PROGRAMS OF STUDY

pennsylvania
DEPARTMENT OF EDUCATION

**HEALTH/MEDICAL ASSISTING
SERVICES, OTHER
CIP Code 51.0899**

This document is a program of study for Health/Medical Assisting Services, Other programs at the secondary level. This program of study is considered a framework, not a curriculum. From this framework educators may use this as a tool to provide structure for developing learning modules, unit plans or daily lesson plans that meet the tasks or standards within the program of study. This program of study is based on research, experience and many resources. The goal is to train a workforce that is skilled, knowledgeable and able to meet the needs of the industry today and well into the future.

Medical assistants perform administrative and clinical tasks to keep the offices of physicians, podiatrists, chiropractors and other health practitioners running smoothly. They should not be confused with Physician assistants, who examine, diagnose and treat patients under the direct supervision of a physician.

The duties of medical assistants vary from office to office, depending on the location and size of the practice and the practitioner's specialty. In small practices, medical assistants usually do many different kinds of tasks, handling both administrative and clinical duties and reporting directly to an office manager, physician, or other health practitioner. Those in large practices tend to specialize in a particular area, under the supervision of department administrators.

Medical assistants who perform administrative tasks have many duties. They update and file patients' medical records, fill out insurance forms and arrange for hospital admissions and laboratory services. They also perform tasks less specific to medical settings, such as answering telephones, greeting patients, handling correspondence, scheduling appointments and handling billing and bookkeeping.

Medical assistants also may arrange examining room instruments and equipment, purchase and maintain supplies and equipment and keep waiting and examining rooms neat and clean.

Assumptions of This Program of Study

Graduates of this program of study need to receive high quality training in order to meet the needs of business and industry. In addition, the skills taught should include the seamless integration of academic concepts with technical competencies, providing the linkage from conceptual to contextual learning. Furthermore, the skills taught should offer the requisite aptitudes for job advancement, security and portability.

Medical assistants work in well-lighted, clean environments. They constantly interact with other people and may have to handle several responsibilities at once. Most full-time medical assistants work a regular 40-hour week. However, many medical assistants work part time, evenings, or weekends.

Medical assistants deal with the public; therefore, they must be neat and well groomed and have a courteous, pleasant manner and they must be able to put patients at ease and explain physicians' instructions. They must respect the confidential nature of medical information.

Clinical duties require a reasonable level of manual dexterity and visual acuity. Medical assistants should possess the following:

- **English Language** – Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar.
- **Customer and Personal Service** – Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services and evaluation of customer satisfaction.
- **Medicine and Dentistry** – Knowledge of the information and techniques needed to diagnose and treat human injuries, diseases and deformities. This includes symptoms, treatment alternatives, drug properties and interactions and preventive health-care measures.
- **Clerical** – Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms and other office procedures and terminology.

High-quality programs should meet the following standards:
- Promote **positive working relationships**
- Implement a **curriculum** that fosters all areas of skill development
- Use **appropriate** and **effective teaching approaches**
- Provide **ongoing assessments** of student progress
- Employ and support qualified **teaching staff**
- Establish and maintain relationships and use resources of the **community**
- Provide a safe and healthy learning **environment**
- Implement strong program organization and supervision policies that result in **high-quality teaching and learning**
- Integrate academic skills and aptitudes necessary for postsecondary education, gainful employment and a foundation of **lifelong learning**

Academic Rigor

Research shows that career success requires the same level of college-prep courses as postsecondary success requires. The Department of Education's focus is to ensure that every student graduates prepared for college and a career. In order to be successful in this program of study, students should follow the academic sequence as determined by Pennsylvania's high school reform efforts.

Resources Used for This Program of Study

- MAVCC (Multistate Academic Vocational Curriculum Consortium) http://www.mavcc.org/
- NOCTI (National Occupational Competency Testing Institute http://www.nocti.org/
- O*NET http://online.onetcenter.org/

- Pennsylvania Approved Certifications for Industry-Recognized Certifications for Career and Technical Education Programs
  http://www.portal.state.pa.us/portal/server.pt/community/instructional_resources/7392/industry-recognized_certifications_for_career_and_technical_education_programs/507887
- Pennsylvania Department of Labor & Industry High Priority Occupations
  http://www.portal.state.pa.us/portal/server.pt/community/high_priority_occupations/12910
- VTECS (A Consortium of Innovative Career and Workforce Development Resources)
  http://www.vtecs.org/

CIP Code

51.0899   HEALTH/MEDICAL ASSISTING SERVICES

Pennsylvania CIP
A cluster program with a combination of subject matter and experiences designed to prepare individuals for entry-level employment in a minimum of three related health occupations under the supervision of a licensed health care professional. Instruction consists of core course content with clinical experiences in one or two health related occupations. The core curriculum consists of planned courses for introduction of health careers, basic anatomy and physiology, medical terminology, legal and ethical aspects of health care and communications and at least three planned courses for the knowledge and skills for the occupational area such as medical assisting, ward clerk, nursing assisting, etc.

Integrate Academic Career Education and Work Standards for Student Success

As students participate in career exploration activities and rigorous studies from elementary grades through graduation, they learn to appreciate the relationship between their classroom learning and the skills needed within the workplace. The academic and workplace skills within the Academic Standards for Career Education and Work are expected to be addressed within classrooms and achieved by all students throughout Pennsylvania. No student should leave secondary education without a solid foundation in these Standards.
http://www.portal.state.pa.us/portal/server.pt/community/state_board_of_education/8830/state_academic_standards/529102

CEW Standards Tool Kit for teachers to implement CEW Standards
www.pacareerstandards.com

Pennsylvania Approved Certifications

http://www.portal.state.pa.us/portal/server.pt/community/instructional_resources/7392/industry-recognized_certifications_for_career_and_technical_education_programs/507887

Nurse Aide Training Performance Checklist
http://www.education.state.pa.us/portal/server.pt/community/nurse_aide_training_program/7685/instructor%27s_corner/507873

The Program of Study Documents

- Crosswalk Template for Task Alignment (excel) – Health/Medical Assisting Services – Instructions: Indicate the number code(s) of your school's program competency or competencies aligned to each program of study competency.
- Crosswalk Template for Task Alignment (pdf) – Health/Medical Assisting Services – Instructions: Indicate the number code(s) of your school's program competency or competencies aligned to each program of study competency.
- Scope and Sequence Template (word) – Enter secondary technical Program of Study courses. Postsecondary courses will be determined when the Statewide Articulation Agreement for this Program of Study is complete.
- Scope and Sequence Template (pdf) – Enter secondary technical Program of Study courses. Postsecondary courses will be determined when the Statewide Articulation Agreement for this Program of Study is complete.
- PA Academic Standards/Eligible Content Alignment Task List (excel) – Health/Medical Assisting Services – Crosswalk of PA Academic Standards/Eligible Content for Reading, Writing, Speaking and Listening (RWSL), Math, and Science aligned to Program of Study Secondary Competency List. (coming soon)
- PA Academic Standards/Eligible Content Alignment Task List (pdf) – Health/Medical Assisting Services – Crosswalk of PA Academic Standards/Eligible Content for Reading, Writing, Speaking and Listening (RWSL), Math, and Science aligned to Program of Study Secondary Competency List. (coming soon)

For more information, contact:

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