

**ASSIGNMENT SHEET****CHAPTER 1: HEALTH CARE PROVIDERS****Unit 1: A Brief History of Medicine****WORDS TO KNOW CHALLENGE****A. Spelling: Each line contains three different spellings of a word. Underline the correctly spelled word.**

- |                   |              |                |
|-------------------|--------------|----------------|
| 1. anesthesha     | anesthesia   | anethesha      |
| 2. aprenticeship  | apprentiship | apprenticeship |
| 3. aceptic        | aseptic      | aseptec        |
| 4. caughtery      | cauterey     | cautery        |
| 5. disease        | desease      | deseace        |
| 6. epedemic       | epidemic     | epidemik       |
| 7. giulds         | guelds       | guilds         |
| 8. infectious     | infectuous   | enfectuous     |
| 9. physican       | psychian     | physician      |
| 10. placque       | plage        | plague         |
| 11. practitioners | practioners  | practitoners   |
| 12. scintific     | scientific   | sientific      |
| 13. surgeon       | sirgin       | sergeon        |
| 14. vakcination   | vaccination  | vaccination    |

**B. Matching: Match the term in column I to its definition in column II.**

- | COLUMN I                | COLUMN II   |
|-------------------------|---|
| _____ 1. Apothecaries   | a. Disease occurring at the same time in different places               |
| _____ 2. Apprenticeship | b. Cutting into the skull with a flint knife                            |
| _____ 3. Caduceus       | c. Purposeful injection of organisms into the body to prevent disease   |
| _____ 4. Cautery        | d. Association of people engaged in a common job or purpose             |
| _____ 5. Exorcism       | e. People permitted to make, prescribe, and sell drugs they make        |
| _____ 6. Guild          | f. A period of time one is bound by agreement to learn a trade or craft |
| _____ 7. Pandemic       | g. A red-hot iron to burn infection in wounds                           |
| _____ 8. Scientific     | h. A staff with coiled snakes   |
| _____ 9. Trephining     | i. Used by priests to treat the sick                                    |
| _____ 10. Vaccination   | j. Based on inquiry and study   |

**UNIT REVIEW****A. Short Answer**

During the ancient medical history period, several things were believed responsible for illnesses, and some unusual treatments were used.

1. What was credited as the cause of disease? \_\_\_\_\_
2. How were migraines, epilepsy, insanity, and head injuries treated? \_\_\_\_\_
3. How did the Egyptians solve "clogged" body canals? \_\_\_\_\_
4. The Greeks believed in a god of healing. What did they use for treatments? \_\_\_\_\_

5. What did Anglo-Saxons in Britain believe caused illness? \_\_\_\_\_
6. Name four things priests used to cure the sick in about 400 AD. \_\_\_\_\_
7. In 1277 AD, how was tuberculosis treated? \_\_\_\_\_
8. In 1352, what were believed to be the cause of the plagues? \_\_\_\_\_
9. The practice of medicine at the beginning of the 17th century was divided among three guilds. Name and briefly describe each guild's education and area of practice.
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_
  - c. \_\_\_\_\_
10. What sciences aided medical science in making rapid advances in the 18th century? \_\_\_\_\_
11. Name the two people who developed the polio vaccine and identify the type they developed. What are three reasons the second type was more desirable? \_\_\_\_\_
12. During the 1950s, what changed the way human bodies could be seen internally? \_\_\_\_\_
13. Congress enacted several laws concerning health care. Answer the following questions regarding health care legislation.
  - a. What does the Hill-Burton Act provide? \_\_\_\_\_
  - b. What did the combined Public Health Services and Food and Drug Administration originally become? What was it called later? \_\_\_\_\_
  - c. What did the National Cancer Institute and the Public Health Services Hygienic Lab become? \_\_\_\_\_
  - d. What two health programs were enacted in 1965? \_\_\_\_\_

**B. Matching: Match the pre-19th-century medical pioneer in column I with his or her correct description.**

COLUMN I	COLUMN II
_____ 1. Anton van Leeuwenhoek	a. Father of modern medicine
_____ 2. William Harvey	b. A Greek physician who wrote more than 500 books
_____ 3. Edward Jenner	c. Developed first reported studies of circulation of blood by heart
_____ 4. Galen	d. Built more than 200 microscopes and was first to see red blood cells
_____ 5. Ambroise Pare	e. Founder of scientific surgery
_____ 6. Hippocrates	f. Developed the smallpox vaccine
_____ 7. John Hunter	g. Early female physician; author of Diseases of Women
_____ 8. Gabriel Fahrenheit	h. The greatest French surgeon; served four kings
_____ 9. Trotula Platearius	i. Developed first mercury thermometer

**C. Matching: Match the nineteenth- or twentieth-century medical pioneer in column I with his or her correct description in column II.**

COLUMN I	COLUMN II
_____ 1. George Papanicolaou	a. Invented the stethoscope
_____ 2. Wilhelm Roentgen	b. Discovered a red dye that resulted in sulfa drugs
_____ 3. W.T.G. Morton	c. Determined the cause of yellow fever
_____ 4. Alexis Carrel	d. Developed the oral polio vaccine
_____ 5. Louis Pasteur	e. Developed the Pap test
_____ 6. Sir Alexander Fleming	f. Introduced the use of ether as an anesthesia
_____ 7. Elizabeth Blackwell	g. Discovered the process of pasteurization
_____ 8. A.B. Sabin	h. Developed the foundation for aseptic technique
_____ 9. Jonas Salk	i. Invented X-rays
_____ 10. Rene Laennec	j. Won the Nobel Prize in 1912 for joining blood vessels
_____ 11. Marie Curie	k. Nurse who founded the American Red Cross
_____ 12. Gerhard Domagk	l. First woman to qualify as a physician in the United States
_____ 13. Walter Reed	m. Founder of modern nursing
_____ 14. Clara Barton	n. Developed polio vaccine
_____ 15. Michael DeBakey	o. Female scientist whose work led to radium treatments for cancer
_____ 16. Joseph Lister	p. Discovered a mold that later led to penicillin
_____ 17. Florence Nightingale	q. Used tubing to replace arteries

**UNIT APPLICATION**

**Research Activity**

To have an understanding of the U.S. Department of Health and Human Services, the governmental agency that sets policy, conducts research, approves drugs and treatments, tracks disease, and oversees health care, go to [www.hhs.gov](http://www.hhs.gov).

Click "About HHS," and then click "Agencies in HHS." Make a list of the various agencies under HHS and identify each agency's responsibility. You can look in each agency's mission statement, or look in its "About" section to find out its responsibility.

1. What agency conducts trials and approves new drugs?
2. \_\_\_\_\_  
What agency is responsible for conducting and supporting medical research?
3. \_\_\_\_\_  
What agency is charged with providing services for the aged?
4. \_\_\_\_\_  
What agency is supposed to protect the health and safety of the population?
5. \_\_\_\_\_  
What agency serves the needs of Native Americans?



**ASSIGNMENT SHEET****CHAPTER 2: THE MEDICAL ASSISTANT****Unit 1: Training, Job Responsibilities, and Employment Opportunities****WORDS TO KNOW CHALLENGE****A. Word Puzzle: Use the definitions below to spell out these terms.**

- |     |       |   |       |
|-----|-------|---|-------|
| 1.  |       | C | _____ |
| 2.  | _____ | O | _____ |
| 3.  | _____ | M | _____ |
| 4.  | _____ | P | _____ |
| 5.  | _____ | E | _____ |
| 6.  | _____ | T | _____ |
| 7.  | _____ | E | _____ |
| 8.  | _____ | N | _____ |
| 9.  |       | C | _____ |
| 10. | _____ | Y | _____ |

1. A course of study at a school or university
2. A person who conforms to the technical or ethical standards of a profession
3. A person specializing in the branch of medicine that uses radionuclides in the diagnosis and treatment of disease
4. Having medicinal or healing properties; pertaining to results obtained from treatment
5. A legal permit to engage in an activity
6. Revealed in confidence; secret information
7. One who records the accounts and transactions of a business
8. Duties that manage or direct activities; in medical assisting, refers to tasks considered "front office"
9. Based on observation; in medical assisting, pertains to duties considered "back office"
10. Privately owned, managed, and run as a for-profit organization

**B. Matching: Match the term in column I with its description in column II.**

- | COLUMN I                               | COLUMN II  |
|--|--|
| _____ 1. Analysis                      | a. One who practices the curative and preventive treatment of disease or an abnormal condition                     |
| _____ 2. Competent                     | b. One who specializes in the branch of medicine that uses radionuclides in the diagnosis and treatment of disease |
| _____ 3. Compliance                    | c. The examination of an item to determine its makeup; a description of the process or examination, point by point |
| _____ 4. Methodical                    | d. Granted at the end of a two-year course   |
| _____ 5. Therapist                     | e. A written declaration of the completion of a course of study  |
| _____ 6. Hygienist                     | f. The act of following a plan   |
| _____ 7. Receptionist                  | g. Places used to put oneself back in good condition   |
| _____ 8. Nuclear medicine technologist | h. One employed to greet telephone callers, visitors, patients, or clients   |
| _____ 9. Associate's degree            | i. One who provides health-related services, such as dental procedures   |
| _____ 10. Certificate of Completion    | j. Consent; conformity to formal or official requirements  |
| _____ 11. Rehabilitative centers       | k. Fit; able; capable  |

**UNIT REVIEW**

**A. Matching: Put the following 10 areas of the Role Delineation Study in column I under their appropriate category (Administrative, Clinical, or General) in column II.**

COLUMN I	COLUMN II
Operational functions	Administrative
Administrative procedures	_____
Professionalism	_____
Fundamental principles	Clinical
Patient care	_____
Legal concepts	_____
Practice finances	_____
Communication skills	General
Diagnostic orders	_____
Instruction	_____
	_____
	_____
	_____

**B. Fill in the Blank: For each task below, identify if it is considered administrative or clinical by placing an “A” or “C” in the space provided.**

- \_\_\_\_\_ 1. Complete insurance forms
- \_\_\_\_\_ 2. Maintain medical records
- \_\_\_\_\_ 3. Obtain vital signs
- \_\_\_\_\_ 4. Schedule and manage appointments
- \_\_\_\_\_ 5. Obtain medical histories
- \_\_\_\_\_ 6. Prepare and administer injections
- \_\_\_\_\_ 7. Assist with medical procedures
- \_\_\_\_\_ 8. Prepare medications
- \_\_\_\_\_ 9. Handle mail
- \_\_\_\_\_ 10. Prepare correspondence
- \_\_\_\_\_ 11. Perform ECGs
- \_\_\_\_\_ 12. Handle telephone calls

**C. Short Answer**

1. Why did health care occupations develop? \_\_\_\_\_  
\_\_\_\_\_
2. Name the 11 occupations in health service that are expected to be fastest growing through 2014.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
3. Why has the number of health occupations grown? \_\_\_\_\_
- \_\_\_\_\_
4. Looking at Table 2-2 in the textbook, identify the following:
- a. Which occupation shows the greatest number of job openings? \_\_\_\_\_
  - b. How many new medical assistants are projected to be needed by 2014? (Remember, the listings are given in thousands.) \_\_\_\_\_
5. Name three types of schools that offer programs in medical assisting: \_\_\_\_\_
- \_\_\_\_\_
6. Describe the purpose of the Role Delineation Study. \_\_\_\_\_
- \_\_\_\_\_
7. In the discussion of jobs under Career Laddering in the textbook, determine the amount of training and licensure (if needed) required to obtain the following jobs:
- a. Licensed practical nurse \_\_\_\_\_
  - b. Emergency medical technician \_\_\_\_\_
  - c. Recreational therapist \_\_\_\_\_
  - d. Respiratory therapist \_\_\_\_\_
  - e. Dental hygienist \_\_\_\_\_
  - f. Nuclear medicine technologist \_\_\_\_\_
  - g. Physician assistant \_\_\_\_\_
  - h. Pharmacy technician \_\_\_\_\_
  - i. Occupational therapy assistant \_\_\_\_\_

**CASE STUDY**

Patients habitually refer to health care workers in the clinical areas as "nurses," regardless of what training the individual has had.

**Critical Thinking Questions**

1. Why is important that you politely correct such an error? \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

2. Explain the differences in educational background and requirements for working in nursing and medical assisting. \_\_\_\_\_

---

---

---

---

---

---

---

---

**UNIT APPLICATION**

**Research Activity**

Using the Internet as a resource, go to the Bureau of Labor Statistics homepage at [www.bls.gov](http://www.bls.gov) to research the projected job outlooks and salaries for medical assistants, nurses, and paramedics.

**CERTIFICATION AND REGISTRATION PREPARATION**

- \_\_\_\_\_ 1. Which of the following procedures would be considered an administrative duty?
  - a. Handling mail
  - b. Performing EKGs
  - c. Administering injections
  - d. Performing waived laboratory tests
  - e. None of the above
  
- \_\_\_\_\_ 2. All of the following tasks would be considered clinical duties except:
  - a. Obtaining vital signs
  - b. Taking a medical history and recording it
  - c. Performing a hematology test
  - d. Completing demographic data for a new patient
  - e. All of the above
  
- \_\_\_\_\_ 3. To which word does the definition: "conformity to formal or official requirements" apply?
  - a. Methodical
  - b. Technologist
  - c. Confidential
  - d. Compliance
  - e. None of the above
  
- \_\_\_\_\_ 4. Which of the following professions requires the greatest amount of education?
  - a. Medical assisting
  - b. Medical doctor
  - c. Licensed practical nurse
  - d. Physical therapist
  - e. Pharmacy technician



Name \_\_\_\_\_

Date \_\_\_\_\_ Score \_\_\_\_\_

## ASSIGNMENT SHEET

### CHAPTER 2: THE MEDICAL ASSISTANT

#### Unit 2: Personal Characteristics

#### WORDS TO KNOW CHALLENGE

**A. Word Puzzle: Use the definitions below to spell out these terms.**

1. \_ \_ \_ \_ \_
2. \_ \_ \_ \_ \_
3. \_ \_ \_ \_ \_
4. \_ \_ \_ \_ \_
5. \_ \_ \_ \_ \_
6. \_ \_ \_ \_ \_
7. \_ \_ \_ \_ \_
8. \_ \_ \_ \_ \_
9. \_ \_ \_ \_ \_
10. \_ \_ \_ \_ \_
11. \_ \_ \_ \_ \_
12. \_ \_ \_ \_ \_
13. \_ \_ \_ \_ \_
14. \_ \_ \_ \_ \_
15. \_ \_ \_ \_ \_

1. Delicate perception of the right things to say and do without offending
2. Sympathetically trying to identify one's feelings with those of another
3. State of thought or feeling
4. A distinguishing feature of character or mind
5. Correct; exact; without error
6. To become aware of through the senses; to understand
7. A single, unvaried tone; having the same pitch; a tiresome sameness
8. The personal or individual qualities that make one person different from another
9. To work together
10. The ability to learn or understand
11. The position and carriage of the body as a whole
12. Inborn; inherent
13. Characterized by a ready capability to adapt to new, different, or changing requirements
14. Revealed in confidence; secret information
15. Honoring; treating with consideration

**B. Matching: Match the term in column I with its description in column II.**

COLUMN I	COLUMN II
_____ 1. Accuracy	a. Can be relied upon; responsible
_____ 2. Adaptable	b. Ambition, hustle; set something in motion
_____ 3. Courteous	c. Detailed correctness; exactness
_____ 4. Dependable	d. Trustworthy; the quality of being truthful
_____ 5. Empathy	e. Having restraint
_____ 6. Enthusiasm	f. Calmness in waiting; tolerant
_____ 7. Honesty	g. Delicate skill in saying or doing the right thing
_____ 8. Initiative	h. In exact agreement with appointed time
_____ 9. Patience	i. Zeal; intense interest
_____ 10. Perseverance	j. The ability to adjust
_____ 11. Punctual	k. Showing regard for; considerate
_____ 12. Reliable	l. Identifying one's feelings with those of another
_____ 13. Respectful	m. Polite; well-mannered
_____ 14. Self-control	n. Trustworthy; dependable; responsible
_____ 15. Tact	o. Persistent effort

**UNIT REVIEW**

**A. True or False: Place a "T" for true or "F" for false in the space provided. For false statements, explain why they are false.**

To be perceived as a professional, you must look like a professional. The following statements apply to image.

- \_\_\_\_\_ 1. A skin rash on the body should not cause concern to a patient.  
\_\_\_\_\_
- \_\_\_\_\_ 2. Being grossly overweight is beneficial when dealing with dieting patients who need to identify with a role model.  
\_\_\_\_\_
- \_\_\_\_\_ 3. Personal illness requires prompt attention.  
\_\_\_\_\_
- \_\_\_\_\_ 4. Deodorant will cover the odor from old perspiration.  
\_\_\_\_\_
- \_\_\_\_\_ 5. Refrain from using hand cream because it attracts organisms.  
\_\_\_\_\_
- \_\_\_\_\_ 6. Care should be taken to keep your hands out of your hair.  
\_\_\_\_\_
- \_\_\_\_\_ 7. Chewing gum while working is unprofessional.  
\_\_\_\_\_
- \_\_\_\_\_ 8. It is best to wear underwear that is a compatible color with your uniform.  
\_\_\_\_\_
- \_\_\_\_\_ 9. Your posture affects your energy level.  
\_\_\_\_\_

- \_\_\_\_\_ 10. Chapped, cracked hands may allow organisms to enter the body.  
\_\_\_\_\_
- \_\_\_\_\_ 11. Wearing a fragrance with a strong aroma helps soften the medicinal environment in the physician's office.  
\_\_\_\_\_
- \_\_\_\_\_ 12. For women, vivid cosmetics and nail polish are nice accents to a white uniform.  
\_\_\_\_\_

**B. Fill in the Blank: Insert the missing word(s) into the following sentences:**

- 1. The \_\_\_\_\_ of a voice is characterized by highness or lowness.
- 2. When speaking in a medical office, control the \_\_\_\_\_ of your voice to prevent patients from overhearing your conversations.
- 3. It is difficult to understand a person who speaks at a rapid \_\_\_\_\_.
- 4. To improve voice \_\_\_\_\_, practice relaxation exercises.

**C. Short Answer**

- 1. Five personality qualities were identified in the text. List each one and give a brief definition.
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_
  - c. \_\_\_\_\_
  - d. \_\_\_\_\_
  - e. \_\_\_\_\_
- 2. Identify at least two reasons why health care workers should be concerned about their appearance.
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_

**CASE STUDY**

You are employed in an internal medical office with another medical assistant. Joni has been employed in the office for a year, and you have been there nine months. For the last six weeks Joni has been coming in late, taking more than the allotted time for lunch, leaving you to finish patients and clean rooms at the end of the day, and displaying a short temper with patients and co-workers.

**Critical Thinking Questions**

- 1. What desirable medical assistant characteristics are not being displayed by Joni? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- 2. What, if any, action should you take? \_\_\_\_\_  
\_\_\_\_\_
- 3. Can Joni's attitude have an impact on you or the patients? Explain your answer. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## UNIT APPLICATION

### Research Activity

Arrange an interview with an office manager or the school placement officer. Ask this person to list the three most desirable traits sought in a medical assistant and why they place emphasis on those particular traits. Present your findings in a short paper.

### CERTIFICATION AND REGISTRATION PREPARATION

- \_\_\_\_\_ 1. Which of the following characteristics would NOT be considered desirable in a medical assistant?
  - a. Apathy
  - b. Empathy
  - c. Initiative
  - d. Punctuality
  - e. Reliability
- \_\_\_\_\_ 2. Which of the following would convey professionalism to a patient?
  - a. Multiple tattoos
  - b. Body piercings
  - c. Good personal hygiene
  - d. A clean, pressed uniform
  - e. Both c and d
- \_\_\_\_\_ 3. Which of the following terms means “able to adjust”?
  - a. Rigidity
  - b. Adaptable
  - c. Initiative
  - d. Enthusiasm
  - e. Tact
- \_\_\_\_\_ 4. Which of the following terms means the opposite of “rudeness”?
  - a. Self-control
  - b. Initiative
  - c. Courtesy
  - d. Accuracy
  - e. Tact
- \_\_\_\_\_ 5. Which of the following would be considered unprofessional?
  - a. Chewing gum while working
  - b. Neatly trimmed and manicured nails
  - c. Hair pulled back from the face while working
  - d. Refraining from wearing fragrances that are overpowering
  - e. Maintaining healthy skin on hands

**ASSIGNMENT SHEET****CHAPTER 2: THE MEDICAL ASSISTANT****Unit 3: Professionalism****WORDS TO KNOW CHALLENGE****A. Word Scramble: Unscramble the following terms.**

- |          |   |
|----------|---|
| 1. _____ | <u>R</u> <u>E</u> <u>B</u> <u>T</u> <u>A</u> <u>R</u>                   |
| 2. _____ | <u>M</u> <u>P</u> <u>O</u> <u>R</u> <u>T</u> <u>E</u>                   |
| 3. _____ | <u>Y</u> <u>O</u> <u>L</u> <u>M</u> <u>I</u> <u>T</u> <u>A</u> <u>R</u> |
| 4. _____ | <u>I</u> <u>N</u> <u>O</u> <u>L</u> <u>A</u> <u>S</u> <u>I</u>          |
| 5. _____ | <u>T</u> <u>Y</u> <u>R</u> <u>E</u> <u>S</u> <u>G</u> <u>I</u> <u>R</u> |

**B. Matching: Match the term in column I with its description in column II.**

COLUMN I	COLUMN II
_____ 1. Competent	a. A strong desire to achieve something high or great; an object of such desire
_____ 2. Professionalism	b. The renewing or reconfirmation of credentials
_____ 3. Accreditation	c. Conforming to the technical or ethical standards of a profession
_____ 4. Registry	d. Self-governing
_____ 5. Certification	e. Intercommunication between two entities
_____ 6. Liaison	f. Acting as (a temporary position); for the time being
_____ 7. Aspiration	g. Written declaration
_____ 8. Autonomous	h. A list of qualified persons
_____ 9. Revalidation	i. Fit; able; capable
_____ 10. Pro tem	j. The assignment of credentials; approval given for meeting established standards

**UNIT REVIEW****A. True or False: Please a "T" for true or "F" for false in the space provided. For false statements, explain why they are false.**

- \_\_\_\_\_ 1. The *AAPC Coding Edge* is the professional magazine of the AAMA.  
\_\_\_\_\_
- \_\_\_\_\_ 2. Many employers require current certification or registration for medical assistants to be considered for employment.  
\_\_\_\_\_
- \_\_\_\_\_ 3. To stay current in the field of medicine, medical assistants should participate in continuing education programs to earn CEUs toward recertification.  
\_\_\_\_\_
- \_\_\_\_\_ 4. Medical assistants, as well as physicians, have a code of ethics to follow in their professions.  
\_\_\_\_\_
- \_\_\_\_\_ 5. The competency of medical assistant programs is determined by the accrediting board of the American Medical Association.  
\_\_\_\_\_

**B. Fill in the Blank**

1. The pioneers of medicine often were paid with a family's goods or valuables, which is called \_\_\_\_\_.
2. \_\_\_\_\_ of every transaction between physician and patient is a must.
3. In \_\_\_\_\_, medical assistants from \_\_\_\_\_ states met in Kansas City and adopted the name \_\_\_\_\_.
4. The primary purpose of the AAMA is to raise the standards of the medical assistant to a \_\_\_\_\_.
5. The Maxine Williams Scholarship fund was established to assist those interested in pursuing a career in medical assisting; scholarships are based on \_\_\_\_\_.
6. One who interprets and transcribes patient information from oral to printed form by typing or with the use of a word processor is known as a(n) \_\_\_\_\_.
7. In \_\_\_\_\_, the American Association for Medical Transcription (AAMT) was incorporated in \_\_\_\_\_, for the advancement of medical transcription.
8. \_\_\_\_\_ is the registered service mark for the rating that has become the recognized standard of measurement of secretarial proficiency.
9. The American Medical Technologists outline the requirements of professionalism in their \_\_\_\_\_.
10. Both the AAMA national certification exam and the ARMA registry exam are designed to evaluate \_\_\_\_\_ competency in medical assisting.
11. Continuing education is available through professional medical assistant organizations that offer \_\_\_\_\_ to those who successfully complete seminars, workshops, publications, and home-study programs.
12. A certified medical assistant must recertify every \_\_\_\_\_ years, either by taking the exam or by obtaining continuing education credits.
13. The \_\_\_\_\_ award the Registered Medical Assistant (RMA) credential.
14. The \_\_\_\_\_ is the organization that certifies coders.

**C. Short Answer**

1. When, where, and why did the medical assistant profession begin? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
2. Write the AAMA-approved definition of medical assisting: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. State the purpose of the AMT Standards of Practice and what members must recognize in themselves. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
4. Explain why it is important for professionals to certify or recertify according to the guidelines set by the professional medical assistant organizations. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
5. List two professional organizations that would be beneficial to the medical assistant.
  - a. \_\_\_\_\_
  - b. \_\_\_\_\_
  - c. \_\_\_\_\_

**CASE STUDY**

You have just completed your education at a local college as a medical assistant. You are fortunate enough to have been hired from your externship as a medical assistant performing clinical duties. You have not had the opportunity to take either the CMA or the RMA examinations since you went to work immediately following completion of your externship. You notice that there is another medical assistant working in your office who is not certified; however, she signs her name on the charts as Sheri Tanner, CMA.

**Critical Thinking Questions**

1. Is there a problem with Sheri signing her name as indicated above? \_\_\_\_\_  
\_\_\_\_\_
2. How should you sign your name on medical records? \_\_\_\_\_  
\_\_\_\_\_
3. Is there anything that could potentially happen to Sheri as a result of signing the CMA after her name? \_\_\_\_\_  
\_\_\_\_\_

**UNIT APPLICATION**

**Research Activities**

1. Use the Internet to research the differences in certifications such as CMA, RMA, NCRMA, RPT, and PBT, and write a summary of your findings.
2. Check with local ambulatory care facilities in your area and set up an interview with a CMA and a RMA; outline the differences (if any) in their job descriptions and rate of pay.

**CERTIFICATION AND REGISTRATION PREPARATION**

1. The definition "the assignment of credentials; approval given for meeting established standards" relates to which of the following terms?
  - a. Evaluation
  - b. Professionalism
  - c. Accreditation
  - d. Certification
  - e. Reputation

- \_\_\_\_\_ 2. The process through which one maintains a credential without taking an examination is:
- a. Registration
  - b. Recertification through continuing education credits
  - c. Reciprocity
  - d. Revalidation
  - e. All of the above
- \_\_\_\_\_ 3. Which of the following is a method for recertification as a CMA?
- a. Working full time
  - b. Teaching classes
  - c. Continuing education credits
  - d. Performing community service
  - e. Working part time
- \_\_\_\_\_ 4. Which organization awards the Registered Medical Assistant credential?
- a. American Medical Association
  - b. American Medical Technologists
  - c. American Association of Medical Assistants
  - d. National Centers for Competency Testing
  - e. American Society of Clinical Pathologists