

**STUDY GUIDE
TO ACCOMPANY**

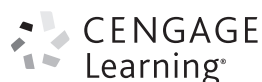
COMPREHENSIVE MEDICAL ASSISTING

**ADMINISTRATIVE AND
CLINICAL COMPETENCIES**

Sixth Edition

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**Study Guide to Accompany Comprehensive
Medical Assisting: Administrative and
Clinical Competencies, Sixth Edition**
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WCN: 01-100-101

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Library of Congress Control Number: 2017930060

ISBN: 978-1-3059-6485-3

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C O N T E N T S

| | |
|--|----------|
| To the Learner | v |
| Chapter Assignment Sheets | |
| Chapter 1 <i>The Medical Assisting Profession</i> | 1 |
| Chapter 2 <i>Health Care Settings and the Health Care Team</i> | 9 |
| Chapter 3 <i>Coping Skills for the Medical Assistant</i> | 17 |
| Chapter 4 <i>Therapeutic Communication Skills</i> | 25 |
| Chapter 5 <i>The Therapeutic Approach to the Patient with a Life-Threatening Illness</i> | 35 |
| Chapter 6 <i>Legal Considerations</i> | 41 |
| Chapter 7 <i>Ethical Considerations</i> | 51 |
| Chapter 8 <i>Emergency Procedures and First Aid</i> | 59 |
| Chapter 9 <i>Creating the Facility Environment</i> | 71 |
| Chapter 10 <i>Computers in the Medical Clinic</i> | 79 |
| Chapter 11 <i>Telecommunications</i> | 87 |
| Chapter 12 <i>Patient Scheduling</i> | 97 |
| Chapter 13 <i>Medical Records Management</i> | 105 |
| Chapter 14 <i>Written Communications</i> | 111 |
| Chapter 15 <i>Medical Documents</i> | 119 |
| Chapter 16 <i>Medical Insurance</i> | 127 |
| Chapter 17 <i>Medical Coding</i> | 135 |
| Chapter 18 <i>Daily Financial Practices</i> | 143 |
| Chapter 19 <i>Billing and Collections</i> | 151 |
| Chapter 20 <i>Accounting Practices</i> | 159 |
| Chapter 21 <i>Infection Control and Medical Asepsis</i> | 169 |
| Chapter 22 <i>The Patient History and Documentation</i> | 181 |
| Chapter 23 <i>Vital Signs and Measurements</i> | 191 |
| Chapter 24 <i>The Physical Examination</i> | 201 |
| Chapter 25 <i>Obstetrics and Gynecology</i> | 209 |
| Chapter 26 <i>Pediatrics</i> | 217 |
| Chapter 27 <i>Male Reproductive System</i> | 225 |
| Chapter 28 <i>Gerontology</i> | 231 |
| Chapter 29 <i>Examinations and Procedures of Body Systems</i> | 239 |
| Chapter 30 <i>Assisting with Minor Surgery</i> | 249 |
| Chapter 31 <i>Diagnostic Imaging</i> | 261 |
| Chapter 32 <i>Rehabilitation and Therapeutic Modalities</i> | 269 |
| Chapter 33 <i>Nutrition in Health and Disease</i> | 281 |

| | | |
|----------------------------------|---|------------|
| Chapter 34 | <i>Basic Pharmacology</i> | 295 |
| Chapter 35 | <i>Calculation of Medication Dosage and Medication Administration</i> | 305 |
| Chapter 36 | <i>Cardiac Procedures</i> | 315 |
| Chapter 37 | <i>Regulatory Guidelines for Safety and Quality in the Medical Laboratory</i> | 323 |
| Chapter 38 | <i>Introduction to the Medical Laboratory</i> | 329 |
| Chapter 39 | <i>Phlebotomy: Venipuncture and Capillary Puncture</i> | 337 |
| Chapter 40 | <i>Hematology</i> | 345 |
| Chapter 41 | <i>Urinalysis</i> | 353 |
| Chapter 42 | <i>Basic Microbiology</i> | 363 |
| Chapter 43 | <i>Specialty Laboratory Tests</i> | 371 |
| Chapter 44 | <i>The Medical Assistant as Clinic Manager</i> | 379 |
| Chapter 45 | <i>The Medical Assistant as Human Resources Manager</i> | 389 |
| Chapter 46 | <i>Preparing for Medical Assisting Credentials</i> | 395 |
| Chapter 47 | <i>Employment Strategies</i> | 401 |
| Comprehensive Examination | | 409 |

This Study Guide is part of a dynamic learning system that will help reinforce the essential competencies you need to enter the field of medical assisting and become a successful, multiskilled medical assistant. It has been completely revised to challenge you to apply the chapter knowledge from *Comprehensive Medical Assisting: Administrative and Clinical Competencies*, Sixth Edition, to develop basic competencies, use critical thinking skills, and integrate your knowledge effectively.

STUDY GUIDE ORGANIZATION

The Chapter Assignment Sheets are divided into the following sections: Vocabulary Builder, Learning Review, Certification Review, Learning Application, and Attributes of Professionalism. The content of the Study Guide has been designed to give you a creative and interpretive forum to apply the knowledge you have learned, not simply to repeat information to answer questions. Realistic simulations appear throughout the Study Guide that reference the characters in the textbook. This gives the material a real-world feel that comes as close as possible to your future experiences in an ambulatory setting. Clinical principles, such as infection control, communication, and patient education, are repeatedly reinforced through simulation exercises that require the ability to use your knowledge effectively and readily.

COMPREHENSIVE EXAMINATION

Feel certain that each procedure and concept you master is an important step toward preparing your skills and knowledge for the workplace. A final comprehensive examination is presented at the conclusion of the Study Guide, covering all the essential topic areas that medical assisting graduates must master. This examination has 200 questions and provides excellent practice for national certification examinations.

FINAL THOUGHTS

The textbook, Study Guide, and Competency Checklists have all been coordinated to meet the core objectives. Review the Learning Outcomes at the beginning of each chapter in the textbook before you begin to study; they are a road map that will take you to your goals.

Remember that you are the learner, so you can take credit for your success. The instructor is an important guide on this journey, and the text, Study Guide, and Competency Checklists are tools—but whether or not you use the tools wisely is ultimately up to you.

Evaluate yourself and your study habits. Take positive steps toward improving yourself, and avoid habits that could limit your success. Do family responsibilities and social opportunities interfere with your study? If so, sit down with your family and plan a schedule for study that they will support and to which you will adhere. Find a special place to study that is free from distraction.

Because regulations vary from state to state regarding which procedures can be performed by a medical assistant, it will be important to check specific regulations in your state. A medical assistant should never perform any procedure without being aware of legal responsibilities, correct procedure, and proper authorization.

As you pursue a wonderful career in medical assisting, make the most of your education and training.

C H A P T E R **1**

The Medical Assisting Profession

VOCABULARY BUILDER

Misspelled Words

Find the words below that are misspelled; circle, them, and then correctly spell them in the space provided. Then insert the correct vocabulary terms from the list that best fit the statements below.

ambulatorie care setting

bachelor's degree

lisense

asociate's degree

competencie

practicum

attributes

compliance

professionalism

ambulatory

competency

license

associate's

1. Compliance with standards and guidelines as stated by CAAHEP allows a medical assisting program to obtain programmatic certification.
2. Demonstrating professionalism is a key to being a successful medical assistant.
3. Medical assistants find employment most often in ambulatory care settings.
4. Degrees available in medical assisting include associate's and bachelor's degrees.
5. Medical assistants are certified, but they do not hold a license.
6. Successfully obtaining certification demonstrates competency as a medical assistant.
7. An externship, or practicum, is an opportunity for the student to apply classroom knowledge and skills in a real-world medical setting.
8. Integrity, responsibility, and compassion are attributes that are necessary for a medical assistant.

Matching

Match each term to its description.

- | | |
|---|--|
| <u> </u> B 1. Accreditation | A. To make, invent, or arrange in an unplanned or spontaneous manner |
| <u> </u> G 2. Scope of practice | B. Process whereby recognition is granted to an educational program for maintaining standards that qualify its graduates for professional practice |
| <u> </u> A 3. Improvise | C. The ability to use one's hands skillfully |
| <u> </u> D 4. Proprietary | D. Privately owned and managed facility, or a profit-making organization |
| <u> </u> F 5. Empathy | E. Testimonials showing that a person is entitled to credit or has a right to exercise official power |
| <u> </u> C 6. Dexterity | F. Ability to be objectively aware of and have insight into another's feelings or emotions |
| <u> </u> E 7. Credentialed | G. The range of clinical procedures and activities that are allowed by law for a profession |

LEARNING REVIEW

Short Answer

1. Define ethics.
A philosophy related to making judgments of right and wrong
2. What are the benefits of certification?
Holding a credential demonstrates mastery of the knowledge and skills of the profession of medical assisting.
3. Describe continuing education activities.
Continuing education can be accomplished by attending seminars, workshops, educational meetings, conventions, and study courses provided by the credentialing body.
4. List any five attributes of professionalism.
Communication, presentation, competency, initiative, and integrity
5. Describe the role of a Certified Medical Administrative Specialist.
The role of the CMAS includes medical records management, coding and billing for insurance, practice finance management, information processing, and fundamental management practices.
6. Describe the history of the organization known as the American Association of Medical Assistants.
Twenty-four years prior to the official recognition of the medical assisting profession in 1978, a group of medical assistants established a professional organization. With the encouragement and support of the American Medical Association, the AAMA was founded in 1956.

7. The U.S. Department of Labor, Bureau of Statistics, lists medical assisting as the fastest-growing allied health profession. Name eight settings where medical assistants are usually employed.

Any eight of the following: offices, clinics, medical laboratories, insurance companies, government agencies, pharmaceutical companies, educational institutions, surgical centers, urgent care, and electrocardiography departments in hospitals

8. How does the American Association of Medical Assistants describe its members?

As multiskilled members of the health care team who perform administrative and clinical procedures under the supervision of licensed health care providers

9. State the benefits of graduating from a program accredited by either CAAHEP or ABHES.

It is proof that the student has completed a program that meets national standards, recognition of his or her education by professional peers, and eligibility for AMT or AAMA credentialing exams.

10. What are some of the benefits that medical clinics receive as a result of being a practicum site?

Any of these: Greater alertness of the staff because of its educational responsibilities to the student, the opportunity for the staff to observe students who will soon be seeking employment, the possibility that staff will learn more about the profession of medical assisting, and the potential (based on need) for adding a staff member who already works well with the team and has been oriented to the practice.

11. Write what each of the following abbreviations stands for.

AAMA: American Association of Medical Assistants

ACA: Affordable Care Act

AMT: American Medical Technologists

CCMA: Certified Clinical Medical Assistant

CMAA: Certified Medical Administrative Assistant

CMA: Certified Medical Assistant

NHA: National Healthcareer Association

RMA: Registered Medical Assistant

CERTIFICATION REVIEW

These questions are designed to mimic the certification examination. Select the best response.

1. Which term describes stepping into a patient's place, discovering what the patient is experiencing, and then recognizing and identifying with those feelings?
- Sympathy
 - Association
 - Flexibility
 - Empathy

2. Which of the following statement(s) best describe(s) the professional medical assistant?
 - a. The medical assistant has good written and oral communication skills.
 - b. The medical assistant looks and acts professional at all times.
 - c. The medical assistant is aware of the scope of practice and stays within the legal boundaries.
 - d. The medical assistant assists the provider in all areas of the ambulatory care setting.
 - e. All of the above
3. Which term describes a system of values that each individual has that determines perceptions of right and wrong?
 - a. Laws
 - b. Ethics
 - c. Attributes
 - d. Attitudes
4. In what way does a medical assistant display his or her professional attitude?
 - a. By discussing his or her personal life at work because it is therapeutic for him or her
 - b. By talking with his or her coworkers to help them with their problems
 - c. By reminding his or her providers that he or she works only 7.5 hours per day
 - d. By helping patients in a friendly and empathetic manner
 - e. By doing a basic workload
5. Which of the following contributes to a professional appearance?
 - a. Good nutrition and exercise
 - b. Healthy looking skin, teeth, and nails
 - c. Daily showering and use of deodorant
 - d. All of the above
6. How does a medical assistant become involved with his or her professional organization?
 - a. By attending local chapter or state meetings
 - b. By attending a national conference or state convention
 - c. By joining his or her national organization
 - d. By offering to serve on a local, state, or national committee
 - e. All of the above
7. Courses in a professional medical assisting program include a complement of general knowledge classes such as anatomy and physiology and which of the following?
 - a. Assisting with minor surgery
 - b. CPR
 - c. Medical terminology
 - d. All of the above
8. Which of the following terms describes regulation for health care providers that is legislated by each state and is mandatory in order to practice?
 - a. Licensure
 - b. Registration
 - c. Certification
 - d. Accreditation
 - e. Both a and c

9. The period in which a student is able to apply his or her newly acquired skills as a medical assistant prior to graduation is known as which of the following?
 - a. Practicum
 - b. Residency
 - c. Orientation
 - d. None of the above

10. The medical assistant is educated in which of the following settings?
 - a. Classroom
 - b. Laboratory
 - c. Surgical suite
 - d. Radiology department
 - e. Both a and b

LEARNING APPLICATION

Critical Thinking

1. Describe two benefits for medical assistants who join their professional organizations.
Membership offers the opportunity to attain knowledge through educational offerings and networking with other medical assistants.

2. Explain what opportunities are available for medical assistants to improve their skills while on practicum (externship).
It offers the opportunity to apply classroom knowledge and skills in a real-world medical setting, to obtain references for employment, and to use the practicum experience as a part of a resume. Also, the opportunity to improve performance and knowledge and to understand that there may be more than one acceptable method of performance. One can also begin to establish a network of support through colleagues.

3. Many employers require credentialed medical assistants. Give two specific reasons why this is the case.
Credentials indicate to the employer that the individual has attained a certain level of knowledge and skill, and that the individual has a professional competency at the entry-level job.

4. Explain two ways in which a certified or registered medical assistant can remain current with changes in health care and technology.
Continuing education is of utmost importance for all health care providers. Medical assistants employed or seeking employment must be currently certified in order to use CMA (AAMA) credentials in connection with employment. If not current, the CMA (AAMA) credentials cannot be used. Keeping abreast of the latest health care treatments and procedures is important for high-quality patient care and is a sign of a professional medical assistant.

5. Research which of the credentials is most widely accepted in your geographic area. How would pursuing a different professional credential affect your ability to find employment?
Answers will vary, depending on the geographical area.

6. Patients and providers prefer to have working for them professional medical assistants who have had the benefit of a formal education. Discuss the impact of this education on patients and employers. Why is it important to both groups?

Medical assistants with a formal education in their profession have had the benefit of many courses and laboratory sessions, and patients benefit from the knowledge and experience gained during practicum. Formal education usually has educational standards, and a credential is awarded upon passing a national examination. This testifies to the medical assistant's being competent to practice. It is important to providers as well, because they recognize that formal education includes courses in many topics, including professionalism, confidentiality, and legal aspects. There is less liability for providers.

Case Studies



CASE STUDY 1

During your course of studies to become a medical assistant, you have an opportunity to volunteer to help out at a multiprovider urgent care center downtown in a large city to gain some firsthand experience in a professional setting.

CASE STUDY REVIEW QUESTIONS

1. Would this opportunity be interesting to you? Would you want to volunteer in this professional setting?

Answers will vary.

2. Even though you are a volunteer, why is it important to look and behave like a professional?

Even though this opportunity is that of a volunteer, the medical assistant will be perceived as a part of the health care team. In order to appropriately reflect the professionalism of the clinic and the providers that deliver care, the medical assisting student will arrive dressed in clean and ironed scrubs, hair should be neat, makeup should be minimal, no fragranced lotions should be worn, etc. The medical assisting student will follow instructions given and work within his or her scope of practice.

The purpose of Case Study 1 is to help students explore how the aspiring medical assistant fits into a professional environment and how various health care settings require different skills and personal qualities from medical assistants. Medical assisting students must match their personal strengths, goals, and ambitions to the working requirements of a professional setting. The medical assisting student identifies with the formal structure of working in a professional health care setting and recognizes the need for exhibiting professional behaviors in interactions with both health care professionals and patients.



CASE STUDY 2

Linda Ludemann is preparing for her practicum. Linda is an excellent student, detail oriented, responsible, and professional in her dress and attitude. Linda is eager to experience her practicum with a large general practice or clinic with open hours built into the schedule for emergency patients, such as Inner City Health Care. Linda is intrigued by the idea of working with a group of providers and a diverse patient population where she can really work on improving her screening skills. Linda, however, is shy and quiet; she has difficulty meeting new people and relies on a core group of friends.

CASE STUDY REVIEW QUESTIONS

1. Is Linda really suited to practicum at Inner City Health Care? What are the potential advantages and disadvantages of this practicum placement?

Linda's shy, quiet nature may not be a natural fit at Inner City Health Care. Her difficulty in meeting new people may make it hard for her to interact with a diverse patient population and a large staff of health care professionals. However, Linda is a bright student with a definite goal in mind. The challenge of the working environment she is seeking could be just what she needs to continue her personal and professional growth. A practicum at Inner City Health Care could help Linda discover whether this setting is the right one for her professional career as a medical assistant, or whether she would be happier elsewhere.

2. What would be some ways in which Linda could overcome the difficulty she experiences when meeting new people?

Linda could build her confidence and self-esteem by attending seminars, volunteering her time at a nursing home, assisting the elderly, or by becoming an active member of her local medical assistant professional organization.

3. Ease in working with diverse populations is just a small part of being a health care professional. What suggestions would you offer Linda in reaching her goal of professional growth?

A good beginning would be for Ms. Ludemann to become aware of her own stereotypes and biases. The more understanding that one has about themselves and their culture, the more they are open to understanding others. In order to understand various cultures, it is helpful to seek cultural insight through journal articles and books on the subject.

4. Consider your own short- and long-range goals. How important is it to challenge yourself, personally and professionally, with experiences that contribute to your growth and knowledge? How can you use your practicum placement to work toward fulfilling your goals?

Answers will vary.

Role-Play

Assign the role of provider, clinic manager, and medical assistant to a group of students in your class. Role-play a roundtable discussion regarding the benefits of certification and the merits of each certification that is offered.

ATTRIBUTES OF PROFESSIONALISM

1. For each of the attributes listed in your textbook to describe a professional, identify individuals from your family, circle of friends, work, or community who possess one or more of those traits. Explain why you chose them.

Answers will vary. This is a good question to get students thinking about mentoring and influences in their lives as well as attributes they admire.

2. Imagine your first day in your practicum. What will you wear? How will you prepare the night before? How will you look? Would you change your hairstyle? Makeup? Jewelry?

Some correct answers:

Wear: Clean, pressed scrubs with your school logo

School ID (if required)

Clean, comfortable, OSHA-approved shoes in good repair

Prepared the night before: Directions to the site; contact name and number; lay out clothes; gather any supplies needed—stethoscope, ID, notepad, pen

Look: Clean and well groomed, nails short and neat, minimal makeup

Hair: Neat and controlled; if long, pulled back or up

Makeup: Minimal

Jewelry: Watch, wedding ring, small earrings

3. Review the listing of Attributes of Professionalism in Chapter 1. List the one attribute that you feel would be a challenge for you and write a short description regarding ways that you will begin to develop in that particular area. Now select the attribute that will be easiest for you to represent. List it and briefly explain why this attribute comes easily for you.

Answers will vary by student.
