South Central College

MA 1000  Medical Assisting Orientation

Course Outcome Summary

Course Information

Description
This course covers an overview of the healthcare team and the role of the medical assistant in an ambulatory care setting. Emphasis is on professionalism, communication, attitude, behaviors, and duties in the medical environment. (Prerequisites: None)

Total Credits 3
Total Hours 48

Types of Instruction

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Pre/Corequisites
None

Institutional Core Competencies

Communication - Students will be able to demonstrate appropriate and effective interactions with others to achieve their personal, academic, and professional objectives.

Course Competencies

1. Examine the function of the healthcare team
   Learning Objectives
   - Identify the different allied health professionals
   - Match the employee with the proper department in which the allied health professional would work

2. Analyze the role and responsibilities of a medical assistant
   Learning Objectives
   - Examine the scope of practice for a medical assistant
   - Identify skills needed to be a medical assistant

3. Characterize professional attributes of a medical assistant
   Learning Objectives
   - Determine student and professional organizations applicable to a medical assistant
   - List attributes which may have a negative impact on the medical assistant's career
4. **Examine different communication methods and how they affect the healthcare team**

   **Learning Objectives**
   - Discuss how social media has impacted the healthcare profession
   - Identify the different cultures and explain how their methods of communication may differ from yours.
   - Discuss professional behavior in personal contact, via phone conversation and email.
   - Describe respectful and empathetic behavior when interacting with peers and patients in an ambulatory care setting.

5. **List beneficial organizational tools for a medical assistant**

   **Learning Objectives**
   - List professional work behaviors or tools which will help a medical assistant stay on task
   - Discuss the causes of stress and coping skills for dealing with emergency situations within the healthcare environment
   - Analyze the benefits and limitations of working in different healthcare environments

6. **Examine professional patient interaction in the healthcare environment**

   **Learning Objectives**
   - Discuss the impact of sharing your personal thoughts in a rooming scenario
   - List unprofessional behaviors of a medical assistant when interacting with a patient or provider
   - Identify healthcare professional information which would not be shared with a patient

7. **Explore professional resources/websites in relation to the MA profession**

   **Learning Objectives**
   - Identify state organizations for Medical Assisting
   - Explore national organizations for Medical Assisting

8. **Locate educational support mechanisms which could be utilized by the MA**

   **Learning Objectives**
   - Identify educational resources within South Central College
   - Explore external educational resources (websites and software)

9. **Create a MA career success plan**

   **Learning Objectives**
   - Examine the different credentialing agencies for allied health professionals
   - Compare accreditation, certification, licensure and continuing education as they pertain to the medical assistant

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**SCC Accessibility Statement**

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Additional information and forms can be found at: [www.southcentral.edu/disability](http://www.southcentral.edu/disability)

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