

SPRINGFIELD TECHNICAL COMMUNITY COLLEGE

ACADEMIC AFFAIRS

Course Number: MAST-450 Department: Medical Assistant
Course Title: Review for Certification Exam Semester: Spring Year: 2003

Course Objective	Competencies
<ol style="list-style-type: none">1. To review Clinical Administrative, and general components of the Medical Assisting curriculum. The following topics will be addressed:<ol style="list-style-type: none">a. Professionalismb. Communicationc. Legal Conceptsd. Clinical Dutiese. Administrative Dutiesf. Manage the Officeg. Patient Education2. Take a pre and post test to help identify areas that require more study.3. Learn to apply study and test taking strategies.4. Assess knowledge and weaknesses.	<ol style="list-style-type: none">1. Project a positive attitude.2. Perform ethically.3. Practice within scope of education4. Maintain confidentiality.5. Work as a team member.6. Adapt to change.7. Listen and observe.8. Treat patients with empathy.9. Adapt communication to patient level of understanding.10. Recognize and respond to verbal and nonverbal cues.11. Serve as a liaison to physician and others.12. Receive, organize, prioritize and transmit information.13. Use proper telephone techniques.14. Interview effectively.15. Use medical terminology appropriately.16. Compose written communication.17. Asepsis.18. Vital signs.19. First aid and CPR.20. Physical exam and treatments.

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	<ol style="list-style-type: none">21. Medical history.22. Use quality control.23. Collect and process specimens.24. Perform selected test.25. Prepare and administer medications.26. Basic secretarial skills.27. Schedule appointments28. Prepare and maintain medical records.29. Apply computer concepts.30. Local resources for patients.31. Manage MD's professional and travel schedule.32. Operate and maintain facilities and equipment safely.33. Inventory equipment and supplies.34. Maintain liability coverage.35. Exercise time management.36. Document accurately.37. Release medical records appropriately.38. Use established policy when terminating medical treatment.39. Dispose of controlled substances appropriately.40. Maintain licenses and accreditation.41. Teach patients health promotion and disease prevention.42. Determine weak areas and apply study techniques.43. List four test-taking strategies.44. Identify five study techniques.45. Apply techniques for improvement.