



BAKER COLLEGE

STUDENT LEARNING OUTCOMES

MA1350 Legal Concepts
2 Semester Credit Hours

Student Learning Outcomes and Enabling Objectives

1. **Differentiate the concepts of effective communication**
 - a. Identify styles and types of verbal communication (V.C.1.)
 - b. Identify types of non-verbal communication (V.C.2.)
 - c. Recognize barriers to communication (V.C.3.)
 - d. Identify techniques for overcoming communication barriers (V.C.4.)
 - e. Recognize the elements of oral communication using a sender-receiver process (V.C.5.)
 - f. Define the principles of self-boundaries (V.C.11.)
 - g. Relate the following behaviors to professional communication:
 - i. Assertive (V.C.14.a.)
 - ii. Aggressive (V.C.14.b.)
 - iii. Passive (V.C.14.c.)
 - h. Differentiate between adaptive and non-adaptive coping mechanisms (V.C.15.)
 - i. Discuss the theories of:
 - i. Maslow (V.C.17.a.)
 - ii. Erikson (V.C.17.b.)
 - iii. Kubler-Ross (V.C.17.c.)
 - j. Discuss examples of diversity:
 - i. Cultural (V.C.18.a.)
 - ii. Social (V.C.18.b.)
 - iii. Ethnic (V.C.18.c.)
 - k. Use feedback techniques to pertain patient information including:
 - i. Reflection (V.P.1.a.)
 - ii. Restatement (V.P.1.b.)
 - iii. Clarification (V.P.1.c.)
 - l. Respond to non-verbal communication (V.P.2.)
 - m. Coach patients appropriately considering:
 - i. Cultural diversity (V.P.5.a.)

- ii. Developmental life stages (V.P.5.b.)
 - iii. Communication barriers (V.P.5.c.)
- n. Demonstrate:
 - i. Empathy (V.A.1.a.)
 - ii. Active listening (V.A.1.b.)
 - iii. Non-verbal communications (V.A.1.c.)
- o. Demonstrate the principles of self-boundaries (V.A.2.)
- p. Demonstrate respect for individual diversity including:
 - i. Gender (V.A.3.a.)
 - ii. Race (V.A.3.b.)
 - iii. Religion (V.A.3.c.)
 - iv. Age (V.A.3.d.)
 - v. Economic status (V.A.3.e.)
 - vi. Appearance (V.A.3.f.)

2. Explain the legal implications of medical practice

- a. Differentiate between scope of practice and standards of care for medical assistants (X.C.1.)
- b. Compare and contrast provider and medical assistant roles in terms of standard of care (X.C.2.)
- c. Summarize the Patient Bill of Rights (X.C.4.)
- d. Discuss licensure and certification as they apply to healthcare providers (X.C.5.)
- e. Compare criminal and civil law as they apply to the practicing medical assistant (X.C.6.)
- f. Define:
 - i. Negligence (X.C.7.a.)
 - ii. Malpractice (X.C.7.b.)
 - iii. Statute of limitations (X.C.7.c.)
 - iv. Good Samaritan Act(s) (X.C.7.d.)
 - v. Uniform Anatomical Gift Act (X.C.7.e.)
 - vi. Living will/advanced directives (X.C.7.f)
 - vii. Medical durable power of attorney (X.C.7.g)
 - viii. Patient Self Determination Act (PSDA) (X.C.7.h)
 - ix. Risk management (X.C.7.i.)
- g. Describe the following types of insurance:
 - i. Liability (X.C.8.a.)
 - ii. Professional (malpractice) (X.C.8.b.)
 - iii. Personal injury (X.C.8.c.)
- h. Identify:
 - i. Health Information Technology for Economic and Clinical Health Act (X.C.10.a.)

- ii. Genetic Information Nondiscrimination Act of 2008 (GINA) (X.C.10.b.)
 - iii. Americans with Disabilities Act Amendments Act (ADAAA) (X.C.10.c.)
- i. Describe the process in compliance reporting:
 - i. Unsafe activities (X.C.11.a.)
 - ii. Errors in patient care (X.C.11.b.)
 - iii. Conflicts of interest (X.C.11.c.)
 - iv. Incident reports (X.C.11.d.)
- j. Describe compliance with public health statutes:
 - i. Communicable diseases (X.C.12.a.)
 - ii. Abuse, neglect, and exploitation (X.C.12.b.)
 - iii. Wounds of violence (X.C.12.c.)
- k. Define the following medical legal terms:
 - i. Informed consent (X.C.13.a.)
 - ii. Implied consent (X.C.13.b.)
 - iii. Expressed consent (X.C.13.c.)
 - iv. Patient incompetence (X.C.13.d.)
 - v. Emancipated minor (X.C.13.e.)
 - vi. Mature minor (X.C.13.f.)
 - vii. Subpoena Duces Tecum (X.C.13.g.)
 - viii. Respondent superior (X.C.13.h.)
 - ix. Res Ipsa Loquitor (X.C.13.i.)
 - x. Locum Tenens (X.C.13.j.)
 - xi. Defendant-plaintiff (X.C.13.k.)
 - xii. Deposition (X.C.13.l.)
 - xiii. Arbitration-mediation (X.C.13.m.)
 - xiv. Good Samaritan Laws (X.C.13.n.)
- l. Locate a state's legal scope of practice for medical assistants (X.P.1.)
- m. Demonstrate sensitivity to patients' rights (X.A.1.)

3. Apply knowledge of legal implications

- a. Apply the Patient's Bill of Rights as it relates to:
 - i. Choice of treatment (X.P.4.a.)
 - ii. Consent for treatment (X.P.4.b.)
 - iii. Refusal of treatment (X.P.4.c.)
- b. Perform compliance reporting based on public health statutes (X.P.5.)
- c. Report an illegal activity in the healthcare setting following proper protocol (X.P.6.)

4. Explain ethical considerations of medical practice

- a. Define:
 - i. Ethics (XI.C.1.a.)

- ii. Morals (XI.C.1.b.)
- b. Differentiate between personal and professional ethics (XI.C.2.)
- c. Identify the effect personal ethics may have on professional performance (XI.C.3.)

5. Apply knowledge of ethical considerations

- a. Develop a plan for separation of personal and professional ethics (XI.P.1.)
- b. Demonstrate appropriate response(s) to ethical issues (XI.P.2.)

6. Demonstrate awareness of ethical considerations

- a. Recognize the impact personal ethics and morals have on the delivery of healthcare (XI.A.1.)

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

Big Ideas and Essential Questions

Big Ideas

- Basic communication skills in the medical office
- Concepts of law and legal terms
- Awareness of ethical considerations

Essential Questions

1. What are communication barriers in the medical profession?
2. How do we communicate nonverbally?
3. Why is the separation of personal and professional ethics important?
4. How does criminal and civil law apply to the practicing medical assistant?

These SLOs are not approved for experiential credit.

Effective: Fall 2021