

## **Medical Occupations Finals Review**

Medical Assistant interpersonal skills

Define: Sympathy, Empathy, Commiseration, Assertive

Steps to grieving and stress: know them, signs & symptoms and what you can do.

Licensure, accreditation, certification and registration

What managed care organization has been in existence the longest? PPO, IPA, HMO, EPO, POS

What type of medicine deals with obesity?

What medical specialty determines causes and nature of diseases and contributes to diagnosis, prognosis and treatment?

Abbreviations:

OD

OP

OphD

DO

MD

PHI

Standards of conduct generally accepted as a moral guide for behavior in the field.

Background information of HIPAA

What does a “consent” form do?

Different types of torts.

What is arbitration?

What is expressed, informed, implied consent?

What is a living will, DNR, POLST, Conservative, Power of Attorney, Advanced Directive?

What are the basics of communication? Verbal & Nonverbal, most difficult to communicate with?

Active listening

Negative stereotyping

Defense mechanism:

Avoidance, compensation, displacement, rationalization, regression

Front office administration:

Greeting, HIPAA, Appointment delays and what to do, Housekeeping, telecommunication, types of communication, answering systems, screening calls, putting on hold, appointment books, PDA, Filing system, subject filing system, what's in an electronic database, paper based medical record system

Template, block, hold, reservation, close, flag

Medical issues

Administration of medication:

Sublingual, otic buccal, transdermal and oral

Know abbreviations for # times per day

Attending, consulting, ordering, referring or treating physician

Subjective vs Objective

Comprehensive physical examination

Brand name drugs vs. generic drugs, how do they get discarded?

Computer use

Proofreading, editing, annotating, commenting, paraphrasing

### Checking accounts

How do they work, who can sign, what must match for the check to be cashed?

### Business paperwork

Resume, cover letter, references

Department where you bring your application

Probationary period

### Vital Signs