Medical Assisting: Administrative and Clinical Procedures, 2nd Edition

Part One: INTRODUCTION TO MEDICAL ASSISTING

Section 1: Foundations and Principles

Chapter 1: The Profession of Medical Assisting
Chapter 2: Types of Medical Practice
Chapter 3: Legal and Ethical Issues in Medical Practice, Including HIPAA
Chapter 4: Communication with Patients, Families and Coworkers

Part Two: ADMINISTRATIVE MEDICAL ASSISTING

Section 1: Office Work

Chapter 5: Using and Maintaining Office Equipment
Chapter 6: Using Computers in the Office
Chapter 7: Managing Correspondence and Mail
Chapter 8: Managing Office Supplies
Chapter 9: Maintaining Patient Records
Chapter 10: Managing the Office Medical Records

Section 2: Interacting With Patients

Chapter 11: Telephone Techniques
Chapter 12: Scheduling Appointments and Maintaining the Physician’s Schedule
Chapter 13: Patient Reception Area
Chapter 14: Patient Education

Section 3: Financial Responsibilities

Chapter 15: Processing Health Care Claims
Chapter 16: Medical Coding
Chapter 17: Patient Billing and Collections
Chapter 18: Accounting for the Medical Office

Part 3: CLINICAL MEDICAL ASSISTING

Section 1: The Medical Office Environment

Chapter 19: Principles of Asepsis
Chapter 20: Infection Control Techniques
Chapter 21: HIV, Hepatitis and Other Blood-Borne Pathogens
Chapter 22: Preparing the Examination and Treatment Area

Section 2: Anatomy & Physiology

Chapter 23: Organization of the Body (Overview)
Chapter 24: The Integumentary System—NEW
Chapter 25: The Skeletal System—NEW
Chapter 26: The Muscular System—NEW
Chapter 27: The Nervous System—NEW
Chapter 28: The Circulatory System—NEW
Chapter 29: The Immune System—NEW
Chapter 30: The Respiratory System—NEW
Chapter 31: The Digestive System—NEW
Chapter 32: The Endocrine System—NEW
Chapter 33: Special Senses
Chapter 34: The Urinary System—NEW
Chapter 35: The Reproductive System—NEW

Section 3: Assisting with Patients

Chapter 36: Interviewing the Patient
Chapter 37: Vital Signs and Measurements—NEW
Chapter 38: Assisting With a General Physical Examination
Chapter 39: Providing Eye and Ear Care

Section 4: Specialty Practices and Medical Emergencies

Chapter 40: Assisting With Examinations in the Basic Specialties
Chapter 41: Assisting With Highly Specialized Examinations
Chapter 42: Assisting With Minor Surgery
Chapter 43: Assisting With Cold and Heat Therapy and Ambulation
Chapter 44: Medical Emergencies and First Aid

Section 5: Physician’s Office Laboratory Procedures

Chapter 45: Laboratory Equipment and Safety
Chapter 46: Introduction to Microbiology
Chapter 47: Collecting, Processing and Testing Urine Specimens
Chapter 48: Collecting Processing and Testing Blood Specimens

Section 6: Nutrition, Pharmacology and Diagnostic Equipment

Chapter 49: Nutrition and Special Diets
Chapter 50: Principles of Pharmacology
Chapter 51: Drug Administration
Chapter 52: Electrocardiography and Pulmonary Function Testing
Chapter 53: X-Rays and Diagnostic Radiology

Section 7: Externship—NEW

Chapter 54: Preparing for and Externship—NEW

Appendixes
I. Medical Assistant Role Delineation Chart
II. Prefixes and Suffixes Common to Medical Terms
III. Latin and Greek Equivalents Common to Medical Terms
IV. Abbreviations Common to Medical Notations
V. Symbols Common to Medical Notations
VI. Professional Organizations and Agencies—NEW

Glossary

I. Pronunciation Guide—NEW
II. Index