIA-waived chemistry testing.
- Perform routine maintenance of clinical lab equipment.

**Medical Assistant Clinical Procedures II**

- Apply pharmacology principles to the preparation and administration of non-parenteral medications (i.e., oral, topical).
- Maintain parenteral (excluding IV) medications.
- Instruct patients according to their needs to promote health maintenance and disease prevention.
- Develop a current list of community resources related to patients' healthcare needs.
- Perform electrocardiograms.
- Perform pulmonary function testing.
- Identify the medical assistant's role in patient emergency situations.
- Identify the medical assistant's role in emergency preparedness.
- Incorporate critical thinking skills when performing patient assessments and patient care.
- Instruct a patient according to patient's special dietary needs.
- Show awareness of patient's concerns regarding a dietary change.

**Medical Office Insurance and Finance**

- Perform bookkeeping procedures.
- Perform accounts receivable procedures, including posting charges, payments, and adjustments.
- Examine the medical assistant's role in regards to payments and bank activities.
- Explore the medical assistant's role in regards to billing procedures.
- Perform accounts payable procedures.
- Perform diagnostic coding.
- Perform procedural coding.
- Apply third party reimbursement policies and procedures.
- Complete insurance claim forms.

**Medical Law, Ethic and Professionalism**

- Display professionalism.
- Practice confidentiality.
- Perform within ethical boundaries.
- Perform within legal boundaries.
- Apply local, state, and federal health care legislation and regulation appropriate to the medical assisting practice setting.
- Participate in the continuous quality improvement process.
- Demonstrate awareness of diversity in providing patient care.



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MEDICAL ASSISTANT  
STUDENT POLICIES

**Medical Assistant Practicum**

- Perform administrative procedures.
- Process insurance claims.
- Perform medical practice finance procedures.
- Apply principles of medical asepsis and infection control.
- Perform specimen collection.
- Perform diagnostic testing.
- Provide patient care.
- Communicate effectively in a health care setting.
- Apply legal and ethical concepts.
- Instruct patients.
- Perform medical office operational functions.
- Demonstrate professionalism in a health care setting.