

WISCONSIN INDIANHEAD TECHNICAL COLLEGE
MEDICAL ASSISTANT
STUDENT HANDBOOK

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

English Composition 1

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

Medical Assistant Administrative Procedures

- Explain general office policies
- Organize patient's medical record
- Demonstrate telephone techniques
- Manage appointment schedule, using established priorities
- File medical records
- Perform an office inventory
- Perform routine maintenance of office equipment with documentation
- Compose professional/business letters
- Use office hardware and software to maintain office systems
- Integrate principles of customer service in the healthcare setting

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

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
- Perform capillary puncture

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

Medical Assistant Laboratory Procedures II

- 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 accounts receivable procedures, including: post adjustments
- Perform accounts receivable procedures, including: prepare a bank deposit
- Perform accounts receivable procedures, including: post entries on a daysheet
- Perform general accounts receivable procedures
- Perform general accounts receivable procedures, including: perform billing and collection procedures
- Perform accounts payable procedures
- Perform diagnostic coding
- Perform procedural coding
- Apply both managed care policies and procedures
- Apply third party guidelines
- 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

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

Updated 2/2012