Appendix B

Core Curriculum for Medical Assistants
Medical Assisting Education Review Board (MAERB)
2015 Curriculum Requirements

Individuals graduating from Medical Assisting programs accredited by the Commission on Accreditation of Allied Health Education Programs (CAAHEP) must demonstrate knowledge of the subject matters required for competence in the profession. They must incorporate the cognitive (C) knowledge in performance of the psychomotor (P) and affective (A) competencies required in the following academic subjects.

FOUNDATIONS FOR CLINICAL PRACTICE
CONTENT AREA I-IV

CONTENT AREA I: Anatomy & Physiology		
Cognitive (Knowledge) I.C Anatomy & Physiology	Psychomotor (Skills) I.P Anatomy & Physiology	Affective (Behavior) I.A Anatomy & Physiology

1. Describe structural organization of the human body
2. Identify body systems
3. Describe:
  a. body planes
  b. directional terms
  c. quadrants
  d. body cavities
4. List major organs in each body system
5. Identify the anatomical location of major organs in each body system
6. Compare structure and function of the human body across the life span
7. Describe the normal function of each body system
	1. Measure and record:
	  a. blood pressure
	  b. temperature
	  c. pulse
	  d. respirations
	  e. height
	  f. weight
	  g. length (infant)
	  h. head circumference (infant)
	  i. pulse oximetry
	2. Perform:
	  a. electrocardiography
	  b. venipuncture
	  c. capillary puncture
	  d. pulmonary function testing
	3. Perform patient screening using established protocols
		1. Incorporate critical thinking skills when performing patient assessment
		2. Incorporate critical thinking skills when performing patient care
		3. Show awareness of a patient's concerns related to the procedure being performed

8. Identify common pathology related to each body system including:
   a. signs
   b. symptoms
   c. etiology
9. Analyze pathology for each body system including:
   a. diagnostic measures
   b. treatment modalities
10. Identify CLIA waived tests associated with common diseases
11. Identify the classifications of medications including:
   a. indications for use
   b. desired effects
   c. side effects
   d. adverse reactions
12. Identify quality assurance practices in healthcare
13. List principles and steps of professional/provider CPR
14. Describe basic principles of first aid as they pertain to the ambulatory healthcare setting

4. Verify the rules of medication administration:
   a. right patient
   b. right medication
   c. right dose
   d. right route
   e. right time
   f. right documentation
5. Select proper sites for administering parenteral medication
6. Administer oral medications
7. Administer parenteral (excluding IV) medications
8. Instruct and prepare a patient for a procedure or a treatment
9. Assist provider with a patient exam
10. Perform a quality control measure
11. Obtain specimens and perform:
   a. CLIA waived hematology test
   b. CLIA waived chemistry test
   c. CLIA waived urinalysis
   d. CLIA waived immunology test
   e. CLIA waived microbiology test
12. Produce up-to-date documentation of provider/professional level CPR
13. Perform first aid procedures for:
   a. bleeding
   b. diabetic coma or insulin shock
   c. fractures
   d. seizures
   e. shock
   f. syncope

CONTENT AREA II: Applied Mathematics

Cognitive (Knowledge) II.C Applied Mathematics	Psychomotor (Skills) II.P Applied Mathematics	Affective (Behavior) II.A Applied Mathematics

1. Demonstrate knowledge of basic math computations
2. Apply mathematical computations to solve equations
3. Define basic units of measurement in:
   a. the metric system
   b. the household system
4. Convert among measurement systems
5. Identify abbreviations and symbols used in calculating medication dosages
6. Analyze healthcare results as reported in:
   a. graphs
   b. tables
	1. Calculate proper dosages of medication for administration
	2. Differentiate between normal and abnormal test results
	3. Maintain lab test results using flow sheets
	4. Document on a growth chart
		1. Reassure a patient of the accuracy of the test results

CONTENT AREA III: Infection Control

CONTENT AREA III: Infection Control

Cognitive (Knowledge) III.C Infection Control	Psychomotor (Skills) III.P Infection Control	Affective (Behavior) III.A Infection Control

1. List major types of infectious agents
2. Describe the infection cycle including:
  a. the infectious agent
  b. reservoir
  c. susceptible host
  d. means of transmission
  e. portals of entry
  f. portals of exit
3. Define the following as practiced within an ambulatory care setting:
  a. medical asepsis
  b. surgical asepsis
4. Identify methods of controlling the growth of microorganisms
5. Define the principles of standard precautions
6. Define personal protective equipment (PPE) for:
  a. all body fluids, secretions and excretions
  b. blood
  c. non-intact skin
  d. mucous membranes
7. Identify Center for Disease Control (CDC) regulations that impact healthcare practices
	1. Participate in bloodborne pathogen training
	2. Select appropriate barrier/personal protective equipment (PPE)
	3. Perform handwashing
	4. Prepare items for autoclaving
	5. Perform sterilization procedures
	6. Prepare a sterile field
	7. Perform within a sterile field
	8. Perform wound care
	9. Perform dressing change
	10. Demonstrate proper disposal of biohazardous material
	  a. sharps
	  b. regulated wastes
		1. Recognize the implications for failure to comply with Center for Disease Control (CDC) regulations in healthcare settings

CONTENT AREA IV: Nutrition

Cognitive (Knowledge) IV. A Nutrition	Psychomotor (Skills) IV. P Nutrition	Affective (Behavior) IV.A Nutrition

1. Describe dietary nutrients including:
  a. carbohydrates
  b. fat
  c. protein
  d. minerals
  e. electrolytes
  f. vitamins
  g. fiber
  h. water
2. Define the function of dietary supplements
3. Identify the special dietary needs for:
  a. weight control
  b. diabetes
  c. cardiovascular disease
  d. hypertension
  e. cancer
  f. lactose sensitivity
  g. gluten-free
  h. food allergies
	1. Instruct a patient according to patient's special dietary needs	1. Show awareness of patient's concerns regarding a dietary change

APPLIED COMMUNICATIONS
CONTENT AREA V

CONTENT AREA V: Concepts of Effective Communication		
Cognitive (Knowledge) **V.C Concepts of Effective Communication**	**Psychomotor (Skills)** **V.P. Concepts of Effective Communication**	**Affective (Behavior)** **V.A. Concepts of Effective Communication**

1. Identify styles and types of verbal communication
2. Identify types of nonverbal communication
3. Recognize barriers to communication
4. Identify techniques for overcoming communication barriers
5. Recognize the elements of oral communication using a sender-receiver process
6. Define coaching a patient as it relates to:
   a. health maintenance
   b. disease prevention
   c. compliance with treatment plan
   d. community resources
   e. adaptations relevant to individual patient needs
7. Recognize elements of fundamental writing skills
8. Discuss applications of electronic technology in professional communication
	1. Use feedback techniques to obtain patient information including:
	   a. reflection
	   b. restatement
	   c. clarification
	2. Respond to nonverbal communication
	3. Use medical terminology correctly and pronounced accurately to communicate information to providers and patients
	4. Coach patients regarding:
	   a. office policies
	   b. health maintenance
	   c. disease prevention
	   d. treatment plan
	5. Coach patients appropriately considering:
	   a. cultural diversity
	   b. developmental life stage
	   c. communication barriers
	6. Demonstrate professional telephone techniques
	7. Document telephone messages accurately
		1. Demonstrate:
		   a. empathy
		   b. active listening
		   c. nonverbal communication
		2. Demonstrate the principles of self-boundaries
		3. Demonstrate respect for individual diversity including:
		   a. gender
		   b. race
		   c. religion
		   d. age
		   e. economic status
		   f. appearance
		4. Explain to a patient the rationale for performance of a procedure

9. Identify medical terms labeling the word parts
10. Define medical terms and abbreviations related to all body systems
11. Define the principles of self-boundaries
12. Define patient navigator
13. Describe the role of the medical assistant as a patient navigator
14. Relate the following behaviors to professional communication:
    a. assertive
    b. aggressive
    c. passive
15. Differentiate between adaptive and non-adaptive coping mechanisms
16. Differentiate between subjective and objective information
17. Discuss the theories of:
    a. Maslow
    b. Erikson
    c. Kubler-Ross
18. Discuss examples of diversity:
    a. cultural
    b. social
    c. ethnic
	8. Compose professional correspondence utilizing electronic technology
	9. Develop a current list of community resources related to patients' healthcare needs
	10. Facilitate referrals to community resources in the role of a patient navigator
	11. Report relevant information concisely and accurately	

MEDICAL BUSINESS PRACTICES
CONTENT AREAS VI-IX

CONTENT AREA VI: Administrative Functions		
Cognitive (Knowledge) VI.C Administrative Functions	Psychomotor (Skills) VI.P Psychomotor Functions	Affective (Behavior) VI.A Administrative Functions

1. Identify different types of appointment scheduling methods
2. Identify advantages and disadvantages of the following appointment systems
   a. manual
   b. electronic
3. Identify critical information required for scheduling patient procedures
4. Define types of information contained in the patient's medical record
5. Identify methods of organizing the patient's medical record based on:
   a. problem-oriented medical record (POMR)
   b. source-oriented medical record (SOMR)
6. Identify equipment and supplies needed for medical records in order to:
   a. Create
   b. Maintain
   c. Store
7. Describe filing indexing rules
8. Differentiate between electronic medical records (EMR) and a practice management system
	1. Manage appointment schedule using established priorities
	2. Schedule a patient procedure
	3. Create a patient's medical record
	4. Organize a patient's medical record
	5. File patient medical records
	6. Utilize an EMR
	7. Input patient data utilizing a practice management system
	8. Perform routine maintenance of administrative or clinical equipment
	9. Perform an inventory with documentation
		1. Display sensitivity when managing appointments

9. Explain the purpose of routine maintenance of administrative and clinical equipment 10. List steps involved in completing an inventory 11. Explain the importance of data back-up 12. Explain meaningful use as it applies to EMR		

CONTENT AREA VII: Basic Practice Finances

Cognitive (Knowledge) VII.C Basic Practice Finances	Psychomotor (Skills) VII.P Basic Practice Finances	Affective (Behavior) VII.A Basic Practice Finances

1. Define the following bookkeeping terms:
   a. charges
   b. payments
   c. accounts receivable
   d. accounts payable
   e. adjustments
2. Describe banking procedures as related to the ambulatory care setting
3. Identify precautions for accepting the following types of payments:
   a. cash
   b. check
   c. credit card
   d. debit card
4. Describe types of adjustments made to patient accounts including:
   a. non-sufficient funds (NSF) check
   b. collection agency transaction
   c. credit balance
   d. third party
5. Identify types of information contained in the patient's billing record
6. Explain patient financial obligations for services rendered
	1. Perform accounts receivable procedures to patient accounts including posting:
	   a. charges
	   b. payments
	   c. adjustments
	2. Prepare a bank deposit
	3. Obtain accurate patient billing information
	4. Inform a patient of financial obligations for services rendered
		1. Demonstrate professionalism when discussing patient's billing record
		2. Display sensitivity when requesting payment for services rendered

CONTENT AREA VIII: Third Party Reimbursement		
Cognitive (Knowledge) **VIII.C Third Party Reimbursement**	**Psychomotor (Skills)** **VIII.P Third Party Reimbursement**	**Affective (Behavior)** **VIII.A Third Party Reimbursement**

1. Identify:
  a. types of third party plans
  b. information required to file a third party claim
  c. the steps for filing a third party claim
2. Outline managed care requirements for patient referral
3. Describe processes for:
  a. verification of eligibility for services
  b. precertification
  c. preauthorization
4. Define a patient-centered medical home (PCMH)
5. Differentiate between fraud and abuse
	1. Interpret information on an insurance card
	2. Verify eligibility for services including documentation
	3. Obtain precertification or preauthorization including documentation
	4. Complete an insurance claim form
		1. Interact professionally with third party representatives
		2. Display tactful behavior when communicating with medical providers regarding third party requirements
		3. Show sensitivity when communicating with patients regarding third party requirements

CONTENT AREA IX: Procedural and Diagnostic Coding

Cognitive (Knowledge) IX.C Procedural and Diagnostic Coding	Psychomotor (Skills) IX.P Procedural and Diagnostic Coding	Affective (Behavior) IX.A Procedural and Diagnostic Coding

1. Describe how to use the most current procedural coding system
2. Describe how to use the most current diagnostic coding classification system
3. Describe how to use the most current HCPCS level II coding system
4. Discuss the effects of:
   a. upcoding
   b. downcoding
5. Define medical necessity as it applies to procedural and diagnostic coding
	1. Perform procedural coding
	2. Perform diagnostic coding
	3. Utilize medical necessity guidelines
		1. Utilize tactful communication skills with medical providers to ensure accurate code selection

MEDICAL LAW AND ETHICS
CONTENT AREAS X-XI

CONTENT AREA X: Legal Implications		
Cognitive (Knowledge) X.C Legal Implications	Psychomotor (Skills) X.P Legal Implications	Affective (Behaviors) X.A Legal Implications

1. Differentiate between scope of practice and standards of care for medical assistants
2. Compare and contrast provider and medical assistant roles in terms of standard of care
3. Describe components of the Health Information Portability & Accountability Act (HIPAA)
4. Summarize the Patient Bill of Rights
5. Discuss licensure and certification as they apply to healthcare providers
6. Compare criminal and civil law as they apply to the practicing medical assistant
7. Define:
   a. negligence
   b. malpractice
   c. statute of limitations
   d. Good Samaritan Act(s)
   e. Uniform Anatomical Gift Act
   f. living will/advanced directives
   g. medical durable power of attorney
   h. Patient Self Determination Act (PSDA)
   i. risk management
8. Describe the following types of insurance:
   a. liability
   b. professional (malpractice)
	1. Locate a state's legal scope of practice for medical assistants
	2. Apply HIPAA rules in regard to:
	   a. privacy
	   b. release of information
	3. Document patient care accurately in the medical record
	4. Apply the Patient's Bill of Rights as it relates to:
	   a. choice of treatment
	   b. consent for treatment
	   c. refusal of treatment
	5. Perform compliance reporting based on public health statutes
	6. Report an illegal activity in the healthcare setting following proper protocol
	7. Complete an incident report related to an error in patient care
		1. Demonstrate sensitivity to patient rights
		2. Protect the integrity of the medical record

c. personal injury
9. List and discuss legal and illegal applicant interview questions
10. Identify:
   a. Health Information Technology for Economic and Clinical Health (HITECH) Act
   b. Genetic Information Nondiscrimination Act of 2008 (GINA)
   c. Americans with Disabilities Act Amendments Act (ADAAA)
11. Describe the process in compliance reporting:
   a. unsafe activities
   b. errors in patient care
   c. conflicts of interest
   d. incident reports
12. Describe compliance with public health statutes:
   a. communicable diseases
   b. abuse, neglect, and exploitation
   c. wounds of violence
13. Define the following medical legal terms:
   a. informed consent
   b. implied consent
   c. expressed consent
   d. patient incompetence
   e. emancipated minor
   f. mature minor
   g. subpoena duces tecum
   h. respondent superior
   i. res ipsa loquitor
   j. locum tenens
   k. defendant-plaintiff
   l. deposition
   m. arbitration-mediation
   n. Good Samaritan laws		

CONTENT AREA XI: Ethical Considerations		
Cognitive (Knowledge) XI.C Ethical Considerations	Psychomotor (Skills) XI.P Ethical Considerations	Affective (Behavior) XI.A Ethical Considerations

1. Define:
   a. ethics
   b. morals
2. Differentiate between personal and professional ethics
3. Identify the effect of personal morals on professional performance
	1. Develop a plan for separation of personal and professional ethics
	2. Demonstrate appropriate response(s) to ethical issues
		1. Recognize the impact personal ethics and morals have on the delivery of healthcare

SAFETY AND EMERGENCY PRACTICES
CONTENT AREA XII

CONTENT AREA XII: Protective Practices		
Cognitive (Knowledge) XII.C Protective Practices	Psychomotor (Skills) XII.P Protective Practices	Affective (Behavior) XII.A Protective Practices

1. Identify:
  a. safety signs
  b. symbols
  c. labels
2. Identify safety techniques that can be used in responding to accidental exposure to:
  a. blood
  b. other body fluids
  c. needle sticks
  d. chemicals
3. Discuss fire safety issues in an ambulatory healthcare environment
4. Describe fundamental principles for evacuation of a healthcare setting
5. Describe the purpose of Safety Data Sheets (SDS) in a healthcare setting
6. Discuss protocols for disposal of biological chemical materials
7. Identify principles of:
  a. body mechanics
  b. ergonomics
8. Identify critical elements of an emergency plan for response to a natural disaster or other emergency
	1. Comply with:
	  a. safety signs
	  b. symbols
	  c. labels
	2. Demonstrate proper use of:
	  a. eyewash equipment
	  b. fire extinguishers
	  c. sharps disposal containers
	3. Use proper body mechanics
	4. Participate in a mock exposure event with documentation of specific steps
	5. Evaluate the work environment to identify unsafe working conditions
		1. Recognize the physical and emotional effects on persons involved in an emergency situation
		2. Demonstrate self-awareness in responding to an emergency situation