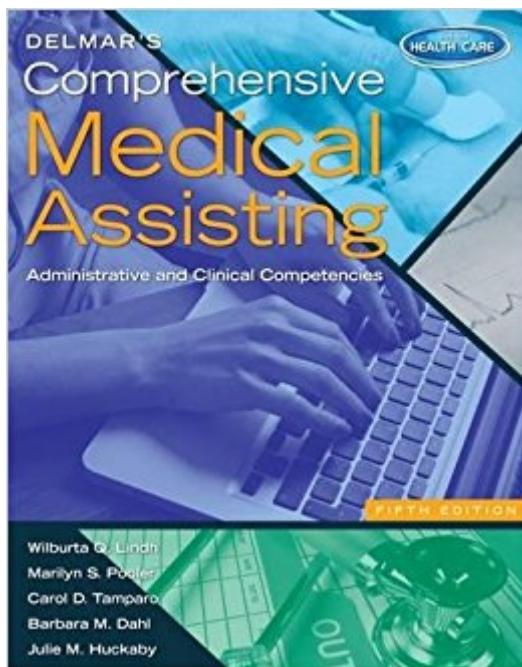


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# **Delmar's Comprehensive Medical Assisting: Administrative And Clinical Competencies (with Premium Website Printed Access Card And Medical Office Simulation Software 2.0 CD-ROM)**



## **Synopsis**

In today's dynamic health care environment, medical assistants are playing an increasingly important role. DELMAR'S COMPREHENSIVE MEDICAL ASSISTING: ADMINISTRATIVE AND CLINICAL COMPETENCIES, Fifth Edition, helps you gain the knowledge and skills needed to succeed in this rewarding, rapidly growing field. Known for its thorough coverage, extensive technical detail, and accurate, up-to-date content, this proven book covers clinical tasks such as taking patients' medical histories, recording vital signs, explaining procedures, and assisting care providers during exams, as well as administrative duties including managing patient information, electronic medical records (EMR), insurance documentation, billing, and bookkeeping. In addition, chapter material and learning objectives are clearly mapped to ABHES, CAAHEP, and MAERB competencies, with an increased focus on professionalism and personal effectiveness, to help you hone practical, real-world skills and prepare for certification. The guide also supports effective learning with a variety of online resources to help you make the most of your study time, including interactive quizzes for self-assessment and the popular Critical Thinking Challenge application.

## **Book Information**

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Life-Threatening Illness. Unit 3: Responsible Medical Practice. 7. Legal Considerations. 8. Ethical Considerations. 9. Emergency Procedures and First Aid. Section II: ADMINISTRATIVE PROCEDURES. Unit 4. Integrated Administrative Procedures. 10. Creating the Facility Environment. 11. Computers in the Ambulatory Care Setting. 12. Telecommunications. 13. Patient Scheduling. 14. Medical Records Management. 15. Written Communications. 16. Medical. Unit 5: Managing Facility Finances. 17. Medical Insurance. 18. Medical Insurance Coding. 19. Daily Financial Practices. 20. Billing and Collections. 21. Accounting Practices. Section III: CLINICAL PROCEDURES. Unit 6: Integrated Clinical Procedures. 22. Infection Control and Medical Asepsis. 23. The Patient History and Documentation. 24. Vital Signs and Measurements. 25. The Physical Examination. Unit 7: Assisting with Specialty Examinations and Procedures. 26. Obstetrics and Gynecology. 27. Pediatrics. 28. Male Reproductive System. 29. Gerontology. 30. Examinations and Procedures of Body Systems. Unit 8: Advanced Techniques and Procedures. 31. Assisting with Office/Ambulatory Surgery. 32. Diagnostic Imaging. 33. Rehabilitation and Therapeutic Modalities. 34. Nutrition in Health and Disease. 35. Basic Pharmacology. 36. Calculation of Medication Dosage and Medication Administration. 37. Electrocardiography. Unit 9: Laboratory Procedures. 38. Regulatory Guidelines for Safety and Quality in the Medical Laboratory. 39. Introduction to the Medical Laboratory. 40. Phlebotomy: Venipuncture and Capillary Puncture. 41. Hematology. 42. Urinalysis. 43. Basic Microbiology. 44. Specialty Laboratory Tests. Section IV: PROFESSIONAL PROCEDURES. Unit 10: Office and Human Resources Management. 45. The Medical Assistant as Office Manager. 46. The Medical Assistant as Human Resources Manager. Unit 11: Entry into the Profession. 47. Preparing for Medical Assisting Credentials. 48. Employment Strategies. Appendix A: Common Medical Abbreviations and Symbols. Appendix B: Top 200 Brand Drugs for 2011 by Number of U.S. Prescriptions Dispensed. Appendix C: Occupational Analysis of the CMA (AAMA). Appendix D: Medical Assisting Task List. Appendix E: Software Support: The Critical Thinking Challenge and Medical Office. Simulation Software. Glossary of Terms. Glosario de Terminos. Index.

Ms. Lindh, CMA (AAMA) is Professor Emerita at Highline College in Des Moines, Washington, where she served as Program Director and a consultant to the Medical Assistant Program, and received the Outstanding Faculty Member of the Year award for reshaping the program. The co-author of several textbooks on medical assisting, Ms. Lindh conducted workshops and lectured at events across the country during her tenure, and remains an active member of both the SeaTac Chapter of the American Association of Medical Assistants (AAMA) and the National American

Association of Medical Assistants.Marilyn S. Pooler, RN, MEd, RMA(AMT), is a Professor in the Medical Assisting Department at Springfield Technical Community College, Springfield, Massachusetts. Marilyn has taught at Springfield for twenty years and previously served as chair of the Medical Assisting Department. She is on the certifying board of the AAMA task force for test construction and is a member of the executive board of the New England Association of Allied Health Educators. She is also a site surveyor for AAMA, reviewing medical assisting programs at schools and colleges seeking accreditation.Dr. Tamparo, PhD, CMA-A (AAMA) is the former Dean of Business and Allied Health at the Lake Washington Institute of Technology in Kirkland, Washington, and founder of the Medical Assistant Program at Highline College. The author and co-author of four texts for allied health professionals, she is also a member of the SeaTac American Association of Medical Assistants and the National American Association of Medical Assistants.Ms. Dahl, CMA (AAMA), CPC served as a tenured faculty member and coordinator for the Medical Assisting Program at Whatcom Community College in Bellingham, Washington, for more than 20 years. A credentialed CMA and CPC, she actively participated in the Whatcom County Chapter of Medical Assistants, Washington State Society of Medical Assistants, American Association of Medical Assistants (AAMA), Washington State Medical Assisting Educators, and American Academy of Professional Coders (AAPC). Ms. Dahl is currently consulting to organizations on medical management, personnel issues, curriculum development, and program accreditation, and as a medical assistant advocate.Ms. Morris, RN, BSN, CCMA, CMAA, CBCS has been involved in health care for more than four decades. After earning her Bachelor of Science in Nursing from Jacksonville State University, she went on to a career that included Director-level roles in case management, home infusion care, clinical education, and clinic management. Over the last ten years, Ms. Morris has honored her passion for education by instructing adults in allied health, eventually serving as Program Director, Externship Coordinator, and Director of Career Services. Currently, Ms. Morris devotes her career to curriculum development, integrating active learning in the classroom, and student engagement and success strategies. She is an active member of the Cobb Chapter of the American Association of Medical Assistants in Georgia.

Purchased this book for an upcoming course that I'm going to be taking at school and simply by skimming through the pages I can tell off the bat that it's a really good detailed informative book. Freaked out a little when I didn't find the access code/card and CD simulation software in the package when I opened it, but later found that the access code/card is attached to the first page of the book and the CD is located on the last page. Overall truly satisfied with this purchase. Definitely

saved me money as opposed to if I would have purchased it at my school bookstore or anywhere else I searched for this book. Delmar's Comprehensive Medical Assisting: Administrative and Clinical Competencies (with Premium Website Printed Access Card and Medical Office Simulation Software 2.0 CD-ROM)

Unfortunately many of the pages were not cut apart and the book is pretty much useless without tearing and ripping the pages apart. For a \$100.00 book I'd expect better quality. Frustrating to say the least. Delmar's Comprehensive Medical Assisting: Administrative and Clinical Competencies (with Premium Website Printed Access Card and Medical Office Simulation Software 2.0 CD-ROM)

Received as advertised. Totally brand new with no damages. I bought this book to study for the AMT RMA exam. The chapters are written in an easy to understand format; each starts from broader subjects then explains it in more details all through out the book. This text is one of the titles listed on AMT's resources. It covers all areas of competency one needs to pass the exam: it covers medical history, medical legalities, clinical and administrative duties of MAs.

I paid maybe a fourth of what I would have paid full price for this and it came in almost perfect condition!

The book is pretty in depth with step-by-step procedures in the back of each chapter. It covers everything from proper hand washing technique to assisting with sterile procedures. All of the information is well presented and easy to read. The CD was missing from my book so I can't comment on that, but the online content is okay at best and only some of it is not included with the code that comes with new books. The publisher wants you to pay even more money for the other half of the study material online even though some of it is listed as free content. I contacted them and could not get a straight answer about this, but oh well. Most classes do not require you to use the online material at all so I can't really complain about it too much since I'm not required to pay for it or anything. Overall I would say that this has to be one of the better written textbooks I have had to use over the years and I have had no problems learning from it.

ok

This was a requirement for my medical assisting class, so as for the content it holds, I can't really

shed much light. I'm learning from this book everyday and its pretty informative. I don't know how this review is supposed to go but, its getting me through my MA class and that's all that counts for me.

Great condition, very pleased.

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