

Bonewit-West • Hunt • Applegate

# Today's **MEDICAL ASSISTANT**

**Clinical & Administrative Procedures**



*Examination*  
*Electronic Thermometer*  
*Intramuscular Injection*  
*Administrative Procedures*  
*Validating insurance coverage*  
*Appointment scheduler*  
*Consent to Treatment Form*

*Prepare for Success*

SAUNDERS  
ELSEVIER

**e**volve  
learning system



4 DVDs and  
2 CDs included



# Contents

## Section 1: Introduction to Medical Assisting

### 1. The Health Care System, 1

Introduction to Health and the Health Care System, 2

Shift from Hospital-Based to Community-Based Health Care, 2

Managed Care versus Patient Care: Competing Forces Facing the Medical Office in the 21st Century, 3

Ambulatory Care, 7

Parts of the Medical Office, 11

Medical Specialties, 14

Practice Types, 16

Complementary and Alternative Medicine, 17

### 2. The Professional Medical Assistant, 21

Introduction to Professional Medical Assisting, 22

Educational Programs for Medical Assistants, 23

Characteristics of Medical Assistants, 23

Professionalism, 26

Credentials of Medical Assistants, 28

Professional Organizations, 28

Role of the Medical Assistant, 29

Employment Opportunities, 32

### 3. Ethics and Law for the Medical Office, 34

Introduction to Medical Ethics, 36

Reasons to Study Ethics, 36

Ethics and Health Care, 36

Introduction to Law, 42

Law and Professional Liability, 43

Federal and State Laws Affecting the Medical Office, 49

### 4. Interacting with Patients, 58

Introduction to Communication, 59

Communicating with Patients, 59

Understanding and Meeting the Needs of Patients, 66

## Section 2: Anatomy and Physiology

### 5. Introduction to Anatomy and Physiology, 74

The Human Body, 75

Cell Structure and Function, 82

Tissues and Membranes, 93

### 6. Integumentary System, 103

Introduction to the Integumentary System, 104

Structure of the Skin, 104

Skin Color, 106

Epidermal Derivatives, 106

Functions of the Skin, 108

### 7. Skeletal System, 111

Introduction to the Skeletal System, 112

Overview of the Skeletal System, 112

Bones of the Axial Skeleton, 115

Bones of the Appendicular Skeleton, 121

Articulations, 126

### 8. Muscular System, 129

Introduction to the Muscular System, 130

Characteristics and Functions of the Muscular System, 130

Structure of Skeletal Muscle, 130

Contraction of Skeletal Muscle, 132

Skeletal Muscle Groups, 136

### 9. Nervous System, 147

Introduction to the Nervous System, 148

Functions of the Nervous System, 148

Organization of the Nervous System, 148

Nerve Tissue, 149

Nerve Impulses, 152

Central Nervous System, 157

Peripheral Nervous System, 164

### 10. The Senses, 171

Introduction to the Senses, 172

Receptors and Sensations, 172

**General Senses, 172**  
**Gustatory Sense, 174**  
**Olfactory Sense, 175**  
**Visual Sense, 175**  
**Auditory Sense, 178**  
**Sense of Equilibrium, 182**

## **11. Endocrine System, 185**

**Introduction to the Endocrine System, 186**  
**Comparison of the Endocrine and Nervous Systems, 186**  
**Comparison of Exocrine and Endocrine Glands, 186**  
**Characteristics of Hormones, 186**  
**Endocrine Glands and their Hormones, 186**

## **12. Circulatory System, 195**

**Introduction to the Circulatory System, 196**  
**Heart, 196**  
**Blood, 204**  
**Blood Vessels, 210**

## **13. Respiratory System, 216**

**Introduction to the Respiratory System, 217**  
**Functions and Overview of Respiration, 217**  
**Ventilation, 217**  
**Respiration, 221**  
**Regulation of Respiration, 222**

## **14. Digestive System, 225**

**Introduction to the Digestive System, 226**  
**Functions of the Digestive System, 226**  
**General Structure of the Digestive Tract, 226**  
**Components of the Digestive Tract, 228**  
**Accessory Organs of Digestion, 236**  
**Chemical Digestion, 239**  
**Absorption, 241**

## **15. Urinary System, 242**

**Introduction to the Urinary System, 243**  
**Components of the Urinary System, 243**  
**Urine Formation, 248**

## **16. Reproductive System, 251**

**Introduction to the Reproductive System, 252**  
**Male Reproductive System, 252**  
**Female Reproductive System, 258**

# **Section 3: Clinical Component**

## **17. Medical Asepsis and the OSHA Standard, 266**

**Introduction to Medical Asepsis and the OSHA Standard, 268**

**Microorganisms and Medical Asepsis, 268**

**Procedure 17-1: Handwashing, 271**

**Procedure 17-2: Applying an Alcohol-Based Hand Rub, 274**

**Procedure 17-3: Application and Removal of Clean Disposable Gloves, 275**

**OSHA Bloodborne Pathogens Standard, 277**

**Regulated Medical Waste, 284**

**Bloodborne Diseases, 287**

## **18. Sterilization and Disinfection, 295**

**Introduction to Sterilization and Disinfection, 296**

**Definition of Terms, 296**

**Hazard Communication Standard, 297**

**Sanitization, 301**

**Procedure 18-1: Sanitization of Instruments, 303**

**Disinfection, 307**

**Sterilization, 308**

**Procedure 18-2: Wrapping Instruments Using Paper or Muslin, 313**

**Procedure 18-3: Wrapping Instruments Using a Pouch, 315**

**Procedure 18-4: Sterilizing Articles in the Autoclave, 320**

## **19. Vital Signs, 325**

**Introduction to Vital Signs, 327**

**Temperature, 327**

**Procedure 19-1: Measuring Oral Body Temperature—Electronic Thermometer, 336**

**Procedure 19-2: Measuring Axillary Body Temperature—Electronic Thermometer, 338**

**Procedure 19-3: Measuring Rectal Body Temperature—Electronic Thermometer, 340**

**Procedure 19-4: Measuring Aural Body Temperature—Tympanic Membrane Thermometer, 341**

**Procedure 19-5: Measuring Temporal Artery Body Temperature, 344**

**Pulse, 346**

**Respiration, 348**

**Pulse Oximetry, 352**

Procedure 19-6: Measuring Pulse and Respiration, 356

Procedure 19-7: Measuring Apical Pulse, 357

Procedure 19-8: Performing Pulse Oximetry, 358

#### **Blood Pressure, 361**

Procedure 19-9: Measuring Blood Pressure, 368

Procedure 19-10: Determining Systolic Pressure by Palpation, 371

### **20. The Physical Examination, 375**

Introduction to the Physical Examination, 376

Definition of Terms, 376

Preparation of the Examining Room, 377

Preparation of the Patient, 380

Measuring Weight and Height, 380

Procedure 20-1: Measuring Weight and Height, 386

Positioning and Draping, 388

Procedure 20-2: Sitting Position, 388

Procedure 20-3: Supine Position, 389

Procedure 20-4: Prone Position, 390

Procedure 20-5: Dorsal Recumbent Position, 391

Procedure 20-6: Lithotomy Position, 392

Procedure 20-7: Sims Position, 394

Procedure 20-8: Knee-Chest Position, 395

Procedure 20-9: Fowler's Position, 396

Assessment of the Patient, 397

Assisting the Physician, 402

Procedure 20-10: Assisting with the Physical Examination, 403

### **21. Eye and Ear Assessment and Procedures, 408**

Introduction to the Eye, 409

Visual Acuity, 409

Assessment of Color Vision, 413

Procedure 21-1: Assessing Distance Visual Acuity—Snellen Chart, 415

Procedure 21-2: Assessing Color Vision—Ishihara Test, 416

Eye Irrigation, 417

Eye Instillation, 417

Procedure 21-3: Performing an Eye Irrigation, 418

Procedure 21-4: Performing an Eye Instillation, 420

Introduction to the Ear, 421

Assessment of Hearing Acuity, 422

Ear Irrigation, 426

Ear Instillation, 426

Procedure 21-5: Performing an Ear Irrigation, 427

Procedure 21-6: Performing an Ear Instillation, 429

### **22. Physical Agents to Promote Tissue Healing, 433**

Introduction to Tissue Healing, 434

Local Application of Heat and Cold, 434

Procedure 22-1: Applying a Heating Pad, 437

Procedure 22-2: Applying a Hot Soak, 438

Procedure 22-3: Applying a Hot Compress, 439

Procedure 22-4: Applying an Ice Bag, 440

Procedure 22-5: Applying a Cold Compress, 441

Procedure 22-6: Applying a Chemical Pack, 442

Ambulatory Aids, 443

Procedure 22-7: Measuring for Axillary Crutches, 446

Procedure 22-8: Instructing a Patient in Crutch Gaits, 447

Procedure 22-9: Instructing a Patient in the Use of a Cane, 449

Procedure 22-10: Instructing a Patient in the Use of a Walker, 450

### **23. The Gynecologic Examination and Prenatal Care, 452**

Introduction to the Gynecologic Examination and Prenatal Care, 454

Gynecologic Examination, 454

Gynecology, 454

Breast Examination, 454

Pelvic Examination, 455

Procedure 23-1: Breast Self-Examination Instructions, 464

Procedure 23-2: Assisting with a Gynecologic Examination, 466

Vaginal Infections, 470

Prenatal Care, 473

Obstetrics, 473

Prenatal Visits, 475

Procedure 23-3: Assisting with a Return Prenatal Examination, 489

Six Weeks–Postpartum Visit, 491

### **24. The Pediatric Examination, 496**

Introduction to the Pediatric Examination, 498

Pediatric Office Visits, 498

Developing a Rapport, 498

Carrying the Infant, 499

Growth Measurements, 499

Procedure 24-1: Measuring the Weight and Length of an Infant, 503

Procedure 24-2: Measuring Head and Chest Circumference of an Infant, 504

Procedure 24-3: Calculating Growth Percentiles, 505

**Pediatric Blood Pressure Measurement, 508**

**Collection of a Urine Specimen, 509**

Procedure 24-4: Applying a Pediatric Urine Collector, 510

**Pediatric Injections, 512**

**Immunizations, 513**

**Newborn Screening Test, 516**

## **25. Minor Office Surgery, 524**

**Introduction to Minor Office Surgery, 526**

**Surgical Asepsis, 526**

**Instruments Used in Minor Office Surgery, 527**

**Commercially Prepared Sterile Packages, 529**

Procedure 25-1: Applying and Removing Sterile Gloves, 532

Procedure 25-2: Opening a Sterile Package, 535

Procedure 25-3: Pouring a Sterile Solution, 536

**Wounds, 537**

**Sterile Dressing Change, 539**

Procedure 25-4: Changing a Sterile Dressing, 539

**Sutures, 541**

Procedure 25-5: Removing Sutures and Staples, 545

Procedure 25-6: Applying and Removing Adhesive Skin Closures, 548

**Assisting with Minor Office Surgery, 552**

Procedure 25-7: Assisting with Minor Office Surgery, 556

**Medical Office Surgical Procedures, 560**

**Bandaging, 565**

## **26. Administration of Medication and Intravenous Therapy, 571**

**Introduction to the Administration of Medication, 573**

**Administering, Prescribing, and Dispensing Medication, 573**

**Legal Aspects, 574**

**Routes of Administration, 574**

**Drug References, 574**

**Food and Drug Administration, 574**

**Drug Nomenclature, 574**

**Classification of Drugs Based on Preparation, 578**

**Classification of Drugs Based on Action, 579**

**Systems of Measurement for Medication, 585**

**Converting Units of Measurement, 588**

**Controlled Drugs, 588**

**Prescription, 589**

**Medication Record, 596**

**Factors Affecting Drug Action, 597**

**Guidelines for Preparation and Administration of Medication, 598**

**Oral Administration, 598**

Procedure 26-1: Administering Oral Medication, 599

**Parenteral Administration, 600**

Procedure 26-2: Preparing an Injection, 608

Procedure 26-3: Reconstituting Powdered Drugs, 611

Procedure 26-4: Administering a Subcutaneous Injection, 612

Procedure 26-5: Administering an Intramuscular Injection, 614

Procedure 26-6: Z-Track Intramuscular Injection Technique, 617

**Tuberculin Testing, 618**

**Allergy Testing, 620**

Procedure 26-7: Administering an Intradermal Injection, 625

**Intravenous Therapy, 628**

## **27. Cardiopulmonary Procedures, 636**

**Introduction to Electrocardiography, 637**

**Cardiac Cycle, 638**

**Electrocardiograph Paper, 639**

**Standardization of the Electrocardiograph, 639**

**Electrocardiograph Leads, 639**

**Maintenance of the Electrocardiograph, 642**

**Electrocardiographic Capabilities, 642**

**Artifacts, 644**

Procedure 27-1: Running a 12-Lead, Three-Channel Electrocardiogram, 646

**Holter Monitor Electrocardiography, 649**

**Cardiac Dysrhythmias, 649**

**Pulmonary Function Tests, 649**

Procedure 27-2: Spirometry Testing, 653

## **28. Specialty Examinations and Procedures:**

**Colon Procedures, Male Reproductive Health, and Radiology and Diagnostic Imaging, 657**

*Colon Procedures, 659*

**Introduction to Colon Procedures, 659**

**Fecal Occult Blood Testing, 659**

Procedure 28-1: Fecal Occult Blood Testing: Guaiac Slide Test, 662

Procedure 28-2: Developing the Hemoccult Slide Test, 664

Flexible Sigmoidoscopy, 666

*Male Reproductive Health, 667*

Introduction to Male Reproductive Health, 667

Prostate Cancer Screening, 667

Testicular Self-Examination, 668

*Radiology and Diagnostic Imaging, 668*

Introduction to Radiology, 668

Contrast Media, 669

Fluoroscopy, 670

Positioning the Patient, 670

Specific Radiographic Examinations, 670

Introduction to Diagnostic Imaging, 674

Ultrasonography, 674

Computed Tomography, 675

Magnetic Resonance Imaging, 675

Nuclear Medicine, 677

Digital Radiology, 678

## **29. Introduction to the Clinical Laboratory, 681**

Introduction to the Clinical Laboratory, 682

Laboratory Tests, 683

Purpose of Laboratory Testing, 683

Types of Clinical Laboratories, 684

Laboratory Requests, 686

Laboratory Reports, 689

Patient Preparation and Instructions, 691

Collecting, Handling, and Transporting Specimens, 692

Procedure 29-1: Collecting a Specimen for Transport to an Outside Laboratory, 693

Clinical Laboratory Improvement Amendments, 695

Physician's Office Laboratory, 696

Quality Control, 697

Laboratory Safety, 697

## **30. Urinalysis, 700**

Composition of Urine, 701

Collection of Urine, 702

Procedure 30-1: Clean-Catch Midstream Specimen Collection Instructions, 704

Analysis of Urine, 705

Procedure 30-2: Chemical Testing of Urine with the Multistix 10 SG Reagent Strip, 714

Procedure 30-3: Prepare a Urine Specimen for Microscopic Examination: Kova Method, 721

Urine Pregnancy Testing, 724

Serum Pregnancy Test, 724

Procedure 30-4: Performing a Urine Pregnancy Test, 725

## **31. Phlebotomy, 729**

Introduction to Phlebotomy, 730

Venipuncture, 731

General Guidelines for Venipuncture, 731

Vacuum Tube Method of Venipuncture, 737

Procedure 31-1: Venipuncture—Vacuum Tube Method, 742

Butterfly Method of Venipuncture, 746

Procedure 31-2: Venipuncture—Butterfly Method, 748

Problems Encountered with Venipuncture, 753

Obtaining a Serum Specimen, 755

Skin Puncture, 757

Puncture Sites, 757

Skin Puncture Devices, 757

Microcollection Devices, 758

Guidelines for Performing a Finger Puncture, 759

Procedure 31-3: Skin Puncture—Disposable Semiautomatic Lancet Device, 760

Procedure 31-4: Skin Puncture—Reusable Semiautomatic Lancet Device, 762

## **32. Hematology, 767**

Introduction to Hematology, 768

Hemoglobin Determination, 768

Hematocrit, 768

Procedure 32-1: Hematocrit, 772

White Blood Cell Count, 774

Red Blood Cell Count, 775

White Blood Cell Differential Count, 775

Procedure 32-2: Preparation of a Blood Smear for a Differential Cell Count, 776

## **33. Blood Chemistry and Serology, 780**

Introduction to Blood Chemistry and Serology, 781

Blood Chemistry, 782

Automated Blood Chemistry Analyzers, 782

Quality Control, 786

Cholesterol, 786

Blood Urea Nitrogen, 788

Blood Glucose, 789

**Tests for Management of Diabetes, 791**

**Glucose Meters, 794**

Procedure 33-1: Blood Glucose Measurement Using the Accu-Chek Advantage Glucose Meter, 797

**Serology, 800**

**Serologic Tests, 800**

**Rapid Mononucleosis Testing, 800**

### **34. Medical Microbiology, 804**

**Introduction to Microbiology, 805**

**Normal Flora, 806**

**Infection, 806**

**Microorganisms and Disease, 807**

**Microscope, 809**

Procedure 34-1: Using the Microscope, 811

**Microbiologic Specimen Collection, 814**

Procedure 34-2: Collecting a Specimen for a Throat Culture, 816

**Streptococcus Testing, 817**

**Sensitivity Testing, 817**

**Microscopic Examination of Microorganisms, 818**

**Prevention and Control of Infectious Diseases, 821**

Procedure 34-3: Preparing a Smear, 821

### **35. Emergency Medical Procedures, 825**

**Introduction to Emergency Medical Procedures, 826**

**Office Crash Cart, 826**

**Emergency Medical Services System, 826**

**First Aid Kit, 830**

**OSHA Safety Precautions, 830**

**Guidelines for Providing Emergency Care, 831**

## **Section 4: Administrative Component**

### **36. The Medical Record, 852**

**Introduction to the Medical Record, 854**

**Components of the Medical Record, 854**

**Medical Office Administrative Documents, 855**

**Medical Office Clinical Documents, 856**

**Laboratory Documents, 859**

**Diagnostic Procedure Documents, 861**

**Therapeutic Service Documents, 862**

**Hospital Documents, 863**

**Consent Documents, 870**

Procedure 36-1: Completion of a Consent to Treatment Form, 873

Procedure 36-2: Release of Medical Information, 874

**Medical Record Formats, 875**

**Preparing a Medical Record for a New Patient, 879**

Procedure 36-3: Preparing a Medical Record, 880

**Taking a Health History, 882**

**Charting in the Medical Record, 886**

Procedure 36-4: Obtaining and Recording Patient Symptoms, 892

### **37. Patient Reception, 897**

**Preparing for Patients, 898**

Procedure 37-1: Opening the Medical Office, 900

Procedure 37-2: Closing the Medical Office, 900

**Patient Check-In, 901**

Procedure 37-3: Obtaining New Patient Information, 906

**Orienting Patients to the Medical Office, 907**

Procedure 37-4: Explaining Office Policies and Procedures, 907

### **38. Medical Office Computerization, 911**

**Introduction to Medical Office Computerization, 913**

**Computer Concepts, 913**

**The Data Processing Cycle, 913**

**Components of the Computer System, 914**

**Main Computer Unit, 916**

**Computer Monitor, 918**

**Computer Keyboard, 920**

**Printer, 922**

**Storage Devices, 923**

**Medical Office Computerization, 925**

**Medical Practice Management Program, 927**

**Electronic Medical Record, 928**

**Computer Network Security, 933**

**Backups, 935**

**System Maintenance, 935**

**Service Agreements, 935**

### **39. Telephone Techniques, 939**

**Introduction to Telephone Techniques, 940**

**Using the Telephone Effectively, 940**

**Telephone Technology, 941**

**Incoming Calls, 944**

Procedure 39-1: Performing Telephone Screening, 948

- Procedure 39-2: Taking a Telephone Message, 949
- Procedure 39-3: Taking Requests for Medication or Prescription Refills, 950

#### **Outgoing Calls, 951**

- Procedure 39-4: Telephoning a Patient for Follow-Up, 953

### **40. Scheduling Appointments, 956**

Introduction to Appointment Scheduling, 958

Guidelines for Appointment Scheduling, 958

Methods of Scheduling, 958

Daily Appointment Schedule, 960

Types of Scheduling, 960

Setting Up the Appointment Matrix, 961

- Procedure 40-1: Setting Up the Appointment Matrix, 962

Guidelines for Scheduling, 963

- Procedure 40-2: Making an Appointment, 966

Managing the Appointment Schedule, 967

- Procedure 40-3: Managing the Appointment Schedule, 968

Scheduling Referral Appointments, Diagnostic Tests, Procedures, and Admissions, 970

- Procedure 40-4: Completing a Referral Form for Managed Care, 972

- Procedure 40-5: Scheduling Inpatient or Outpatient Diagnostic Tests or Procedures, 973

- Procedure 40-6: Scheduling Inpatient or Outpatient Admissions, 974

### **41. Medical Records Management, 978**

Introduction to Medical Records, 979

Paper-Based Medical Records, 979

Electronic Medical Records, 979

Equipment and Supplies, 980

Filing Systems, 982

- Procedure 41-1: Filing Patient Records: Alphabetic, 985

- Procedure 41-2: Filing Patient Records: Numeric, 985

Retrieving or Filing a Paper Medical Record, 986

- Procedure 41-3: Filing Reports, 987

Electronic Medical Record, 988

Storing Medical Records, 988

### **42. Written Communications, 992**

Introduction to Written Communication, 993

Business Letters, 993

- Procedure 42-1: Composing a Business Letter, 998

Responding to Written Communication, 999

- Procedure 42-2: Responding to Written Communication, 1002

Transcription, 1002

- Procedure 42-3: Transcribing a Dictated Letter or Report, 1006

Electronic Data Transmission, 1006

- Procedure 42-4: Sending a Fax, 1007

Photocopying, 1009

- Procedure 42-5: Preparing Copies of Multiple-Pag Documents, 1009

### **43. Mail, 1012**

Introduction to Mail and Shipping, 1013

U.S. Postal System, 1013

Other Package Delivery Services, 1017

Processing Incoming Mail, 1017

- Procedure 43-1: Processing Incoming Mail, 1018

Automated Mail Processing, 1019

Postal Addressing Standards, 1020

- Procedure 43-2: Looking Up a ZIP Code, 1023

Outgoing Mail, 1023

- Procedure 43-3: Preparing Envelopes for Mailing, 1025

### **44. Managing Practice Finances, 1029**

Introduction to Patient Accounts, 1030

Methods of Maintaining Patient Accounts, 1030

Components of a Patient Account, 1032

- Procedure 44-1: Completing a Patient Charge Slip, 1037

- Procedure 44-2: Posting Charges to the Patient Ledger, 1038

- Procedure 44-3: Posting Payments and/or Adjustments, 1039

- Procedure 44-4: Recording a Patient's Visit on the Day Sheet, 1040

- Procedure 44-5: Balancing the Day Sheet, 1042

Banking Activities, 1043

- Procedure 44-6: Writing a Check, 1050

- Procedure 44-7: Preparing a Bank Deposit, 1051

- Procedure 44-8: Reconciling a Bank Statement, 1052

Other Financial Accounts, 1052

### **45. Medical Coding, 1056**

Introduction to Coding, 1057

Procedure Coding, 1057



## **Coding, 1057**

Procedure 45-1: Looking Up a CPT Code, 1062  
Healthcare Common Procedure Coding System, 1063  
Procedure 45-2: Looking Up a HCPCS Code, 1064  
ICD-9-CM Coding, 1064

Procedure 45-3: Looking Up an ICD-9-CM Code, 1068

## **46. Medical Insurance, 1071**

Introduction to Health Insurance, 1072

History of Health Insurance, 1072

Obtaining Health Insurance, 1073

Paying for Health Insurance and Health Care, 1074

Factors Affecting Insurance Reimbursement, 1074

Types of Insurance, 1075

Insurance Claim Forms, 1080

Completing the Insurance Claim Form, 1080

Procedure 46-1: Completing/Reviewing the CMS-1500 Insurance Claim Form, 1082

Submitting Insurance Claims, 1086

Tracking Insurance Reimbursement, 1086

## **47. Billing and Collections, 1092**

Introduction to Billing, 1093

Billing Cycle, 1093

Billing Process, 1093

Procedure 47-1: Processing Patient Bills, 1094

Billing Problems, 1094

Procedure 47-2: Posting an NSF Check, 1095

Procedure 47-3: Posting an Overpayment, 1096

Procedure 47-4: Processing a Refund, 1097

Account Aging, 1098

Procedure 47-5: Creating an Accounts Receivable Aging Record, 1099

Collection Activities, 1100

Procedure 47-6: Writing a Collection Letter, 1105

Procedure 47-7: Posting a Collection Agency Payment, 1105

## **48. The Medical Assistant as Office Manager, 1109**

Introduction to Medical Office Management, 1110

Maintaining the Office, 1111

Routine Maintenance, 1112

Maintaining Equipment, 1115

Procedure 48-1: Performing Routine Maintenance of Equipment, 1116

Supplies, 1117

Procedure 48-2: Taking a Supply or Equipment Inventory, 1119

Creating an Environment for Teamwork, 1120

Preparing Payroll, 1121

Managing Physician and Employee Schedules, 1122

Providing Resources for Staff and Patients, 1123

Procedure 48-3: Locating Community Resources, 1124

Risk Management, 1125

## **49. Obtaining Employment, 1129**

Introduction to Obtaining Employment, 1130

Successful Job Hunting, 1130

Tools for a Job Search, 1130

Getting the Job, 1137

Lifelong Learning, 1140

Planning for Job Advancement or Career Change, 1142

## **Appendices, 1145**

A. Medical Abbreviations, 1145

B. Spanish-English Phrases, 1154

C. Community Resources for the Medical Assistant, 1158

## **Glossary, 1160**