



**BAKER COLLEGE**  
**STUDENT LEARNING OUTCOMES**

**MA1210 Basic Clinical and Administrative Skills for the  
Medical Office  
6 Semester Hours**

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**Student Learning Outcomes & Enabling Objectives**

**1. Apply anatomy and physiology clinical concepts to the medical office**

- a. Measure and record:
  - i. Blood Pressure (I.P.1.a.)
  - ii. Temperature (I.P.1.b.)
  - iii. Pulse (I.P.1.c.)
  - iv. Respirations (I.P.1.d.)
  - v. Height (I.P.1.e.)
  - vi. Weight (I.P.1.f.)
  - vii. Pulse Oximetry (I.P.1.i.)
- b. Perform patient screening using established protocols (I.P.3.)
- c. Instruct and prepare a patient for a procedure and/or treatment (I.P.8.)
- d. Assist provider with patient exam (I.P.9.)
- e. Describe structural organization of the human body (I.C.1.)
- f. Identify body systems (I.C.2.)
- g. Describe:
  - i. Body Planes (I.C.3.a.)
  - ii. Directional Terms (I.C.3.b.)
  - iii. Quadrants (I.C.3.c.)
  - iv. Body Cavities (I.C.3.d.)
- h. List major organs in each body system (I.C.4.)
- i. Identify the anatomical location of major organs in each body system (I.C.5.)
- j. Compare body structure and function of each body system (I.C.6.)
- k. Describe the normal function of each body system (I.C.7.)
- l. Identify common pathology related to each body system including:
  - i. Signs (I.C.8.a.)
  - ii. Symptoms (I.C.8.b.)
  - iii. Etiology (I.C.8.c.)
- m. Analyze pathology for each body system including:
  - i. Diagnostic Measures (I.C.9.a.)
  - ii. Treatment Modalities (I.C.9.b.)
- n. Incorporate critical thinking skills when performing patient assessment (I.A.1.)

**2. Participate in infection control practices**

- a. Participate in training in bloodborne pathogen training (III.P.1.)

- b. Select appropriate barrier/personal protective equipment (PPE) (III.P.2.)
- c. Perform handwashing (III.P.3.)
- d. List major types of infectious agents (III.C.1.)
- e. Describe the infection cycle including:
  - i. The infectious agent (III.C.2.a.)
  - ii. Reservoir (III.C.2.b.)
  - iii. Susceptible host (III.C.2.c.)
  - iv. Means of transmission (III.C.2.d.)
  - v. Portals of entry (III.C.2.e.)
  - vi. Portals of exit (III.C.2.f.)
- f. Define the following as practices within an ambulatory care setting:
  - i. Medical Asepsis (III.C.3.a.)
- g. Identify methods of controlling the growth of microorganisms (III.C.4.)
- h. Define the principles of standard precautions (III.C.5.)
- i. Define personal protective equipment (PPE) for:
  - i. All body fluids, secretions and excretions (III.C.6.a.)
  - ii. Blood (III.C.6.b.)
  - iii. Non-intact skin (III.C.6.c.)
  - iv. Mucous membranes (III.C.6.d.)
- j. Identify Center of Disease Control (CDC) regulations that impact healthcare practices (III.C.7.)
- k. Recognize the implications for failure to comply with Center for Disease Control (CDC) regulations in the healthcare settings (III.A.1.)

### **3. Analyze concepts of effective communication in the medical office**

- a. Use medical terminology correctly and pronounced accurately to communicate information to providers and patients (V.P.3.)
- b. Coach patients regarding:
  - i. Office policies (V.P.4.a.)
  - ii. Health Maintenance (V.P.4.b.)
  - iii. Disease Prevention (V.P.4.c.)
  - iv. Treatment Plan (V.P.4.d.)
- c. Report relevant information concisely and accurately (V.P.11.)
- d. Define coaching a patient as it relates to:
  - i. Health maintenance (V.C.6.a.)
  - ii. Disease prevention (V.C.6.b.)
  - iii. Compliance with treatment plan (V.C.6.c.)
  - iv. Community resources (V.C.6.d.)
  - v. Adaptations relevant to individual patient needs (V.C.6.e.)
- e. Identify medical terms, labeling the word parts (V.C.9.)
- f. Define both medical terms and abbreviations related to all body systems (V.C.10.)
- g. Differentiate between subjective and objective information (V.C.16.)

### **4. Explore administrative functions for medical office professionals**

- a. Define types of information contained in the patient's medical record (VI.C.4.)

- b. Identify methods of organizing the patient's medical record based on:
    - i. Problem-oriented medical record (POMR) (VI.C.5.a.)
    - ii. Source-oriented medical record (SOMR) (VI.C.5.b.)
  - c. Differentiate between electronic medical records (EMR) and a practice management system (VI.C.8.)
  - d. Explain the importance of data backup (VI.C.11.)
  - e. Explain meaningful use as it applies to EMR (VI.C.12.)
  - f. Utilize an EMR (VI.P.6.)
- 5. Describe third party reimbursement as it pertains to the office setting**
- a. Define patient-centered medical home (PCMH) (VIII.C.4.)
- 6. Discover the legal implications in regards to healthcare**
- a. Describe components of the Health Insurance Portability and Accountability Act (X.C.3.)
  - b. Apply HIPAA rules in regard to:
    - i. Privacy (X.P.2.a.)
    - ii. Release of information (X.P.2.b.)
  - c. Document patient care accurately in the medical record (X.P.3.)
  - d. Protect the integrity of the medical record (X.A.2.)
- 7. Identify protective practices used in ambulatory care**
- a. Identify principles of:
    - i. Body mechanics (XII.C.7.a.)
    - ii. Ergonomics (XII.C.7.b.)
  - b. Utilize proper body mechanics (XII.P.3.)

## **Big Ideas and Essential Questions**

### **Big Ideas**

- Foundation of understanding anatomy and physiology principles
- Introductory skills for the administrative assistant
- Basic skills for the clinical medical assistant

### **Essential Questions**

1. What is the role of the medical assistant in ambulatory care?
2. How does an understanding of anatomy and physiology contribute to patient care?
3. How does a medical assistant participate in infection control practices?
4. Why is it important for a medical assistant to understand basic administrative skills?

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*SLOs developed from the CAAHEP established 2015 Standards and Guidelines for Medical Assisting and formatted by the Baker College System Medical Assisting Program Coordinators*

These SLOs are not approved for experiential credit.

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