

Medical Assistant I

8345 36 weeks / 280 hours

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Course Description

Suggested Grade Level: 11

Students gain foundational knowledge in basic anatomy and physiology, medical ethics, medical asepsis, terminology, medical mathematics, and legal responsibilities. Students also develop basic skills and techniques to assist the healthcare provider and/or other medical professionals in patient examinations, basic emergency care, simple laboratory tests, and administrative duties. Additionally, students explore medical assisting career pathways through the Health Occupations

Student Association (HOSA) and through potential on-the-job clinical instruction and/or observation in a healthcare facility.

Recommended prerequisite(s): Introduction to Health and Medical Sciences 8302

NOTE: This course has specific state laws and regulations from a governing medical board or agency. Please contact the Virginia Department of Education, Office of Career and Technical Education prior to implementing this course. All inquiries may be sent to cte@doe.virginia.gov.

Task Essentials Table

- Tasks/competencies designated by plus icons (+) in the left-hand column(s) are essential
- Tasks/competencies designated by empty-circle icons (○) are optional
- Tasks/competencies designated by minus icons (−) are omitted
- Tasks marked with an asterisk (*) are sensitive.

8345	Tasks/Competencies
Applying Fundamental Principles of Health Care	
(+)	Identify medical ethics relevant to health care.
(+)	Practice confidentiality of patient data, including adherence to Health Insurance Portability and Accountability Act (HIPAA) regulations.
(+)	Identify major legal responsibilities pertaining to healthcare workers.
(+)	Examine concepts of care relating to ethnic, religious, cultural, and personal preferences.
(+)	Identify the basic structure and functions of each body system.
(+)	Identify signs and symptoms of common disorders for each body system.
(+)	Define medical terminology.
Performing Office Functions	
(+)	Identify considerations for opening and closing an office.
(+)	Record patient information needed to make appointments.
(+)	Schedule patients' appointments.
(+)	Complete patient registration forms.
(+)	Identify the chart components related to electronic and paper records.
(+)	Complete patient appointment cards.
(+)	Identify procedures for managing mail, email, and social media.
(+)	Demonstrate triage of incoming telephone calls.
(+)	File medical correspondence.
(○)	Summarize basic transcription from dictation.
(+)	Differentiate between an electronic medical record (EMR) system and a practice management software (PMS).
Managing Financial Transactions	
(+)	Set up a patient account.
(+)	Explain patient's financial obligations for services rendered.

8345	Tasks/Competencies
<input checked="" type="radio"/>	Explain the purpose of a superbill and encounter form, including procedural and diagnostic coding.
<input checked="" type="radio"/>	Define bookkeeping terms.
<input type="radio"/>	Identify the steps in preparing and making a bank deposit.
<input type="radio"/>	Explain the purpose of reconciling a bank statement.
<input type="radio"/>	Explain the purpose of a petty cash account.
Communicating in the Workplace	
<input checked="" type="radio"/>	Apply medical terminology in professional communication.
<input checked="" type="radio"/>	Demonstrate professional communication skills with patients, vendors, colleagues, and other agencies.
Maintaining Medical and Surgical Asepsis	
<input checked="" type="radio"/>	Describe the infection cycle across the lifespan.
<input checked="" type="radio"/>	Apply principles of medical asepsis.
<input checked="" type="radio"/>	Differentiate between isolation techniques and practices.
<input checked="" type="radio"/>	Identify the importance of CDC and OSHA guidelines.
<input checked="" type="radio"/>	Identify safety techniques used for handling and disposing of infectious and/or hazardous materials during emergency situations.
<input checked="" type="radio"/>	Identify the principles of fire safety.
Preparing Treatment Room for Examination of Patient	
<input checked="" type="radio"/>	Prepare the treatment room for examination.
<input checked="" type="radio"/>	Position instruments and equipment.
Conducting Patient Triage	
<input checked="" type="radio"/>	Identify patient, date, time, and purpose of visit.
<input checked="" type="radio"/>	Report subjective/objective patient data to the physician.
<input checked="" type="radio"/>	Assess vital signs and record findings.
<input checked="" type="radio"/>	Identify a medical emergency.
Preparing Patient for Physical Examination	
<input checked="" type="radio"/>	Drape patient.
<input checked="" type="radio"/>	Place patient in prescribed position.
<input checked="" type="radio"/>	Provide pillows/supportive devices for patient comfort.
<input checked="" type="radio"/>	Monitor patient safety.
<input checked="" type="radio"/>	Apply principles of body mechanics.
Assisting in Physical Examination	
<input checked="" type="radio"/>	Demonstrate comprehension of basic structure and function of each body system across the lifespan.
<input checked="" type="radio"/>	Identify instruments and materials used in a physical examination.
<input checked="" type="radio"/>	Demonstrate the steps in applying and changing dressings, bandages, and/or splints.
<input checked="" type="radio"/>	Collect specimens such as basic urine, stool, sputum, and blood.
<input checked="" type="radio"/>	Perform basic and body-system-specific diagnostic tests.
<input checked="" type="radio"/>	Assist patient in dressing.
Maintaining Sterile Equipment	
<input checked="" type="radio"/>	Maintain upkeep of instruments.
<input checked="" type="radio"/>	Identify quality assurance practices in health care.
Performing Inventory Functions	

8345	Tasks/Competencies
<input checked="" type="radio"/>	Maintain supply inventory and ordering system.

Legend: Essential Non-essential Omitted

Curriculum Framework

Applying Fundamental Principles of Health Care

Task Number 39

Identify medical ethics relevant to health care.

Definition

Identification should include

- professional codes of ethics (e.g., physician, medical assistant, or nurse)
- Patient's Bill of Rights
- end-of-life issues
- treatment issues
- access to medical care.

Process/Skill Questions

- What is a definition of *ethics*?
- What is the difference between law and ethics?
- Who determines what constitutes ethical behavior in the healthcare field?
- What ethical issues are important in the healthcare field?
- What influences ethical behavior?
- What paperwork relates to end-of-life issues?

HOSA Competitive Events (High School)

Health Science Events

- Knowledge Test: Medical Law and Ethics

Task Number 40

Practice confidentiality of patient data, including adherence to Health Insurance Portability and Accountability Act (HIPAA) regulations.

Definition

Practicing adherence should include

- privacy
- release of information
- [Health Insurance Portability and Accountability Act \(HIPAA\) regulations](#)
- [Health Information Technology for Economic and Clinical Health \(HITECH\) Act](#)
- [Genetic Information Nondiscrimination Act of 2008 \(GINA\)](#)
- [Americans with Disabilities Act Amendments Act \(ADAAA\) of 2008.](#)

Process/Skill Questions

- Why was HIPAA enacted?
- How has HIPAA affected the healthcare workplace?
- How has HIPAA affected the healthcare consumer?

HOSA Competitive Events (High School)

Health Science Events

- Knowledge Test: Medical Law and Ethics

Task Number 41

Identify major legal responsibilities pertaining to healthcare workers.

Definition

Identification should include

- [Good Samaritan Act](#)
- Uniform Anatomical Gift Act (UAGA)
- U.S. Drug Enforcement Agency (DEA) regulations
- licensure
- consent to care
- negligence
- malpractice
- statute of limitations
- living will or advanced directive
- durable power of attorney for health care
- [Patient Self-Determination Act \(PSDA\)](#)
- risk management.

Process/Skill Questions

- Why was the Good Samaritan Act established? In what circumstances does the Good Samaritan Act not apply?
- What different types of licensure exist in the healthcare field?
- What types of advanced directives are available?
- What is the difference between implied and express consent?

HOSA Competitive Events (High School)

Health Science Events

- Knowledge Test: Medical Law and Ethics

Task Number 42

Examine concepts of care relating to ethnic, religious, cultural, and personal preferences.

Definition

Examination should include

- beliefs and practices
- possible dietary restrictions
- attitudes regarding eye contact
- language barriers
- attitudes regarding touch
- gender preferences of patients and caregivers

- attitudes regarding disability.

Process/Skill Questions

- Why is it so important to understand cultural differences as they relate to patient care?
- Why is it important for the patient to receive information and directions in his or her native language?
- How can the healthcare worker assist with cultural requirements?

HOSA Competitive Events (High School)

Health Science Events

- Knowledge Test: Human Growth and Development
- Knowledge Test: Medical Law and Ethics

Teamwork Events

- Biomedical Debate
- Creative Problem Solving
- HOSA Bowl

Task Number 43

Identify the basic structure and functions of each body system.

Definition

Identification should include the name of each body system:

- Integumentary
- Musculoskeletal
- Cardiovascular
- Respiratory
- Nervous
- Urinary
- Reproductive
- Circulatory
- Lymphatic and immune
- Digestive
- Endocrine

- Sensory

Process/Skill Questions

- What are the body systems? What are the functions of each?
- Why is symmetry an important concept in anatomy?
- What major organs are contained in each body cavity? Why is this information important to medical personnel?

HOSA Competitive Events (High School)

Health Science Events

- Medical Spelling
- Medical Terminology

Teamwork Events

- HOSA Bowl

Task Number 44

Identify signs and symptoms of common disorders for each body system.

Definition

Identification should include listing basic signs and symptoms of pathological conditions for each of the following systems:

- Integumentary
- Musculoskeletal
- Cardiovascular
- Respiratory
- Nervous
- Urinary
- Reproductive
- Circulatory
- Lymphatic and immune
- Digestive
- Endocrine
- Sensory

Process/Skill Questions

- Why is it important for a medical assistant to be able to recognize basic signs and symptoms of common medical disorders?
- How do medical professionals assess for common medical disorders?
- What clinical procedures are used to treat these disorders?

HOSA Competitive Events (High School)

Health Science Events

- Medical Spelling
- Knowledge Test: Pathophysiology

Teamwork Events

- HOSA Bowl
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Task Number 45

Define medical terminology.

Definition

Definition should include

- decoding of terms
- abbreviations of symbols and acronyms
- common medical prefixes, roots, suffixes, and their meanings
- names of diagnostic tests
- terminology that relates to the various conditions
- systems of the human body, including defining, spelling, and pronouncing terms related to the following:
 - Common medical conditions (e.g., inflammation, swelling, pain)
 - Body organization and anatomical reference system (e.g., planes, regions, direction)
 - Structural units (e.g., cells, organs, tissues)
 - Basic units of measurements (e.g., metric, U.S. customary units)
 - Conversion among measurement systems

Process/Skill Questions

- How can pronunciation affect the meaning of a term?
- Why is it important to correctly spell a medical term?
- Why is a basic foundation in suffix and prefix recognition helpful to healthcare workers and to healthcare consumers?
- What major organs are contained in each body cavity?
- What is the location of the diaphragm, with relation to the body cavities?
- What is the function of the diaphragm?

HOSA Competitive Events (High School)

Health Science Events

- Medical Spelling
 - Medical Terminology
-

Performing Office Functions

Task Number 46

Identify considerations for opening and closing an office.

Definition

Identification should include

- activating/deactivating alarms
- starting/closing computers
- making bank transactions
- organizing/tidying waiting room
- putting tablets in docking stations
- retrieving electronic messages.

Process/Skill Questions

- What are the consequences when opening and closing procedures are not followed?
- What are some of the tasks to perform before opening the office?
- What are possible safety concerns in the reception and office areas? What precautions can be taken to prevent problems? If safety problems occur, how should they be handled?

HOSA Competitive Events (High School)

Health Professions Events

- Medical Assisting
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Task Number 47

Record patient information needed to make appointments.

Definition

Recording patient registration forms should ensure inclusion of information such as the following, according to the facility-specific requirements:

- Demographics
- Insurance data
- Chief complaint

Process/Skill Questions

- What information can be included in each area of the form?
- What consequences can occur if information is omitted or entered incorrectly?

HOSA Competitive Events (High School)

Health Professions Events

- Medical Assisting
-

Task Number 48

Schedule patients' appointments.

Definition

Scheduling patients' appointments should include

- listing and explaining the various scheduling methods
- roleplaying a scheduling encounter with a patient
- ensuring a smooth flow of patients with a minimal wait time
- processing referrals.

Process/Skill Questions

- What types of scheduling are commonly used in the healthcare field?
- What is triage? How does it relate to scheduling?
- What are some special situations that would affect scheduling?

HOSA Competitive Events (High School)

Health Professions Events

- Medical Assisting
-

Task Number 49

Complete patient registration forms.

Definition

Completing patient registration forms should ensure inclusion of information such as the following, according to the facility-specific requirements:

- Demographics
- Insurance data
- Chief complaint
- Present illness
- Review of symptoms
- Past medical history
- Past lab results and tests
- Family history
- Personal and sociocultural history.

Patients should be given information on patient portal interface, if one is used by the office.

Process/Skill Questions

- What information can be included in each area of the form?
- What mistakes/consequences can occur if information is omitted or entered incorrectly?

HOSA Competitive Events (High School)

Health Professions Events

- Medical Assisting

Task Number 50

Identify the chart components related to electronic and paper records.

Definition

Identification should ensure that the following types of information is included:

- Administrative/demographic
- Financial/insurance
- Correspondence
- Referrals
- Past medical records
- Clinical data
- Progress notes
- Diagnostic information
- Lab results
- Medications

Identification also should include describing methods of organizing the patient's medical record. This should be based on problem-oriented medical record (POMR) and source-oriented medical record (SOMR).

Process/Skill Questions

- What documentary evidence does the medical chart include?
- How does a properly-assembled chart protect the legal and safety interests of the patient?
- How does a properly-assembled chart serve as the basis of patient care?
- What happens if information is omitted from a patient chart?
- What are the advantages and disadvantages of paper records vs. computer-based records?

HOSA Competitive Events (High School)

Health Professions Events

- Medical Assisting

Task Number 51

Complete patient appointment cards.

Definition

Completing patient appointment cards manually and electronically should include the

- day
- date
- time
- practitioner
- location of appointment.

Process/Skill Questions

- Why is it important to be accurate in completing appointment cards?
- Why are appointment cards given to patients rather than simply stating the appointment information orally to the patient?
- What technology is used as an alternative to appointment cards for communicating appointment reminders and follow-ups?

HOSA Competitive Events (High School)

Health Professions Events

- Medical Assisting
-

Task Number 52

Identify procedures for managing mail, email, and social media.

Definition

Identification should include

- sorting mail and email
- posting mail
- distributing mail and email
- handling special classes of mail and email
- managing social media.

Process/Skill Questions

- What is the procedure for sorting and distributing mail?
- What are special classes of mail and how are they handled?
- What are the consequences of mishandled mail?

Task Number 53

Demonstrate triage of incoming telephone calls.

Definition

Demonstration should include the following:

- Receiving calls according to office protocol (e.g., identifying healthcare facility and self)
- Evaluating calls
- Adapting calls relevant to individual patient needs
- Recording and relaying telephone messages
- Practicing effective listening skills
- Processing emergency calls
 - Hearing-impaired caller
 - Americans with Disabilities Act (ADA)
 - Suicidal patient/caller
 - Prayer line
 - Language-line

Process/Skill Questions

- What information should be included when recording and relaying telephone messages?
- What practices can help the speaker maintain a pleasant voice while talking on the phone?
- What constitutes professional phone etiquette?
- What HIPAA regulations must be adhered to regarding protected health information (PHI)?
- What is tele-health and what are its implications?

HOSA Competitive Events (High School)

Health Professions Events

- Medical Assisting

Task Number 54

File medical correspondence.

Definition

Filing of medical correspondence should include

- letters from other doctors
- diagnostic testing
- consultations
- other documents.

Filing should also include a description of various practices used in medical offices. These include

- using a scanner
- retrieving digital reports
- converting reports to hard-copy and digital (e.g., computed tomography [CT] scan, magnetic resonance imaging [MRI], diagnostic tests)
- following the hierarchy of evidence.

Process/Skill Questions

- What types of filing systems are commonly used for medical correspondence? How are they similar and different?
- What are the methods for removing and replacing a patient file?
- What is an *out guide*? How is it used?
- What is the importance of maintaining accuracy in filing documents?
- How can confidentiality of medical correspondence be ensured?

HOSA Competitive Events (High School)

Health Professions Events

- Medical Assisting
-

Task Number 55

Summarize basic transcription from dictation.

Definition

Summarizing should include the procedure for transforming spoken notes into accurate written form for inclusion in the patient record. Summarization should include discussion of

- medical scribe
- Electronic Health Record (EHR)
- medical transcriptionist.

Process/Skill Questions

- Why should all dictated information be confidential?
- What are some commonly-used methods of dictation?
- Why is it important to have a physician sign off on the transcribed document?

HOSA Competitive Events (High School)

Health Professions Events

- Medical Assisting
-

Task Number 56

Differentiate between an electronic medical record (EMR) system and a practice management software (PMS).

Definition

Differentiation should include

- analyzing the advantages and disadvantages of EMR
- explaining the importance of data back-up
- explaining the purpose of routine maintenance of administrative and clinical equipment
- listing steps involved in completing an inventory
- explaining the importance of Clinical Decision Support System (CDSS)
- identifying trends in data storage (i.e., Cloud Storage).

Process/Skill Questions

- What is the presidential executive order that led to the implementation of EMR systems across the nation?
- What are several reasons patients are hesitant in accepting EMR?
- What is the role of the medical assistant with regard to the changing technology in healthcare facilities and organizations?

Managing Financial Transactions

Task Number 57

Set up a patient account.

Definition

Setting up a patient account should ensure inclusion of

- a personal data sheet
- payment arrangements
- identification of the person legally responsible for any charges
- verification of insurance and benefits.

Process/Skill Questions

- What information is included in the personal data sheet?
- Why is it important to get all information on the sheet?
- How is the legally responsible person determined?

HOSA Competitive Events (High School)

Health Professions Events

- Medical Assisting
-

Task Number 58

Explain patient's financial obligations for services rendered.

Definition

Explanation should include

- description of itemized and monthly statements (e.g., explanation of benefits [EOB])
- procedure for collection of delinquent accounts
- types of payment accepted.

Process/Skill Questions

- What factors determine patient fees?
- What is a co-pay and/or co-insurance?
- What is a deductible?
- What is the legal requirement for collecting the co-pay?
- How do Medicare payments affect doctors' and other medical fees?
- How is an EOB different from a billing statement?
- What is an Advance Beneficiary Notice (ABN) form?

HOSA Competitive Events (High School)

Health Professions Events

- Medical Assisting
-

Task Number 59

Explain the purpose of a superbill and encounter form, including procedural and diagnostic coding.

Definition

Explanation should include the purpose of a superbill and encounter form and the procedure for initiating each.

See [International Classification of Diseases, version 10 \(ICD10\)](#)

Process/Skill Questions

- What information is entered on a superbill and encounter form? How is it entered?
- What are some advantages to using superbill and encounter forms?
- What are the International Classification of Diseases (ICD) and Current Procedural Terminology (CPT) codes, and where are they found?
- What are the consequences of using inaccurate ICD and CPT codes?

HOSA Competitive Events (High School)

Health Professions Events

- Medical Assisting

Task Number 60

Define bookkeeping terms.

Definition

Definitions should include

- charges
- payments
- accounts receivable
- accounts payable
- adjustments.

Process/Skill Questions

- Why would a medical office keep a daily payment log?
- What is the procedure for handling a late payment?
- What is the procedure for filling out a receipt?
- What is the difference between accounts receivable and accounts payable?

Task Number 61

Identify the steps in preparing and making a bank deposit.

Definition

Identification should include the following:

- Completing a deposit slip.
- Calculating the amounts of cash, coins, and checks.
- Endorsing checks.
- Reviewing all checks and money orders for accuracy.
- Calculating the total deposit.
- Obtaining a deposit receipt.

Identification of types of adjustments made to patients' accounts could include

- non-sufficient funds (NSF) status
- collection agency transaction
- credit balance
- third-party payments.

Process/Skill Questions

- What information is included on a bank deposit slip? Why is accuracy important in each area?
- What are safety issues to consider when handling large sums of money?
- What ethical issues are involved with handling large sums of money?

Task Number 62

Explain the purpose of reconciling a bank statement.

Definition

Explanation should include

- comparing the opening balance on a new statement with the closing balance on a previous statement
- ensuring the accuracy of deposits, charges, and receipts.

Process/Skill Questions

- How should a situation where opening balances and closing balances do not agree be handled?
- How often should a bank statement be reconciled?

Task Number 63

Explain the purpose of a petty cash account.

Definition

Explanation should include

- uses of petty cash
- procedures for replenishing account funds
- the importance of a timely balancing of the account.

Process/Skill Questions

- How would a petty cash account be set up?
- Who should be in charge of a petty cash account?
- How are petty cash transactions documented?

Communicating in the Workplace

Task Number 64

Apply medical terminology in professional communication.

Definition

Application should include medical terminology in written and oral communication with physicians and other healthcare professionals.

Process/Skill Questions

- Why is it important for a medical assistant to understand basic medical terminology?
- When might a medical assistant need to research the meaning or spelling of a medical term? What resources are available to locate medical terminology?
- How are medical terms constructed? Why is it important to know how medical terms are constructed?
- What are examples of written and oral communication?

HOSA Competitive Events (High School)

Health Science Events

- Medical Terminology

Health Professions Events

- Medical Assisting
-

Task Number 65

Demonstrate professional communication skills with patients, vendors, colleagues, and other agencies.

Definition

Demonstration should include

- identifying types of verbal communication
- identifying types of nonverbal communication
- recognizing barriers to communication
- identifying techniques for overcoming communication barriers
- recognizing the elements of oral communication using a sender-receiver process.

Additionally, demonstration should reflect an understanding of how to adapt word choice, tone, and syntax to a variety of audiences.

Process/Skill Questions

- What is the difference between social and therapeutic communication?
- What is the difference between verbal and nonverbal communication?
- What communication skills and strategies are important in the healthcare field?
- What barriers to communication sometimes occur in the healthcare field?
- What are the elements of effective communication?

HOSA Competitive Events (High School)

Health Professions Events

- Medical Assisting

Leadership Events

- Extemporaneous Writing

Teamwork Events

- Health Career Display

Maintaining Medical and Surgical Asepsis

Task Number 66

Describe the infection cycle across the lifespan.

Definition

Description should include

- common disease-causing infectious agents
- reservoirs of infection
- method of transmission
- portal of entry and exit
- susceptible hosts
- microorganisms
- related Occupational Safety and Health Administration (OSHA) regulations.

Process/Skill Questions

- What are the similarities and differences between medical and surgical asepsis?
- How do acrylic nails contribute to nosocomial infections in health care?
- What are the consequences of failure to comply with proper disposal of medical waste?
- What are other potentially infectious materials (OPIM)?

HOSA Competitive Events (High School)

Health Science Events

- Medical Spelling
- Medical Terminology

Teamwork Events

- HOSA Bowl

Task Number 67

Apply principles of medical asepsis.

Definition

Application should include

- aseptic hand hygiene
- sanitation
- disinfection
- sterilization.

From the Centers for Disease Control and Prevention (CDC), [Donning PPE: Put on Outer Gloves.](#)

Process/Skill Questions

- What are the principles of medical asepsis?
- What is the single most important way to prevent infection in a medical setting? Why?
- What is the difference between disinfection and sterilization?

HOSA Competitive Events (High School)

Health Science Events

- Medical Spelling
- Medical Terminology

Teamwork Events

- HOSA Bowl
-

Task Number 68

Differentiate between isolation techniques and practices.

Definition

Differentiation should include

- description of techniques (reducing the spread of infection)
- transmission-based precautions (isolation measures to prevent the spread of infection)
- the importance of each technique

Isolation procedures include personal protective equipment (PPE) as it applies to the CDC regulations on disease processes. These are

- putting on and taking off gown, mask, and gloves in the correct order to ensure that a clean technique is used throughout the process and the healthcare worker does not contaminate himself/herself
- identifying CDC categories for specific PPE.

See also [Guidance on Personal Protective Equipment \(PPE\) \(CDC\)](#).

Process/Skill Questions

- What is the role of standard precautions in medical asepsis? Of blood-borne pathogen guidelines?
- Why is PPE important to all health care workers?

- Why are high efficiency particle absorbing (HEPA) masks essential PPE for healthcare workers?
- What are the consequences of not employing PPE practices both to the healthcare professional and to the patient?

HOSA Competitive Events (High School)

Health Science Events

- Medical Spelling
- Medical Terminology

Health Professions Events

- Medical Assisting

Teamwork Events

- HOSA Bowl

Task Number 69

Identify the importance of CDC and OSHA guidelines.

Definition

Identification should include the importance of CDC and OSHA guidelines in

- developing and enforcing safety policies
- containing infectious diseases
- ensuring a safe working environment.

See [CDC Guidelines](#) and [OSHA Guidelines and Standards](#).

Process/Skill Questions

- How do the roles of the CDC and OSHA differ with regard to infection control?
- What type of information is reported to the CDC?
- How does OSHA contribute to a safe work environment?
- What penalties might occur if CDC and OSHA guidelines are not followed?
- What are the implications of workers' compensation?

HOSA Competitive Events (High School)

Health Science Events

- Medical Terminology

Health Professions Events

- Medical Assisting

Teamwork Events

- HOSA Bowl
- Public Service Announcement

Recognition

- Health Care Issues Exam

Task Number 70

Identify safety techniques used for handling and disposing of infectious and/or hazardous materials during emergency situations.

Definition

Identification should include

- developing and implementing an exposure control plan, including employee training, for a healthcare facility
- describing workplace practices (e.g., use of waste receptacles, sharps containers, and needleless devices) and the importance of each practice
- identifying safety signs, symbols, and labels.

Process/Skill Questions

- Why are there different categories for handling medical waste?
- How do OSHA blood-borne pathogens standards benefit healthcare workers?
- How do they benefit patients?
- What are the consequences of not following OSHA guidelines?

HOSA Competitive Events (High School)

Health Science Events

- Medical Terminology
-

Task Number 71

Identify the principles of fire safety.

Definition

Identification should include the following elements related to the principles of fire safety:

- Types of fires
- Types of extinguishers
- Use of extinguishers
- Emergency fire rules for the specific healthcare facility

Process/Skill Questions

- Why is there a need for different types of fire extinguishers?
- What do the acronyms rescue—alarm—confine—extinguish (RACE) and pull—aim—squeeze—sweep (PASS) stand for?
- How are alarm systems activated?
- What are the procedures for evacuation in a variety of healthcare settings?
- What are the priorities when a fire occurs?

HOSA Competitive Events (High School)

Teamwork Events

- HOSA Bowl
-

Preparing Treatment Room for Examination of Patient

Task Number 72

Prepare the treatment room for examination.

Definition

Preparation should include

- examining the room for correct arrangement
- disposing of used consumables
- straightening the room for the next patient (e.g., adjusting light location, arranging furniture, ensuring clean sink and other surfaces)
- supplying fresh linens and paper supplies
 - a table roll
 - tissue
 - clean gowns
 - pillowcases
 - paper wipes
 - protective underpads
 - blankets
 - PPE.

Process/Skill Questions

- What should the patient expect to see when entering the examination room? Why?
- How does providing cleanliness and correct room arrangement assist with patient safety and with efficiency?
- What instruments and consumables are needed for procedures such as an initial physical examination, a diagnostic test for strep throat, an ear lavage, a pap smear?
- Why is it important to have all necessary instruments organized in the examination room prior to patient arrival?
- What is the relationship between fresh linen/paper supplies and infection control?
- How should the medical assistant dispose of used linens and paper supplies? Why?

HOSA Competitive Events (High School)

Health Professions Events

- Medical Assisting

Task Number 73

Position instruments and equipment.

Definition

Positioning instruments and equipment should include

- ensuring setup of examination table
- ensuring layout of necessary instruments
- positioning of equipment (e.g., Mayo stand, examination light, stool, chairs, and computer screen).

Process/Skill Questions

- What is the importance of proper instrument/equipment placement in maintaining efficiency and in maintaining patient confidentiality?
- How can proper placement of equipment promote good ergonomics?

HOSA Competitive Events (High School)

Health Professions Events

- Medical Assisting

Conducting Patient Triage

Task Number 74

Identify patient, date, time, and purpose of visit.

Definition

Identification should include

- verification with two unique identifiers (e.g., date of birth, last four digits of Social Security number)
- chief complaint (e.g., date, time, and signs and symptoms)
- basic information regarding the visit (e.g., duration of signs and symptoms, home treatment)
- signature and title of medical assistant.

Process/Skill Questions

- What is the importance of accurate documentation?
- What are the consequences of omitting this information?
- Why is it important to verify patient data at each visit?

HOSA Competitive Events (High School)

Health Science Events

- Medical Spelling
- Medical Terminology

Health Professions Events

- Medical Assisting
-

Task Number 75

Report subjective/objective patient data to the physician.

Definition

Reporting of subjective/objective patient data should include communicating in a timely and confidential manner.

Subjective data may include observations or informal conversation with patient; objective data may include vital signs and other measurable information.

Process/Skill Questions

- What are some examples of subjective and objective data?
- What are some examples of signs and symptoms?
- In what ways are both subjective and objective data important when communicating patient information to the physician?

HOSA Competitive Events (High School)

Health Science Events

- Medical Spelling
- Medical Terminology

Health Professions Events

- Medical Assisting
-

Task Number 76

Assess vital signs and record findings.

Definition

Assessment should include the following data:

- Temperature
- Pulse rate
- Respiratory rate
- Blood pressure
- Height
- Weight
- Length (infant)
- Head circumference (infant)
- Head circumference (adult), as needed
- Chest circumference, as needed
- Pulse oximetry

Findings should be recorded completely and accurately on patient chart or other form as instructed by supervising medical professional.

Process/Skill Questions

- What are vital signs? Why are they important?
- What is heart rate? What are the steps required in measuring heart rate? What are appropriate methods of measuring heart rate? Why is measuring heart rate important? When are appropriate times to measure heart rate?
- What is blood pressure? What are the steps required in measuring blood pressure? What are appropriate methods of measuring blood pressure? What are alternative methods of measuring blood pressure?
- Why does a blood pressure reading include two numbers? Why is measuring blood pressure important? When are appropriate times to measure blood pressure?
- What are respirations? What are the steps required in measuring respiratory rate? What are appropriate methods of measuring respiratory rate? Why is measuring respiratory rate important?
- What is body temperature? What are the appropriate methods of assessing body temperature? What are the steps required in the various methods of measuring body temperature? Why is obtaining body temperature important?
- What is the medical term for body measurements?

- Why is measuring height and weight important?
- What are the various techniques for measuring height and weight of different populations?
- Why is it important to be accurate both in measuring and in documenting height and weight?

HOSA Competitive Events (High School)

Health Science Events

- Medical Spelling
- Medical Terminology

Health Professions Events

- Medical Assisting

Task Number 77

Identify a medical emergency.

Definition

Identification should include

- evaluating signs and symptoms that would indicate a medical emergency (e.g., extreme breathing difficulty, loss of consciousness, severe bleeding, or severe pain)
- following appropriate procedure for accessing emergency care system (or other appropriate personnel if condition is not life threatening)
- using codes according to facility policy
- measuring vital signs, knowing normal ranges, and recognizing abnormal findings
- demonstrating principles
- following steps of professional/provider cardiopulmonary resuscitation (CPR)
- performing first aid procedures for
 - bleeding
 - diabetic coma or insulin shock
 - fracture
 - seizure
 - shock
 - syncope.

Process/Skill Questions

- What are symptoms of common medical emergencies, such as diabetic emergencies, a heart attack, choking, heatstroke, uncontrollable bleeding, a stroke, impending delivery of a baby?
- What tools should be available to assess each of these emergencies?
- What is the importance of knowing emergency policies and procedures specific to a facility?
- What are normal vital sign ranges?
- What would be the appropriate response to diabetic emergencies, a heart attack, choking, heatstroke, uncontrollable bleeding, a stroke, impending delivery of a baby?

HOSA Competitive Events (High School)

Health Professions Events

- Medical Assisting

Emergency Preparedness Events

- CPR/First Aid

Preparing Patient for Physical Examination

Task Number 78

Drape patient.

Definition

Draping patient should take into consideration

- position of the patient and drape, as related to the procedure to be performed
- infection control
- patient privacy.

Process/Skill Questions

- How would a patient be draped for procedures such as a vaginal examination, a simple suturing or suture removal, a colonoscopy?
- What patient rights should be considered while draping?
- How does draping affect infection control?

HOSA Competitive Events (High School)

Health Professions Events

- Medical Assisting
-

Task Number 79

Place patient in prescribed position.

Definition

Placement of patient in prescribed position should include

- adjusting the examination table
- assisting the patient as needed
- providing pillows/supportive devices
- selecting and placing pillows for comfort, safety, and optimal body alignment.

Process/Skill Questions

- What are commonly prescribed positions for patients?
- What are the procedures for placing patients in commonly prescribed positions?
- What are procedures for positioning patients with special needs?
- What criteria are used to determine which position to use for a given procedure?
- Besides pillows, what supportive devices are commonly used in the examination room?
- Why is the placement of pillows/supportive devices important?
- How should pillows/supportive devices be placed for optimum patient comfort, safety, and alignment?

HOSA Competitive Events (High School)

Health Science Events

- Medical Spelling
- Medical Terminology

Health Professions Events

- Medical Assisting
-

Task Number 80

Provide pillows/supportive devices for patient comfort.

Definition

Provision of pillows and/or other supportive devices should include selection and placement for comfort, safety, and optimal body alignment.

Process/Skill Questions

- Besides pillows, what supportive devices are commonly used in the examination room?
- Why is the placement of pillows/supportive devices important?
- How should pillows/supportive devices be placed for optimum patient comfort, safety, and alignment?

HOSA Competitive Events (High School)

Health Professions Events

- Medical Assisting
-

Task Number 81

Monitor patient safety.

Definition

Monitoring of patient safety should be maintained throughout the examination.

Process/Skill Questions

- What are some examples of potential safety hazards in the examination room?
- Why are certain patient populations at higher risk for injury?
- What can the medical assistant do to prevent and intervene unsafe situations?
- What are the considerations to include compensating across the lifespan?
- What are environmental safety concerns?

HOSA Competitive Events (High School)

Health Science Events

- Knowledge Test: Human Growth and Development

Health Professions Events

- Medical Assisting
-

Task Number 82

Apply principles of body mechanics.

Definition

Application should include a demonstration of the principles of proper body mechanics to minimize injury to both self and patients while transferring, lifting, turning, and/or positioning a patient.

Process/Skill Questions

- What principles of body mechanics should a medical assistant keep in mind to protect himself or herself from injury while transferring, lifting, turning, and/or positioning a patient?
- Why are proper ergonomics important to the medical assistant as he or she performs administrative responsibilities?
- How can a healthcare worker's knowledge and application of proper body mechanics be important to patient safety?

HOSA Competitive Events (High School)

Health Science Events

- Medical Spelling
 - Medical Terminology
-

Assisting in Physical Examination

Task Number 83

Demonstrate comprehension of basic structure and function of each body system across the lifespan.

Definition

Demonstration should include naming each body system, along with the basic parts and purpose of each. Systems should include the following:

- Integumentary
- Musculoskeletal
- Cardiovascular
- Respiratory
- Nervous
- Urinary
- Reproductive
- Circulatory
- Lymphatic and immune
- Digestive
- Endocrine
- Sensory

Process/Skill Questions

- Why is it important for a medical assistant to know the basic systems of the human body?
- How do the body systems work together?
- What is the function of each body system?
- What is the function of major organs in each system?
- What is the name for the physician who specializes in each of the systems?

HOSA Competitive Events (High School)

Health Science Events

- Medical Spelling
- Medical Terminology

Teamwork Events

- HOSA Bowl

Task Number 84

Identify instruments and materials used in a physical examination.

Definition

Identification should include recognizing and listing basic instruments and materials needed for various physical examinations.

Process/Skill Questions

- What are the names and purposes of instruments commonly used in the physical examination?
- What instruments and materials are used for specific examinations, such as a vaginal examination, a vision and hearing screening, and a general physical examination?

HOSA Competitive Events (High School)

Health Science Events

- Medical Spelling

Health Professions Events

- Medical Assisting
-

Task Number 85

Demonstrate the steps in applying and changing dressings, bandages, and/or splints.

Definition

Demonstration should include application of the following, according to the professional medical protocol:

- Various sizes/types of bandages
- Dressings
- Splints

Process/Skill Questions

- How are dressings, bandages, and splints similar? How are they different?
- What is the importance of proper application of all types of dressings, bandages, and splints?
- What infection control considerations should be included when applying dressings, bandages, and splints?

HOSA Competitive Events (High School)

Health Professions Events

- Medical Assisting

Task Number 86

Collect specimens such as basic urine, stool, sputum, and blood.

Definition

Collecting specimens such as basic urine, stool, sputum, and blood should include the following steps:

- Completing laboratory and review order and requisition forms and procedures
- Verifying proper identification of patient and his/her specimens
- Gathering equipment needed to obtain specimens, including PPE
- Analyzing and labeling specimens, adhering to environmental and infection control guidelines
- Documenting the results of the analysis
- Identifying Clinical Laboratory Improvement Amendments (CLIA) waived tests associated with common diseases

Teacher resources:

See [Venous Blood Collection Order of Draw, Interior Health Authority](#)

Process/Skill Questions

- What information should be included when filling out laboratory requisition forms?
- What are proper storage requirements for various specimens? Why?
- What protective measures are necessary when working with body fluids? Why?
- What should be included in chart documentation related to laboratory tests?

HOSA Competitive Events (High School)

Health Science Events

- Medical Spelling
- Medical Terminology

Health Professions Events

- Medical Assisting
-

Task Number 87

Perform basic and body-system-specific diagnostic tests.

Definition

Performing basic and body-system-specific diagnostic tests should include the following steps:

- Identifying diagnostic/screening tests
- Identifying reasons diagnostic tests are ordered
- Instructing and preparing a patient for a procedure or treatment
- Practicing body system diagnostic testing (e.g., electrocardiogram (EKG), vision, hearing, pregnancy, cultures, and spirometry tests)
- Documenting the tests, results, and patient education that is performed

Process/Skill Questions

- What role do basic and body-system-specific tests play in determining diagnosis?
- What is the difference between an invasive and a non-invasive test? Under what circumstances might each be performed?
- What precautions to ensure infection control should be taken when performing non-invasive and invasive diagnostic tests?
- What information must be communicated to patients regarding testing procedures? Why?

HOSA Competitive Events (High School)

Health Professions Events

- Medical Assisting
-

Task Number 88

Assist patient in dressing.

Definition

Assistance should include

- maintaining privacy in the examination room
- providing assistance as necessary, especially for the elderly, the disabled, and children.

Process/Skill Questions

- Why should the medical assistant be careful to avoid overexposure of the patient in the examination room?
- What considerations are important when providing dressing assistance to patients with physical limitations and/or disabilities?

HOSA Competitive Events (High School)

Health Professions Events

- Medical Assisting
-

Maintaining Sterile Equipment

Task Number 89

Maintain upkeep of instruments.

Definition

Maintenance should include use of autoclave and

- providing a sterile field
- applying correct techniques for sterilization
- using the equipment according to manufacturer's guidelines
- wrapping, identifying, and storing autoclave supplies.

Process/Skill Questions

- How do sterilization methods differ according to the type of equipment or materials to be sterilized? Why are they different?
- What are the quality control methods to maintain and assure sterility?
- What steps are needed to prepare items or equipment to be sterilized? Why is each step important?

HOSA Competitive Events (High School)

Health Professions Events

- Medical Assisting
-

Task Number 90

Identify quality assurance practices in health care.

Definition

Identification should include performing equipment quality controls as per manufacturer guidelines and procedures, per OSHA requirements.

Process/Skill Questions

- What procedure would be used to document quality controls for various pieces of equipment?
- Why are quality controls important? What can they indicate?

Performing Inventory Functions

Task Number 91

Maintain supply inventory and ordering system.

Definition

Maintenance of the supply inventory and ordering system should include

- keeping a list of consumables
- keeping a list of vendors
- keeping a list of the quantity typically ordered
- keeping a list of costs
- demonstrating how to replenish consumables as needed
- rotating supplies (e.g., syringes, needles, tubes, medications, and bandages), in accordance with office/facility policy
- disposing of outdated inventory, (including supplies, equipment, and medications) according to facility policy and procedures and OSHA requirements.

Process/Skill Questions

- What might be included in a list of consumables?
- How are supplies ordered?
- What happens if supplies are not available as needed?
- Why is it important to note the dates on supplies?
- What medical supplies tend to go out of date quickly? What supplies tend to last longer? Why?
- How can storage conditions sometimes affect the shelf life of a product?
- What can be the consequences of using expired medical supplies?
- What is the procedure to check for expiration dates?
- Why should outdated inventory be discarded?
- How should it be discarded?

SOL Correlation by Task

Identify medical ethics relevant to health care.	English: 11.5 History and Social Science: VUS.1
Practice confidentiality of patient data, including adherence to Health Insurance Portability and Accountability Act (HIPAA) regulations.	English: 11.5 History and Social Science: GOVT.16
Identify major legal responsibilities pertaining to healthcare workers.	English: 11.5, 11.8 History and Social Science: GOVT.3, GOVT.11
Examine concepts of care relating to ethnic, religious, cultural, and personal preferences.	English: 11.5, 11.8
Identify the basic structure and functions of each body system.	English: 11.5

	Science: BIO.4
Identify signs and symptoms of common disorders for each body system.	English: 11.5, 11.8
Define medical terminology.	English: 11.3 Science: BIO.3
Identify considerations for opening and closing an office.	
Record patient information needed to make appointments.	English: 11.6
Schedule patients' appointments.	English: 11.6
Complete patient registration forms.	English: 11.6
Identify the chart components related to electronic and paper records.	English: 11.5
Complete patient appointment cards.	
Identify procedures for managing mail, email, and social media.	History and Social Science: VUS.1, VUS.13
Demonstrate triage of incoming telephone calls.	History and Social Science: VUS.1
File medical correspondence.	
Summarize basic transcription from dictation.	English: 11.5, 11.6
Differentiate between an electronic medical record (EMR) system and a practice management software (PMS).	English: 11.5
Set up a patient account.	English: 11.6
Explain patient's financial obligations for services rendered.	English: 11.5
Explain the purpose of a superbill and encounter form, including procedural and diagnostic coding.	English: 11.5, 11.8
Define bookkeeping terms.	English: 11.3
Identify the steps in preparing and making a bank deposit.	English: 11.5
Explain the purpose of reconciling a bank statement.	English: 11.5
Explain the purpose of a petty cash account.	English: 11.5
Apply medical terminology in professional communication.	English: 11.3, 11.5
Demonstrate professional communication skills with patients, vendors, colleagues, and other agencies.	
Describe the infection cycle across the lifespan.	English: 11.5 History and Social Science: GOVT.14 Science: BIO.3, BIO.4
Apply principles of medical asepsis.	English: 11.5
Differentiate between isolation techniques and practices.	English: 11.5, 11.8
Identify the importance of CDC and OSHA guidelines.	History and Social Science: GOVT.14
Identify safety techniques used for handling and disposing of infectious and/or hazardous materials during emergency situations.	English: 11.5 Science: CH.1

Identify the principles of fire safety.	English: 11.5 Science: CH.1
Prepare the treatment room for examination.	
Position instruments and equipment.	
Identify patient, date, time, and purpose of visit.	English: 11.5
Report subjective/objective patient data to the physician.	English: 11.5
Assess vital signs and record findings.	
Identify a medical emergency.	English: 11.5
Drape patient.	
Place patient in prescribed position.	History and Social Science: GOVT.16
Provide pillows/supportive devices for patient comfort.	
Monitor patient safety.	
Apply principles of body mechanics.	
Demonstrate comprehension of basic structure and function of each body system across the lifespan.	Science: BIO.4
Identify instruments and materials used in a physical examination.	English: 11.5
Demonstrate the steps in applying and changing dressings, bandages, and/or splints.	
Collect specimens such as basic urine, stool, sputum, and blood.	
Perform basic and body-system-specific diagnostic tests.	
Assist patient in dressing.	History and Social Science: GOVT.16
Maintain upkeep of instruments.	
Identify quality assurance practices in health care.	English: 11.5 History and Social Science: GOVT.14
Maintain supply inventory and ordering system.	

Entrepreneurship Infusion Units

Entrepreneurship Infusion Units may be used to help students achieve additional, focused competencies and enhance the validated tasks/competencies related to identifying and starting a new business venture. Because the unit is a complement to certain designated courses and is not mandatory, all tasks/competencies are marked “optional.”

Appendix: Credentials, Course Sequences, and Career Cluster Information

Industry Credentials: Only apply to 36-week courses

- Certified EKG Technician (CET) Examination (AAH)
- Certified EKG Technician (CET) Examination (NHA)
- Certified Medical Administrative Assistant (CMAA) Examination
- Certified Phlebotomy Technician (CPT) Examination (AAH)
- Certified Phlebotomy Technician (CPT) Examination (NHA)
- College and Work Readiness Assessment (CWRA+)
- Medical Administration Assistant Certification (MAAC) Examination
- Medical Assistant Certification (MAC) Examination
- Mental Health Technician Certification (MHTC) Examination
- National Career Readiness Certificate Assessment
- National Certified Phlebotomy Technician (NCPT) Examination
- Nationally Registered Certified EKG Technician (NRCEKGT) Examination
- Nationally Registered Certified Phlebotomy Technician (NRCPT) Examination
- Phlebotomy Technician Certification (PTC) Examination
- Workplace Readiness Skills for the Commonwealth Examination

Concentration sequences: *A combination of this course and those below, equivalent to two 36-week courses, is a concentration sequence. Students wishing to complete a specialization may take additional courses based on their career pathways. A program completer is a student who has met the requirements for a CTE concentration sequence and all other requirements for high school graduation or an approved alternative education program.*

- Health Assisting Careers (8331/36 weeks)
- Medical Assistant II (8346/36 weeks, 280 hours)

Career Cluster: Health Science	
Pathway	Occupations
Biotechnology Research and Development	Medical, Clinical Laboratory Technician Research Assistant
Diagnostics Services	Medical, Clinical Laboratory Technician Medical, Clinical Laboratory Technologist Phlebotomist Radiologic Technologist, Radiographer
Health Informatics	Admitting Clerk Bioinformatics Technician

Career Cluster: Health Science	
Pathway	Occupations
	Financial Manager Health Educator Medical Assistant Medical Biller, Patient Financial Services Medical Information Technologist Medical, Health Services Manager
Support Services	Administrative Assistant Front Office Assistant Materials Manager Medical Transcriptionist Medical, Clinical Laboratory Technologist Records Processing Assistant
Therapeutic Services	Certified Nurse Aide Home Health Aide Licensed Practical Nurse Medical Assistant Surgical Technologist