

Class: Medical Careers II	Teacher: Heather Bystrom
Student Project Name: Telephone Techniques Activities and NHA Prep	Student Name:

Hello Medical Careers II students! I hope you are all staying safe and healthy! I have assigned a few activities for you to complete while we are on dismissal. Since you are all set up to work on Connect and Google Classroom, I will be adding these activities there. Please communicate any questions you may have through those sites, by email at hbystrom@edenrop.org or through our class group chat! These assignments are things we will be working on once we return, so if you would like to get a jumpstart, you can do so! Since we are covering administrative skills in class, I have added a few activities on Connect for chapter 14: Telephone Techniques. They can be found under the “Administrative Skills” tab on the Connect main page. I also added a Practice Medical Office activity to review and practice clinical interactions with patients. You can test your knowledge on skills we perform in class such as interviewing patients, obtaining vitals and height and weight. I hope you have fun with it! In addition, I added a NHA Exam study guide to the Google Classroom. I was planning on handing this out to work on next month, but thought this would be the perfect opportunity for you to get started! Anyone who completes this work from now until March 22 will receive extra credit! This is the equivalent of one week of class, or 15 hours. During the second week, you should complete the College and Career Unit that Ms. Sidhu has uploaded.

Objective: At the end of this unit, you should be familiar with telephone techniques in the medical office. Please turn in all of your work for extra credit points by March 22 on Connect. You will also be using the attached NHA study guide to review the information you have learned this year and last, as well as answer questions using your E-book for material we have not yet covered. You can submit your completed NHA study guide to me either by email or when you return to school.

Assignment Number	Assignment Time	Objective	Please turn in this assignment for extra credit via email or when we return to class.
1	9 hours	Review material for the NHA exam using the attached study guide questions.	Print and answer the questions or write out each question and answer on a separate sheet of paper. For those of you who use flashcards, you can bring in your stack of flashcards, one per question. This can be submitted to me by email at hbystrom@edenrop.org , on Google Classroom (assignment has been posted) or in person when we return to class.
2	2 hours	Connect: Chapter 14 Learnsmart (Telephone Techniques). Complete the Ch. 14 Connect assignment to read and review telephone techniques in the medical office.	Submit assignment upon completion through Connect.
3	2 hours	Connect: Chapter 14 Questions (Telephone Techniques). Upon completion of the learnsmart activity, review your knowledge by answering the questions and interactive worksheets.	Submit assignment upon completion through Connect.
4	1 hour	PMO Clinical Interactions. Create your avatar and test your skills in some of the common clinical skills you have practiced in class and at internship! Review skills such as vital	Submit assignment upon completion through Connect.

		signs, patient measurements, rooming and interviewing patients and abiding by HIPAA regulations.	
5		Don't forget to study for the Order Of Draw/Tube Chart Test!! It will be postponed until we return!	
Total	15 hours	I hope you enjoyed these activities! See you soon.	Please turn in the following to your teacher for extra credit: <ol style="list-style-type: none"> 1. Completed NHA Study Guide 2. Connect Chapter 14 Learnsmart 3. Connect Chapter 14 Questions 4. Connect PMO Clinical Interactions 5. Continue studying for the Order of Draw/Tube Chart Test!

Health Care Systems and settings

1. Define roles and responsibilities of the medical assistant.
2. Define roles and responsibilities of health care providers.
3. Define roles and responsibilities of allied health personnel.
4. What does professionalism consist of?
5. Describe the appropriate dress code
6. Describe when and where a personal call can be taken
7. What does it mean to be punctual?
8. What are appropriate boundaries in the work place?
9. What is individual motivation?
10. What is work ethic?
11. What is integrity?
12. What is accountability?
13. What does it mean to be “flexible” in the work place?
14. What does an open mindedness mean?
15. Describe what scope of practice means.
16. Describe what Standard of care means.
17. Why is it important to have National Certification?
18. What are Accountable care organizations (ACO’s)?
19. What is capitation (partial or full)?
20. What is a global budget?
21. Describe- Health maintenance organization?
22. Describe- patient centered medical home (PCMH)?
23. Describe the “pay for performance plan”?
24. What is the Preferred provider organization plan?
25. What the difference between General services and Specialty services?
26. What are the 3 general medicine providers?
27. What are examples of specialty providers?
28. What are ancillary services and alternative specialties?
29. What are examples of ancillary services?

Insurance Fundamentals

Tip: Be familiar with the CMS-1500 form

30. What is an Advance Beneficiary Notice?
31. In insurance terms, what does Allowed Amount” mean?
32. What is a copayment?
33. What is coinsurance?
34. What is a deductible?
35. What is the statement from the insurance company called “Explanation of Benefits” for?
36. What is a participating provider?
37. What is an Electronic submission of claims?

Medical Terminology

Common Medical Abbreviations

- | | | |
|-----------|--------------|-----------|
| 1. abd | 42. d | 84. LMP |
| 2. ABG's | 43. D&C | 85. LUQ |
| 3. ac | 44. C/D, cd | 86. mg/dL |
| 4. ACLS | 45. DM | 87. MI |
| 5. ad lib | 46. DNR | 88. mL |
| 6. ADHD | 47. DOB | 89. mm |
| 7. AKA | 48. DTap | 90. MRI |
| 8. AMA | 49. dx | 91. MS |
| 9. ASA | 50. ECG, EKG | 92. N/V |
| 10. ASAP | 51. ED | 93. NB |
| 11. BE | 52. EEG | 94. NG |
| 12. BKA | 53. ENT | 95. NKA |
| 13. BM | 54. F | 96. NOP |
| 14. BMI | 55. FBS, FBG | 97. NS |
| 15. BP | 56. f/u | 98. NSAID |
| 16. BPH | 57. FUO | 99. O2 |
| 17. BPM | 58. Fx | 100. OB |
| 18. BRP | 59. GI | 101. OC |
| 19. BSA | 60. GTT | 102. OT |
| 20. BUN | 61. GU | 103. OTC |
| 21. bx | 62. GYN | 104. PA |
| 22. c | 63. h, hr | 105. pc |
| 23. C | 64. H2O | 106. PE |
| 24. C&S | 65. Hct | 107. PID |
| 25. ca | 66. HEENT | 108. PMS |
| 26. CABG | 67. HF | 109. PO |
| 27. CAD | 68. Hgb | 110. PRN |
| 28. CBC | 69. HIV | 111. PT |
| 29. CC | 70. HPV | 112. Pt |
| 30. CDC | 71. Htn, HTN | 113. RBC |
| 31. cm | 72. Hx | 114. RLE |
| 32. CNS | 73. I&D | 115. R/O |
| 33. CP | 74. I&O | 116. RLQ |
| 34. CPR | 75. ICU | 117. ROM |
| 35. c/o | 76. IUD | 118. RT |
| 36. COPD | 77. K | 119. RUE |
| 37. csf | 78. KUB | 120. Rx |
| 38. CT | 79. L | 121. SOB |
| 39. cv | 80. lb | 122. Stat |
| 40. CVA | 81. LLE | 123. Tb |
| 41. CXR | 82. LLL | 124. UA |
| | 83. LLQ | |

- 125. URI
- 126. Tx
- 127. VS
- 128. WBC
- 129. WNL
- 130. y/o

- 140. What is a Root word?
- 150. What is a Suffix?
- 151. What is a Prefix?

Endocrine Root words: Be sure to know the meanings

- 152. aden
- 153. Pancreat
- 154. thyr

Hepatologic Root Word: Be sure to Know the meanings

- 153. hem, hemat
- 154. Phleb
- 155. thromb

Musculoskeletal root word: Be sure to know the meanings

- 156. arthr
- 157. brachi
- 158. cervic
- 159. cost
- 160. crani
- 161. dactyl
- 162. fibr
- 163. my
- 164. oste
- 165. pod
- 166. sacr
- 167. spodyl
- 168. ten, tendin
- 169. vertebr

Gastrointestinal Root word: Be sure to know the meanings

- 170. abdomin
- 171. an

- 172. appendic
- 173. bile
- 174. col
- 175. dent
- 176. enter
- 177. esophag
- 178. gastr
- 179. gingiv
- 180. gloss
- 181. hepat
- 182. icter
- 183. ile
- 184. lapar
- 185. lingu
- 186. pancreat
- 187. peps
- 188. phag
- 189. proct
- 190. splen
- 191. stomat

Genitourinary/ reproductive root words: Be sure to know the meanings

- 192. andr
- 193. colp
- 194. cyst
- 195. gravid
- 196. gynec
- 197. hyster
- 198. mamm, mast
- 199. metr
- 200. nephr
- 201. ov
- 202. oophor
- 203. orchid
- 204. prostat
- 205. pyel
- 206. ren
- 207. salpingo
- 208. ureter
- 209. ur
- 210. vesic

Respiratory Root words: Be sure to know the meanings

- 211. bronch
- 212. laryng
- 213. nas
- 214. phleur
- 215. pneum, phneumon
- 216. pulmon
- 217. rhin
- 218. steth
- 219. thorac
- 220. trache

Integumentary root words: Be sure to know the meanings

- 212. derm
- 213. hidr
- 214. trich
- 215. onych
- 216. xer

Cardiovascular root words: Be sure to know the meanings

- 217. angi
- 218. arteri, arter
- 219. cardi
- 220. vas
- 221. ven

Neurological Root words: Be sure to know the meanings

- 222. blephar
- 223. cephal
- 224. cerebr
- 225. encephal
- 226. esthesi
- 227. irid, ir
- 228. mening, meningi
- 229. myel
- 230. myring
- 231. neur
- 232. ocul, ophthalm
- 233. ot

Other Common Root Words:

- 234. adip
- 235. bi
- 236. carcin
- 237. cry
- 238. dors
- 239. glyc
- 240. herni
- 241. lact
- 242. ped

Common Prefixes

- 243. a-, an-
- 244. ab-
- 245. ab-
- 246. amb-
- 247. ante-
- 248. auto-
- 249. bi-
- 250. brady-
- 251. bi-
- 252. circum-
- 253. de-
- 254. dys-
- 255. endo-
- 256. epi-
- 257. hemi-
- 258. mega-
- 259. meso-
- 260. micro-
- 261. mono
- 262. multi-
- 263. neo-
- 264. peri-
- 265. poly-
- 266. primi-
- 267. post-
- 268. tachy-
- 269. trans-
- 270. tri
- 271. ultra-
- 272. uni-
- 273. sub-

Positional directional terms

- 274. anterior
- 275. bilateral
- 276. caudal
- 277. cephalic
- 278. dextro
- 279. distal
- 280. dorsal recumbent
- 281. extension
- 282. flexion
- 283. fowler's
- 284. inferior
- 285. internal
- 286. lateral
- 287. lithotomy
- 288. medial
- 289. peripheral
- 290. posterior
- 291. prone
- 292. superior
- 293. supine
- 294. proximal
- 295. quadrant
- 296. recumbent

Basic Pharmacology

- 1. Describe each of the 5 medication schedules
- 2. What are adverse reactions?
- 3. What are side effects?
- 4. What indicates an allergic reaction from a medication?
- 5. be able to convert and calculate dosage calculations
- 6. what is an inhalation drug?
- 7. What is a sublingual medication?
- 8. What is an emulsion medication?
- 9. What is a suppository?
- 10. What is a lozenge?
- 11. What does route mean?
- 12. What is an IM injection?
- 13. What is a SQ injection?
- 14. What is a ID injection?
- 15. What is absorption?
- 16. What does it mean to metabolize?
- 17. What does it mean to distribute medication?

18. What does it mean to excrete medication?
19. What are the “Rights” of medication administration?
20. What can be found in a Physician Desk Reference?

Nutrition

Major Nutrients and their functions

1. What function does water have for the body?
2. What function do proteins have on the body?
3. What function does carbohydrates have on the body?
4. What function does fiber have on the body?
5. What function do vitamins have on the body?
6. What function does fat have on the body?
7. What function do minerals have on the body?
8. Describe the major food groups. (fruit, veggies, grains, proteins, dairy, oils)
9. What is anorexia?
10. What is bulimia Nervosa?
11. What is Binge-eating disorder?

Psychology

1. Describe Erikson’s developmental stages?
2. Describe Maslow’s Hierarchy of needs
3. Describe stages of grief
4. Describe physiological and social aspects related to physical disabilities.
5. Describe depression
6. Describe anxiety
7. What are Mental health screenings?
8. What are defense mechanisms?
9. Define sarcasm
10. Define sublimation
11. Define suppression
12. Define rationalization
13. Define regression

Body Structure and Organ Systems

1. Describe the structure of organ systems (cell- tissue- organ- organ system)
2. Define superior
3. Define inferior
4. Define anterior
5. Define posterior
6. Define medical
7. Define lateral
8. Define proximal
9. Define Distal
10. Define superficial

11. Define deep
12. Describe sagittal plane
13. Describe transverse plane
14. Describe frontal plane
15. What is within the cranial cavity?
16. What is within the spinal cavity?
17. What is within thoracic cavity?
18. What is within the pelvic cavity?
19. Describe homeostasis

Pathophysiology and Describe Processes

1. Describe morbidity and mortality
2. Describe the term epidemic
3. Describe the term pandemic

Microbiology

1. Describe the cell structure
2. Describe bacteria
3. Describe virus
4. Describe fungus
5. Describe protozoa
6. Describe parasite
7. Describe the chain of infection

General Patient Care

1. What are steps taken to prepare exam rooms and procedure rooms?
2. How can the MA ensure patient safety?
3. Describe interviewing techniques
4. Describe rapport and empathy
5. Describe chief complaint
6. Describe drug reconciliation
7. What is the rationale for collecting personal history and family history from a patient?
8. What is included in vital signs?
9. What should be done if the patient's vitals are abnormal?
10. Describe the process for preparing and administering injectable medications
11. How should medications be stored?
12. Describe an abrasion
13. Describe an incision
14. Describe a contusion
15. Describe a puncture
16. Describe a concussion
17. Describe a strain
18. Describe a sprain
19. Describe a fracture

20. What are signs of infection
21. What are breathing emergencies?
22. How should the MA explain a procedure to the patient?
23. How should the MA review discharge papers with the patient?
24. Describe federal and state guidelines for refilling prescriptions by phone?
25. What relevant information should be included in the patient's chart?
26. What are the functions of the EHR/EMR?

Infection Control

1. Describe OSHA
2. Describe the chain of infection
3. Describe surgical asepsis
4. Define sterilization
5. Define disinfection
6. Define sanitization
7. When should hands be disinfected?
8. What is the function of a safety data sheet?

Testing and laboratory procedures

1. Describe CLIA-Waived testing
2. Describe CLIA regulations
3. Describe quality control procedures
4. Describe quality control logs
5. Describe quality assurance
6. What is a lab requisition form used for? (also know how to use one)
7. Describe the Snellen eye chart
8. Explain the color vision test
9. What is an audiometer?
10. Describe skin allergy testing
11. What is the spirometry test used for?

Phlebotomy

1. What is the purpose of the order of draw? **(be very familiar with the order of draw and contents of the vacutainers)**
2. Why is it important to verify the patient prior to beginning the lab tests?
3. Describe the chain of custody?
4. Why does age determine the selection of supplies and site of the draw?
5. What tests can be done with a capillary puncture?
6. What is the antecubital space?
7. What is EDTA
8. What are serum tubes used for?
9. Where should samples be stored until it is processed?

EKG and Cardiovascular Testing

1. What does EKG stand for?
2. How should a patient be prepared for an EKG?
3. What equipment is needed to perform an EKG?
4. What is a 12 Lead EKG?
5. Describe the P wave
6. Describe the QRS wave
7. Describe the T wave
8. Describe the U wave
9. Describe the P-R interval
10. Describe the QT interval
11. Describe the ST segment
12. Describe a wandering baseline
13. Describe an artifact
14. Describe an interrupted baseline
15. Describe somatic tremor
16. Describe AC interference
17. Describe sinus bradycardia
18. Describe sinus tachycardia
19. Describe ventricle fibrillation
20. Describe atrial flutter
21. What is a Holter monitor?
22. What is a stress test?

Patient care coordination and education

1. What is team-based care?
2. What is the role of support staff
3. What is patient centered medical home
4. What is an accountable care organization?
5. What is a community-based organization?
6. What is the purpose of reviewing a patient medical record?
7. Describe the learning styles: auditory, kinesthetic, and visual learners

Administrative Assisting

1. What is a schedule matrix?
2. What is the difference between EHR and EMR?
3. What is wave scheduling?
4. What is modified wave scheduling
5. Describe the purpose of sorting prior to filing
6. What is alphabetic filing?
7. What is numeric filing?
8. How long are charts stored prior to being destroyed?
9. What is subjective impressions?

10. What are objective findings?
11. What is CHEDDAR?
12. What is CHEDDARER
13. What is SOAP
14. What is a progress note?
15. What is demographic information?
16. Describe patient rights
17. Describe HIPAA
18. Describe medi-cal
19. Describe insurance eligibility
20. What is IDC-10-CM?
21. What categories are in the ICD-10
22. What is a modifier?
23. What are HCPCS?
24. What are CPT codes?
25. What does it mean to post charges?
26. How many times should the phone ring before answering?
27. When should messages be checked?

Communication and Customer Service

1. What is a communication cycle?
2. What are communication styles?
3. What is verbal communication?
4. What is nonverbal communication?
5. How should the MA communicate with patients?
6. Describe interviewing techniques
7. What is active listening?
8. what is effective teamwork?
9. What is the best way to engage with the patient's family?
10. What is the purpose of patient satisfaction surveys?
11. What is telemetry?
12. What is a modified business letter?
13. What is a full block letter?
14. What is a memo?
15. Describe defense mechanisms
16. When should problems be relayed to the supervisor?

Medical law and ethics

1. What is the term professional ethics mean
2. What is the affordable care act?
3. What is the equal pay act
4. What is family leave act?
5. What are ADA accommodations?
6. Describe tort law

Order of Draw

Tube	Additives	Yield	Department(s)	Test(s)	Extra Info.

Order of Draw

Tube		Additives	Yield	Department(s)	Test(s)	Extra Info.
Blood Cultures (bottle)		Broth (pt not on Antibiotics)	Whole Blood	Microbiology	<ul style="list-style-type: none"> Blood Cultures Pathogen recovery 	<ul style="list-style-type: none"> Clean site w/ iodine Draw from 2 different sites Adult:6-10 mL, Child: 1-3 mL Diagnosis of FUO
		Broth w/resin (pt is on antibiotics)				
Yellow (sterile)		SPS (sodium polyanetholesulfonate)	Whole Blood	Microbiology	<ul style="list-style-type: none"> Blood Cultures Pathogen recovery 	<ul style="list-style-type: none"> Clean site w/ iodine Draw from 2 different sites Diagnosis of FUO
Light Blue		Sodium Citrate	Plasma	Coagulation	<ul style="list-style-type: none"> PT: Prothrombin Time PTT: Partial Thromboplastin Time APTT: Activated Partial Thromboplastin Time 	<ul style="list-style-type: none"> 9:1 ratio Fill tube all the way up, no air
Red	Glass	No Additive	Serum	Blood Bank	Type & Cross	45-60 min. clot time
	Plastic	Clot Activator		Chemistry/Serology	Cardiac Enzymes	30-45 min. clot time
SST	Gold, Red/gray	Mild Thrombin w/ gel	Serum	Chemistry/Serology	<u>Lipid Panel:</u> <ul style="list-style-type: none"> BMR: Basic Met. Rate CMR: Comp. Met. Rate HIV, HBV 	15-30 min. clot time
	Orange, Yellow/gray	Thrombin w/ gel				5 min. clot time
Light Green	PST	Lithium Heparin w/gel	Plasma	Chemistry	<u>STAT Electrolytes:</u> <ul style="list-style-type: none"> Sodium Levels Ammonium Levels Lithium Levels 	NEVER use same additive as test requested
Green	3 diff. tubes	Sodium Heparin Ammonium Heparin Lithium Heparin				
Lavender	Glass	EDTA K ³ Potassium 3)	Whole Blood	Hematology	Hemoglobin A1C	Know your CBC profile (WBC, RBC, Plt, Diff, MCV, Hgb, Hct)
	Plastic	EDTA K ² (Potassium 2)			CBC, ESR (old school)	
Gray	3 different tubes, additives listed on tube	Sodium Fluoride	Serum	Chemistry	GT, GTT, 2° Postprandial, FBS	3° GTT= 5 specimens, 4 pokes
		Sodium Fluoride w/ Potassium Oxalate	Plasma		Blood Alcohol	<ul style="list-style-type: none"> Do NOT clean site w/alcohol Chain of Custody
Yellow (Non-sterile)		ACD (Acid Citrate Dextrose)	Whole Blood	Sent Out	DNA, Paternity	Chain of Custody