



EHR Go patient charts and activities Mapped to the standards For the Medical Assistant

The Commission on Accreditation of Allied Health Education Programs (CAAHEP) accredits programs upon the recommendation of the Medical Assisting Education Review Board (MAERB).

Using the Medical Assisting Standards 3/20/2015 Standards and Guidelines for the Accreditation of Educational Programs in Medical Assisting Essentials/Standards initially adopted in 1969; revised in 1971, 1977, 1984, 1991, 1999, 2003, 2008, 2015 Adopted by the American Association of Medical Assistants Medical Assisting Education Review Board and the Commission on Accreditation of Allied Health Education Programs

Cognitive (Knowledge) I. C Anatomy & Physiology	EHR Go Collection, Case, or Activity	Psychomotor (Skills) I. P Anatomy & Physiology	EHR Go Chart or Activity	Affective (Behavior) I. A Anatomy & Physiology	EHR Go Chart or Activity
1. Describe structural organization of the human body 2. Identify body systems 3. Describe: a. body planes b. directional terms c. quadrants d. body cavities 4. List major organs in each body system 5. Identify the anatomical location of major organs in each body system 6. Compare structure and function of the human body across the life span 7. Describe the normal function of each body system	1. For I. C, any chart can be assigned as a Case Study search the Library by Body System, add Outpatient, if desired.	1. Measure and record: a. blood pressure b. temperature c. pulse d. respirations e. height f. weight g. length (infant) h. head circumference (infant) i. pulse oximetry 2. Perform: a. electrocardiography b. venipuncture c. capillary puncture d. pulmonary function testing 3. Perform patient screening using established protocols	1. a-f. Activity – Vital Signs, Pain and Measurement. 1. g/h. Activity - Growth Milestones and Documenting in the EHR. Can document vitals & measurements in any chart. 2.a. Student Portfolio 2.b. Maria Lambertson	1. Incorporate critical thinking skills when performing patient assessment 2. Incorporate critical thinking skills when performing patient care 3. Show awareness of a patient's concerns related to the procedure being performed	1. For I. A, use any chart in the EHR or Collection "Administrative and Clinical Procedures"



<p>8. Identify common pathology related to each body system:</p> <ul style="list-style-type: none"> a. signs b. symptoms c. etiology <p>9. Analyze pathology for each body system including:</p> <ul style="list-style-type: none"> a. diagnostic measures b. treatment modalities <p>10. Identify CLIA waived tests associated with common diseases</p> <p>11. Identify the classifications of meds including:</p> <ul style="list-style-type: none"> a. indications for use b. desired effects c. side effects d. adverse reactions <p>12. Identify quality assurance practices in healthcare</p> <p>13. List principles and steps of professional/provider CPR</p> <p>14. Describe basic principles of first aid as they pertain to the ambulatory healthcare setting</p>		<p>4. Verify the rules of med admin:</p> <ul style="list-style-type: none"> a. right patient b. right medication c. right dose d. right route e. right time f. right documentation <p>5. Select proper sites for administering parenteral meds</p> <p>6. Administer oral meds</p> <p>7. Administer parenteral (excluding IV) meds</p> <p>8. Instruct and prepare a patient for a procedure or a treatment</p> <p>9. Assist provider with an exam</p> <p>10. Perform a quality control measure</p> <p>11. Obtain specimens and perform:</p> <ul style="list-style-type: none"> a. CLIA waived hematology b. CLIA waived chemistry c. CLIA waived urinalysis d. CLIA waived immunology e. CLIA waived microbiology <p>12. Produce up-to-date documentation</p> <p>13. Perform first aid procedures for:</p> <ul style="list-style-type: none"> a. bleeding b. diabetic coma or insulin shock c. fractures d. seizures e. shock f. syncope 	<p>4.Activity - Medication Administration charts 1-5</p> <p>Activity – Pediatric Immunizations</p> <p>5. Claire Larson; Meridith Dewietz</p> <p>7.Claire Larson; Meridith Dewietz</p> <p>8. Daisha Estrada</p> <p>9. Daisha Estrada</p> <p>11.With any chart: Document results in Lab tab of patient chart</p> <p>12. Use any chart or Skills activity</p>		
<p align="center">Cognitive (Knowledge) II. C Applied Mathematics</p>	<p align="center">EHR Go Chart or Activity</p>	<p align="center">Psychomotor (Skills) II. P Applied Mathematics</p>	<p align="center">EHR Go Chart or Activity</p>	<p align="center">Affective (Behavior) II. A Applied Mathematics</p>	<p align="center">EHR Go Chart or Activity</p>
<p>1. Demonstrate knowledge of basic math computations</p>		<p>1. Calculate proper dosages of medication for administration</p>		<p>1. Reassure a patient of the accuracy of the test results</p>	



2. Apply mathematical computations to solve equations 3. Define basic units of measurement: a. the metric system b. the household system 4. Convert among measurement systems 5. Identify abbreviations and symbols used in calculating medication dosages 6. Analyze healthcare results as reported in: a. graphs b. tables	6. Nathan Holderfield; Meridith Dewietz	2. Differentiate between normal and abnormal test results 3. Maintain lab test results using flow sheets 4. Document on a growth chart	4. Activity – Growth Milestones and Documenting in the EHR		
Cognitive (Knowledge) III. C Infection Control	EHR Go Chart or Activity	Psychomotor (Skills) III. P Infection Control	EHR Go Chart or Activity	Affective (Behavior) III. A Infection Control	EHR Go Chart or Activity
1. List major types of infectious agents 2. Describe the infection cycle: a. the infectious agent b. reservoir c. susceptible host d. means of transmission e. portals of entry f. portals of exit 3. Define the following as practiced within an ambulatory care setting: a. medical asepsis b. surgical asepsis 4. Identify methods of controlling the growth of microorganisms 5. Define the principles of standard precautions 6. Define PPE for: a. all body fluids, secretions and excretions		1. Participate in bloodborne pathogen training 2. Select appropriate barrier/PPE 3. Perform handwashing 4. Prepare items for autoclaving 5. Perform sterilization procedures 6. Prepare a sterile field 7. Perform within a sterile field 8. Perform wound care 9. Perform dressing change 10. Demonstrate proper disposal of biohazardous material a. sharps b. regulated wastes		1. Recognize the implications for failure to comply with CDC regulations in healthcare settings	For III. A, use EHR to support discussion. For ex: routine ped visits & vaccines = Jocelyn Wu



b. blood c. non-intact skin d. mucous membranes 7. Identify CDC regulations that impact healthcare practices	7.Daisha Estrada; Jocelyn Wu				
Cognitive (Knowledge) IV. C Nutrition	EHR Go Chart or Activity	Psychomotor (Skills) IV. P Nutrition	EHR Go Chart or Activity	Affective (Behavior) IV. A Nutrition	EHR Go Chart or Activity
1. Describe dietary nutrients: a. carbohydrates b. fat c. protein d. minerals e. electrolytes f. vitamins g. fiber h. water 2. Define the function of dietary supplements 3. Identify special dietary needs: a. weight control b. diabetes c. cardiovascular disease d. hypertension e. cancer f. lactose sensitivity g. gluten-free h. food allergies	1.Use EHR to support discussion. For ex: carbohydrates = John James Sheppard Sr. 2.Meridith Dewietz 3.a. Delia Giannopoulos; 3.b. Nathan Holderfield; 3.c. Alec Allard; 3.d. Gordon Land; 3e. Ulfat Aftab	1. Instruct a patient according to patient's special dietary needs	1.Gordan Land; Delia Giannopoulos; Meridith Dewietz	1. Show awareness of patient's concerns regarding a dietary change	
Cognitive (Knowledge) V. C Concepts of Effective Communication	EHR Go Chart or Activity	Psychomotor (Skills) V. P. Concepts of Effective Communication	EHR Go Chart or Activity	Affective (Behavior) V. A. Concepts of Effective Communication	EHR Go Chart or Activity
1. Identify styles and types of verbal communication 2. Identify types of nonverbal communication 3. Recognize barriers to communication	For V. C, use EHR charts to support discussion. For ex: Spanish speaking pts = Mr. and Mrs. Diaz	1. Use feedback techniques to obtain patient information including: a. reflection b. restatement c. clarification	1.Activity – Updating Health Information	1. Demonstrate: a. empathy b. active listening c. nonverbal communication 2. Demonstrate the principles of self-boundaries	

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17. Discuss the theories of: a. Maslow b. Erikson c. Kubler-Ross	17. Albert Diaz; James T. Sheppard				
18. Discuss examples of diversity: a. cultural b. social c. ethnic	18. Ulfat Aftab; Jay Delgado; AnaLeticia Diaz; Simon Zhou				
Cognitive (Knowledge) VI. C Administrative Functions	EHR Go Chart or Activity	Psychomotor (Skills) VI. P Psychomotor Functions	EHR Go Chart or Activity	Affective (Behavior) VI. A Administrative Functions	EHR Go Chart or Activity
1. Identify different types of appointment scheduling methods 2. Identify advantages and disadvantages of the following appointment systems a. manual b. electronic 3. Identify critical information required for scheduling patient procedures 4. Define types of information contained in the patient's medical record 5. Identify methods of organizing the patient's medical record based on: a. POMR b. SOMR 6. Identify equipment and supplies needed for medical records to: a. Create b. Maintain c. Store 7. Describe filing indexing rules 8. Differentiate between EMR & PMS	3. Activity – Scheduling Follow up Appointment 4,5. Use any chart 6. Use EHR to support discussion 8. Use EHR to support discussion	1. Manage appointment schedule using established priorities 2. Schedule a patient procedure 3. Create a patient's medical record 4. Organize a patient's medical record 5. File patient medical records 6. Utilize an EMR 7. Input patient data utilizing a practice management system 8. Perform routine maintenance of administrative or clinical equipment 9. Perform an inventory with documentation	3. Use the guide, Registering Patients Using the Student Portfolio 7. Activity - New Pt Registration Insurance A; New Pt Registration Insurance B; and New Pt Registration Insurance C	1. Display sensitivity when managing appointments	For VI. A, any of these skills can be accomplished in any chart or using the Student Portfolio.



<p>9. Explain the purpose of routine maintenance of administrative and clinical equipment</p> <p>10. List steps involved in completing an inventory</p> <p>11. Explain the importance of data back-up</p> <p>12. Explain meaningful use as it applies to EMR</p>					
<p>Cognitive (Knowledge) VII. C Basic Practice Finances</p>	<p>EHR Go Chart or Activity</p>	<p>Psychomotor (Skills) VII. P Basic Practice Finances</p>	<p>EHR Go Chart or Activity</p>	<p>Affective (Behavior) VII. A Basic Practice Finances</p>	<p>EHR Go Chart or Activity</p>
<p>1. Define the following bookkeeping terms:</p> <ul style="list-style-type: none"> a. charges b. payments c. accounts receivable d. accounts payable e. adjustments <p>2. Describe banking procedures as related to the ambulatory care setting</p> <p>3. Identify precautions for accepting the following types of payments:</p> <ul style="list-style-type: none"> a. cash b. check c. credit card d. debit card <p>4. Describe types of adjustments made to patient accounts:</p> <ul style="list-style-type: none"> a. NSF check b. collection agency transaction c. credit balance d. third party <p>5. Identify types of information in the patient's billing record</p>	<p>For VII. C, use the EHR to support the discussion (Accounts>Ledger)</p>	<p>1. Perform accounts receivable procedures to patient accounts including posting:</p> <ul style="list-style-type: none"> a. charges b. payments c. adjustments <p>2. Prepare a bank deposit</p> <p>3. Obtain accurate patient billing information</p> <p>4. Inform a patient of financial obligations for services rendered</p>	<p>3.Activity – Editing Patient Information</p> <p>4. Use any chart</p>	<p>1. Demonstrate professionalism when discussing patient's billing record</p> <p>2. Display sensitivity when requesting payment for services rendered</p>	<p>For VII. A, use the EHR to support the discussion.</p>



6. Explain patient financial obligations for services rendered					
Cognitive (Knowledge) VIII. C Third Party Reimbursement	EHR Go Chart or Activity	Psychomotor (Skills) VIII. P Third Party Reimbursement	EHR Go Chart or Activity	Affective (Behavior) VIII. A Third Party Reimbursement	EHR Go Chart or Activity
1. Identify: <ul style="list-style-type: none"> a. types of 3rd party plans b. information required to file a 3rd party claim c. steps for filing a 3rd party claim 2. Outline managed care requirements for patient referral	3. Use EHR to support discussion	1. Interpret information on an insurance card 2. Verify eligibility for services including documentation 3. Obtain precertification or preauthorization including documentation 4. Complete an insurance claim form	For VIII. P, use the EHR to support the discussion (For ex: Mary Corbet)	1. Interact professionally with 3 rd party representatives 2. Display tactful behavior when communicating with medical providers regarding 3 rd party requirements 3. Show sensitivity when communicating with patients regarding 3 rd party requirements	
3. Describe processes for: <ul style="list-style-type: none"> a. verification of eligibility b. precertification c. preauthorization 4. Define a patient-centered medical home (PCMH) 5. Differentiate between fraud and abuse					
Cognitive (Knowledge) IX. C Procedural & Diagnostic Coding	EHR Go Chart or Activity	Psychomotor (Skills) IX. P Procedural & Diagnostic Coding	EHR Go Chart or Activity	Affective (Behavior) IX. A Procedural & Diagnostic Coding	EHR Go Chart or Activity
1. Describe how to use the most current procedural coding system 2. Describe how to use the most current diagnostic coding classification system 3. Describe how to use the most current HCPCS level II coding system 4. Discuss the effects of: <ul style="list-style-type: none"> a. upcoding b. downcoding 5. Define medical necessity as it applies to procedural and diagnostic coding	For IX. C, use the EHR to support the discussion.	1. Perform procedural coding 2. Perform diagnostic coding 3. Utilize medical necessity guidelines	For IX. P, use any chart.	1. Utilize tactful communication skills with medical providers to ensure accurate code selection	



Cognitive (Knowledge) X. C Legal Implications	EHR Go Chart or Activity	Psychomotor (Skills) X. P Legal Implications	EHR Go Chart or Activity	Affective (Behaviors) X. A Legal Implications	EHR Go Chart or Activity
<ol style="list-style-type: none"> Differentiate between scope of practice and standards of care for medical assistants Compare and contrast provider and medical assistant roles in terms of standard of care Describe components of HIPAA Summarize Patient Bill of Rights Discuss licensure and certification as applied to healthcare providers Compare criminal & civil law as they apply to the practicing MA Define: <ol style="list-style-type: none"> negligence malpractice statute of limitations Good Samaritan Act(s) Uniform Anatomical Gift Act living will/advanced directives medical DPOA PSDA risk management Describe the following types of insurance: <ol style="list-style-type: none"> liability professional (malpractice) personal injury List and discuss legal and illegal applicant interview questions Identify: <ol style="list-style-type: none"> HITECH Act GINA of 2008 ADAAA 	<p>For X. C, use the EHR to support the discussion.</p>	<ol style="list-style-type: none"> Locate a state's legal scope of practice for medical assistants Apply HIPAA rules in regard to: <ol style="list-style-type: none"> privacy release of information Document patient care accurately in the medical record Apply the Patient's Bill of Rights as it relates to: <ol style="list-style-type: none"> choice of treatment consent for treatment refusal of treatment Perform compliance reporting based on public health statutes Report an illegal activity in the healthcare setting following proper protocol Complete an incident report related to an error in patient care 	<p>3.Student Portfolio; Use any chart</p> <p>5.Daisha Estrada; Jay Delgado (if any tests return +)</p>	<ol style="list-style-type: none"> Demonstrate sensitivity to patient rights Protect the integrity of the medical record 	<p>For X. A, use the EHR to support the discussion.</p>



11. Describe the process in compliance reporting: a. unsafe activities b. errors in patient care c. conflicts of interest d. incident reports 12. Describe compliance with public health statutes: a. communicable diseases b. abuse, neglect & exploitation c. wounds of violence 13. Define the following terms: a. informed consent b. implied consent c. expressed consent d. patient incompetence e. emancipated minor f. mature minor g. subpoena duces tecum h. respondent superior i. res ipsa loquitor j. locum tenens k. defendant-plaintiff l. deposition m. arbitration-mediation n. Good Samaritan laws					
Cognitive (Knowledge) XI. C Ethical Considerations	EHR Go Chart or Activity	Psychomotor (Skills) XI. P Ethical Considerations	EHR Go Chart or Activity	Affective (Behavior) XI. A Ethical Considerations	EHR Go Chart or Activity
1. Define: a. ethics b. morals 2. Differentiate between personal and professional ethics 3. Identify the effect of personal morals on professional performance		1. Develop a plan for separation of personal and professional ethics 2. Demonstrate appropriate response(s) to ethical issues		1. Recognize the impact personal ethics and morals have on the delivery of healthcare	



Cognitive (Knowledge) XII. C Protective Practices	EHR Go Chart or Activity	Psychomotor (Skills) XII. P Protective Practices	EHR Go Chart or Activity	Affective (Behavior) XII. A Protective Practices	EHR Go Chart or Activity
<ol style="list-style-type: none"> 1. Identify: <ol style="list-style-type: none"> a. safety signs b. symbols c. labels 2. Identify safety techniques that can be used in responding to accidental exposure to: <ol style="list-style-type: none"> a. blood b. other body fluids c. needle sticks d. chemicals 3. Discuss fire safety issues in an ambulatory healthcare environment 4. Describe fundamental principles for evacuation of a healthcare setting 5. Describe the purpose of SDS in a healthcare setting 6. Discuss protocols for disposal of biological chemical materials 7. Identify principles of: <ol style="list-style-type: none"> a. body mechanics b. ergonomics 8. Identify critical elements of an emergency plan for response to a natural disaster or other emergency 		<ol style="list-style-type: none"> 1. Comply with: <ol style="list-style-type: none"> a. safety signs b. symbols c. labels 2. Demonstrate proper use of: <ol style="list-style-type: none"> a. eyewash equipment b. fire extinguishers c. sharps disposal containers 3. Use proper body mechanics 4. Participate in a mock exposure event with documentation of specific steps 5. Evaluate the work environment to identify unsafe working conditions 		<ol style="list-style-type: none"> 1. Recognize the physical and emotional effects on persons involved in an emergency situation 2. Demonstrate self-awareness in responding to an emergency situation 	



Medical Assisting EHR Go Collections and activities:

Introduction to Electronic Health Records: Building a foundation

EHR Orientation

An orientation activity to be completed by all new users of Go!

Tools and Resources in EHR Go

An introduction to the tools and resources available in the EHR Go educational electronic health record.

EHR Documentation Standards

An introduction to documentation standards in the electronic health record.

The Power of the EHR

An introduction to what the EHR can do and how it can be used in improving healthcare outcomes.

Evidence Based Practice (VTE)

An introduction to health information management for students who will be caring for patients in the clinical setting.

Introduction to Privacy and Security

An introduction to privacy, security, confidentiality and cybersecurity in the EHR.

Introductory Evaluation

This activity can serve as a quiz or exam, requiring students to demonstrate the necessary skills and understanding to access an EHR system and identify and interpret patient data.

Introduction to Chart Deficiencies

An introduction to auditing a chart for documentation deficiencies.



Evidence Based Practice Clinical Audit T2DM

An introduction to clinical guidelines and the clinical audit process of evaluating for evidence-based practice.

Health Information Terminology (AS)

An introduction to health information terminology for the beginning EHR student user.

Release of Information (AS)

An introduction to the privacy and security safeguards provided by HIPAA and how its protection relates to release of patient health information.

Retrieval of Data (AS)

An introduction to data retrieval within the electronic health record.

Administrative and Clinical Procedures: Skills activities for medical office

Registration and Insurance: Adding and updating patient registration, including insurance, and checking in patients

New Patient Registration A

This activity provides practice with registering a new patient.

New Patient Registration B

This activity provides practice with registering a new patient.

New Patient Registration C

This activity provides practice with registering a new patient.

Checking in a Patient

This activity provides practice with checking in a patient for an appointment.

Updating Patient Registration

This activity provides practice with updating changes to a patient's registration information.

Editing Patient Information

This activity provides practice with updating a patient's EHR to reflect changes in demographic and insurance information.



Documenting a Patient Phone Call

This activity provides practice with documenting a phone call with a patient in the patient's EHR.

Outpatient Encounter

This activity provides practice with completing an outpatient encounter, including registration and insurance, encounter entry, and claim submission.

Scheduling: Scheduling new and follow-up appointments

New Patient Registration and Scheduling

This activity provides practice with registering a new patient and scheduling a first appointment.

Scheduling a Follow-up Appointment

This activity provides practice with scheduling a follow-up appointment for an existing patient.

Claims and Ledgers: Managing claims, billing and patient ledger

Creating a Claim

This activity provides practice with creating and submitting a claim for payment by a patient's insurance company.

Coding an Outpatient Claim

This activity provides practice with coding an outpatient claim.

Posting Payments and Adjustments

This activity provides practice with using an Explanation of Benefits (EOB) to post payments and adjustments to the patient ledger.

Clinical Procedures: Managing clinical aspects of a medical office

Data Entry

This activity provides practice of basic data entry and documentation skills in the EHR.



Adding Orders

This activity provides practice with entering patient care and medication orders in a patient's EHR.

Medical Math

This activity provides practice with calculating conversions and dosages commonly found in the healthcare field.

Growth Milestones and Documenting in the EHR

This activity provides practice with plotting and documenting a pediatric patient's growth.

Vital Signs, Pain and Measurements

This activity provides practice with obtaining vital signs, pain assessment and measurements from classmates or volunteers and documenting the data collected.

Pediatric Immunizations

This activity provides practice with immunizations and health maintenance of the pediatric patient.

Updating Health Information

This activity provides practice with updating health information in a patient's EHR as the patient is waiting to be seen by a provider.

Putting it all together: Combining clinical and administrative aspects of care

Registering a Patient and Adding Orders

This activity provides practice with registering a new patient in the system and entering orders in the patient's EHR.

New Patient Registration, Exam and Billing

This activity may be used as a final project. Students are responsible for development of the patient chart, registration. Students will also document care, medication administration, prescription order processing, and the coding and filing of claims.

Checkouts and Discharges

Ulfat Aftab

Withdrawal of life-saving treatments: Exam Room



Meridith Deweitz

New diagnosis B-12 deficiency: Lab/Procedure Unit

Omar Bashir

Chronic pain clinic visit: Exam Room

Edgar Cash

Sleep study: Lab/Procedure Unit

Albert Angelico Diaz

One month well-child visit: Exam Room

AnaLeticia Diaz

Post-partum depression, non-English speaker: Exam Room

Angel Flaco Diaz

New asthma: Lab/Procedure Unit

Daisha Estrada

STD: Lab/Procedure Unit

Delia Giannopoulos

Pre-bariatric surgery evaluation and counseling: Exam Room

Nathan Holderfield

Heart failure with multiple chronic health problems: Exam Room

Claire Larsen

Migraine headache with in-office Imitrex administration: Lab/Procedure Unit

Anna Merritt

Smoking cessation with Chantix: Exam Room



Jocelyn Wu

Nine-month well-child visit: Exam Room

Jacy Sky Redbird

Acute Pancreatitis discharge: Medical-Surgical Unit

Oscar Sanchez

Non-cardiac chest pain discharge: Emergency Room