Comprehensive Medical Assisting Administrative and Clinical Competencies 6th edition Lindh Solutions Manual

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CHAPTER 2

HEALTH CARE SETTINGS AND THE HEALTH CARE TEAM

Overview

Students learn to place themselves in the context of the health care team, recognizing the major medical management models and the wide range of health care professionals that medical assistants may come in contact with during their careers. Students understand the differences between physicians, the allied health professions, integrative medicine, and other health care professions. Students gain a respect for the important role of the medical assistant as a vital link in the health care team, with an emphasis on professionalism, proper training, and appropriate behavior in patient communications.

Lesson Plan

I. CHAPTER OUTLINE

A. Ambulatory Health Care Settings

1. Sole Proprietorships
2. Partnerships
3. Professional Corporations
4. Group Practices
5. Urgent Care Centers
6. Managed Care Operations
7. "Boutique" or "Concierge" Medical Practices
8. Patient-Centered Medical Homes (PCMH)
9. Accountable Care Organization (ACO)

B. The Health Care Team

1. The Title *Doctor*

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2. Health Care Professionals and Their Roles
3. Integrative Medicine and Alternative Health Care Practitioners
4. Future of Integrative Medicine

C. Allied Health Professionals and Their Roles

1. The Role of the Medical Assistant
2. Health Unit Coordinator
3. Medical Laboratory Technologist
4. Registered Dietitian
5. Pharmacist
6. Pharmacy Technician
7. Phlebotomist
8. Physical Therapist
9. Physical Therapy Assistant
10. Nurse
11. Physician Assistant

D. The Value of the Medical Assistant to the Health Care Team

II. REFERENCES

A. Lindh, Wilburta Q., Tamparo, Carol D., Dahl, Barbara M., Morris, Julie A., & Correa, Cindy, *Comprehensive Medical Assisting: Administrative and Clinical Competencies, 6*e

B. See References/Bibliography section at the end of the text, organized by Unit

C. Any other teacher-preferred reference material

III. VISUAL AIDS

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A. Computer access to identified Internet resources

B. Any other teacher-preferred visual aids (PowerPoints, etc.)

IV. EQUIPMENT AND MATERIALS

A. Computer, TV monitor, and Internet access

B. Overhead projector

C. Internet access for providers' and alternative therapy practitioners' listings

D. Local M.D. and D.O. association directory for listing of specialties

E. Handouts and brochures regarding various medical occupations

F. See III: Visual Aids

V. SAFETY

A. Basic classroom procedures

B. Point out the importance of staying within the area of expertise or education

C. Identify the steps necessary for certification and licensing requirements

VI. PREPARATION

A. Arrange for visual aids equipment

B. Collect materials

C. Review Chapter 2 in the text, the Study Guide, MindTap and the Instructor's Manual

D. Review handouts, brochures, and directories

VII. INTRODUCTORY REMARKS/ACTIONS

A. Read Learning Outcomes in the text with students to introduce the chapter

B. Ask students to list on the board specialists they have seen

C. Ask, "Can anyone list the names of all the different medical practices?"

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D. Write several titles of health care professions on the chalkboard. Ask, "Are these the only health care professionals who may be working with you when you become medical assistants?"

VIII. PRESENTATION

A. Ambulatory Health Care Settings

1. Individual and group medical practices (Figure 2-1)

a. Individual practices

(1) Also called the solo practice

(2) One primary provider sees and treats patients

(3) One provider holds exclusive rights to all aspects of practice

b. Group practices – partnership and professional corporations

(1) Two or more providers share costs

(2) Providers consult each other

(3) Patients may request the same provider for all appointments

(4) There is always a provider on call

(5) The majority of providers practice in a group

2. Urgent Care Centers

a. Usually private, for-profit, and walk-in clinics

b. Provide primary care, treat routine injuries and illnesses, and perform minor surgery during expanded hours, usually 10 AM to 10 PM

c. Providers are often salaried employees

d. Providers see a higher volume of patients, usually for a lower cost than a hospital emergency room

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e. Often have limits of patient numbers to be seen, so not always available

3. Managed Care Operations
   a. A health maintenance organization (HMO) provides a full range of services sometimes under one roof
   b. A preferred provider organization (PPO) is a providers' network
   c. An independent physician association (IPA) treats patients for an agreed-upon fee
4. "Boutique" or "concierge" medical practices (see Critical Thinking box)
   a. Sought by patients discouraged with insurance reimbursement
   b. Provides immediate access to provider 24/7
   c. Convenient, unhurried appointments
   d. Unlimited email, fax, or phone consultations
   e. Home/work visits as needed
   f. Coordination of any specialist referrals
   g. Set fee for services required for the exclusive service
   h. Often do not accept any insurance; create an "elite" clientele

5. Patient-Centered Medical Home (PCMH)
   a. About 15% pf PCP practiced certified as PCMHs by NCQA.
   b. Rigid standards required for costly recognition
   c. Promises quality care and preventive medicine practices
6. Accountable Care Organization (ACO)
   a. Network of providers and hospitals

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b. Agree to manage all health care needs for their patients

c. Hopes to reduce costs, create incentives, and bonuses to PCPs

B. The Health Care Team

1. Primary care provider + specialists + allied health professionals = Team

2. CDC estimates that 38% of patients use CAM

   a. Increasingly, primary practice and complementary practice merge into integrative medicine

   b. See Patient Education Box

3. The Title "Doctor"

   a. Physicians have earned a Doctor of Medicine degree (M.D.)

   b. Other medical degrees include Doctor of Osteopathy (D.O.), Doctor of Dentistry (D.D.S.), Doctor of Optometry (O.D.), etc.

   c. Nonmedical disciplines confer Doctor of Education (EdD), Doctor of Philosophy (PhD), and Doctor of Psychology (PsyD)

4. Health Care Professionals and Their Roles (see Table 2-1)

   a. Doctors of Medicine (MD): Education includes 4 years of medical school after baccalaureate degree and 3–7 years of residency; must obtain license to practice from the state in which they will practice; and must earn CEUs every year to remain current (Table 2-1)

   b. Doctors of Osteopathy (DO): Attend 4 years of medical school after a baccalaureate degree and can choose to work in any specialty area with 2–6 years additional training; similar to MDs, but also can perform osteopathic manipulation; must have a state license and earn CEUs every year

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5. Integrative Medicine and Alternative Health Care Practitioners
    1. Many carry the title “Doctor” and have specialized training
    2. Doctors of Chiropractic (DC): Pay special attention to physiological and biochemical aspects of body structure; adjust and manipulate the spinal column; are licensed in all 50 states; complete 4–5 years of chiropractic college
    3. Doctors of Naturopathy (ND): Attempt to remove the underlying causes of disease and stimulate the natural healing process; attend naturopathy colleges for 4 years; are licensed in 16 states as well as the District of Columbia, four Canadian provinces, Puerto Rico, and the Virgin Islands; may practice independently and unlicensed, or practice under direction of an MD
    4. Oriental medicine includes acupuncture, Chinese herbology, bodywork, dietary therapy and exercise; attempts to restore the energy flow in the body’s meridians; requires a bachelor’s degree and 3 years of specialty training. Nearly all states regulate practice of acupuncture and Oriental medicine
    5. Future of integrative medicine is predicted to continue to grow and see greater acceptance (See Table 2-2)

C. Allied Health Professionals and Their Roles

1. The Role of the Medical Assistant
    a. The medical assistant performs both administrative and clinical functions

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b. Serves multiple capacities: administrative medical assistant, secretary, bookkeeper, patient educator, insurance coder and biller, clinic manager
c. Screens patients when scheduling appointments
d. Maintains a positive attitude
e. Functions under supervision of professionals

2. Other allied health professionals and their roles (Table 2-3)
   a. Health unit coordinator (HUC)—performs nonclinical patient care tasks for nursing unit of hospital
   b. Medical laboratory technologist (MLT)—physically and chemically analyzes body fluids and tissues (Figure 2-2)
   c. Registered dietitian (RD)—trained in nutritional care of groups and individuals to regulate diets
   d. Pharmacist (RPh)—prepares and dispenses medications and medical supplies related to medication administration
   e. Pharmacy technician—assists pharmacists in preparing medications and billing customers (Figure 2-3)
   f. Phlebotomist—trained in the technique of drawing blood for diagnostic laboratory testing
   g. Physical therapist (PT)—assists in the examination, testing, and treatment of people with physical disabilities or challenges (Figure 2-4)
   h. Physical therapy assistant (PTA)—uses and applies physical therapy procedures under supervision of physical therapist

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i. Nurse—registered (RN), licensed practical nurse (LPN), nurse practitioner (NP); generally gives bedside care in a hospital setting; supervised by physicians

j. Physician assistant

(1) Can perform diagnostic, preventive, and therapeutic health care services delegated by the supervision of a physician or surgeon

(2) May prescribe some medications; can supervise technicians and medical assistants

(3) Must complete formal education and pass the Physician Assistant National Certifying Examination

D. The Value of the Medical Assistant to the Health Care Team

1. Broad range of administrative and clinical skills very valuable to health care team
2. First to come in contact with the patient as communicator and liaison between provider, hospital staff, etc.
3. Directs, informs, and guides patient

IX. APPLICATION

A. Use the Learning Outcomes at the beginning of Chapter 2 in the text as the basis for questions to assess comprehension

B. See the Classroom Activities section below for numerous application activities

C. Assign students to complete Chapter 2 in MindTap.

D. Assign students to complete Chapter 2 in the Study Guide.

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E. Arrange shadowing experiences for students in their areas of interest with professionals in the field for a day or evening

F. Assign a report of the experiences

X. EVALUATION

1. Evaluate any assigned application materials
2. Evaluate manually-graded assignments, and review results from auto-graded quizzing in MindTap.
3. Grade responses to Chapter 2 in the Study Guide.

Classroom Activities

1. Allow Internet research time in class for students to use in becoming familiar with the many different types of medical practices in the area.
2. Give students lined index cards so that the names of the specialties can be printed on one side of the card and the definition on the other. Allow time for study and drill and then use the cards for an oral quiz. For a written quiz, clip numbers (1 to 5, or the numbers you wish) to the cards you select; on an answer sheet, have students either write a brief definition of the specialty of each card you display or spell correctly the practice you describe.
3. Assign or have students volunteer to write a one-page paper on a particular complementary/alternative health care practitioner or an allied health professional. Have them identify important points such as education, licensure/certification, scope of practice and responsibilities, and how that individual will relate to a medical assistant. Do not allow duplication of practitioners in reports. Have students give the report of their findings orally in class.

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4. It is always a good practice to have frequent spelling tests of the names of the different medical practices and related allied health profession fields.
5. Use a bulletin board to highlight a different medical practice or a related allied health field. Ask students to participate by bringing in articles, clippings from magazines, or ads from newspapers.

Answers to Critical Thinking Boxes

What is your opinion of the concierge type of medical practice? Would you feel comfortable working in such an environment? Why or why not?

Many students will struggle with the concept of a concierge medical practice because they feel it encourages an "exclusive" type of care, but students may be able to admit that working in a clinic where patients do not have a long wait to see their provider and where seeking prior authorizations and struggling with insurance returns is not an issue would be a delight. Some might say that concierge care creates a "haves and have nots" mentality for health care. Some may argue that all health care should be concierge care with no additional cost.

Discuss with a peer what action might be taken when patients refuse all opportunities to be a member of their own health care team. How might you encourage patients to take even a small part in their own health care? How would major decisions be made?

Ask patients questions that encourage a response other than a simple "yes" or "no." For instance, "Describe the pain you are feeling" requires a more involved response from the patient than the question "Is the pain constant?" Asking patients to describe how their medical problem limits their daily activity will involve them in the discussion. Always listen carefully to patients and allow enough time for them to

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formulate a response. Major decisions can be made in a similar fashion. If possible, options may be given to patients from which a choice is to be made regarding care.

Answers to Case Studies

Case Study 2-1

Refer to the scenario at the beginning of the chapter.

1. Where will you research additional information on being a physical therapy assistant?

Research "physical therapy assistant" on the Internet. Interview a physical therapy assistant. Student responses will vary greatly here due to location and patient demand for physical therapists.

2. Compare the working hours, rate of pay, contact with patients, required schooling, and job availability to those of the medical assistant.

The working hours may be quite similar to those of a medical assistant, and the pay may also be comparable. The physical therapy assistant will have direct and "hands on" contact with patients but will perform little, if any, administrative tasks. The physical therapy assistant will have close to the same schooling requirements and job availability as the medical assistant, but a physical therapy assistant must have an associate degree from an accredited program. Not all medical assistants earn associate degrees.

3. If other health professions discussed in the chapter are of special interest to you, answer the same questions. This review helps to clarify the position of the medical assistant for you.

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The many other health professions are too numerous to identify here again. However, points to keep in mind include the desire (or lack of) for direct patient contact, education required, work hours, and responsibilities.

Case Study 2-2

You are the medical assistant for a family-practice provider, Dr. Bill Claredon, who is close to retirement. He is much adored by all his patients, but he thinks alternative medicine is outright quackery. Marjorie Johns, a patient with debilitating back pain, tells you she is seeing an acupuncturist and is taking less and less of her prescribed medications. You quietly mention this to Dr. Claredon before he enters the examination room to see Marjorie. He glares at you with disgust at the information and is quite agitated when he enters the examination room.

1. Describe the discussion that you think will occur between Dr. Claredon and Marjorie.

Dr. Claredon seems "threatened" or distrustful of any alternative medicine, and sees none of them as complementary to his therapy procedures. He is apt to confront Marjorie about her acupuncture treatment. If he is willing to discuss her acupuncture treatment and what value, if any, it has for her chronic back pain, a step may be made toward integrative health care. If Dr. Claredon debunks the treatment, Marjorie is likely to withdraw, not mention it again, and even begin to distrust Dr. Claredon's care for her condition. As the medical assistant, you can be very helpful to both doctor and patient if you are attuned to the patients' expressions and attitudes when they leave an appointment.

2. If Marjorie is unhappy when she is ready to leave the facility, what professionalism skills can you use to help her?

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If Marjorie seems unhappy, you can tell her that you will speak with the doctor but that you are certain that Dr. Claredon is only concerned about her well-being. If Marjorie truly believes that she has been helped by the acupuncture, you might gather some materials for Dr. Claredon to read, suggest that he take a look at the statistics of the number of patients seeking alternative care, and ask what you might do to further facilitate quality care for Marjorie.

3. As the medical assistant, what attributes of professionalism can be utilized to ease Dr. Claredon's concern and help bridge this gap for Marjorie?

Refer to response in Number 2 above. Keep in mind that Dr. Claredon is your employer, so always remain supportive of his decision on whether to investigate any further.

Answers to Certification Review

1. c. Ambulatory care settings
2. a. Managed care operation
3. b. All health care settings
4. d. It includes physicians, nurses, allied health care professionals, patients, and integrative medicine practitioners.
5. a. It is increasingly accepted as complementary to traditional health care.
6. c. A phlebotomist
7. b. It allows patients special privileges in their health care.
8. d. Group or partnership
9. b. Diagnose and treat ailments
10. a. Acupuncture

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Name _____ Date _____ Score _____

CHAPTER 2

Health Care Settings and the Health Care Team

VOCABULARY BUILDER

Misspelled Words

Find the words below that are misspelled; circle them, and correctly spell them in the spaces provided. Then insert the correct vocabulary terms from the list that best fit the descriptions below.

accountable care organization (ACO)
accupuncture
ambulatory care settings
complementary and alternitive medicine (CAM)
health maintainance organizations (HMOs)
homeopathy
independent provider association (IPA)
intagrative medicine
managed care operation
patient-centered medical home (PCMH)
preferred provider organization (PPO)

acupuncture _____
alternative _____
maintenance _____
integrative _____

1. HMO _____ Organizations designed to provide a full range of health care services under one roof or, more recently, through a network of participating providers within a defined geographic area
2. IPA _____ An independent organization of providers, whose members agree to treat patients for an agreed-upon fee
3. Homeopathy _____ Healing that claims highly diluted doses of certain substances can leave an energy imprint in the body and bring about a cure; remedies are made from naturally occurring plant, animal, or mineral substances and are manufactured by pharmaceutical companies under strict guidelines
4. Ambulatory care setting _____ Medical setting that provides services on an outpatient basis
5. Acupuncture _____ A form of medicine where sterile fine needles are inserted in specified sites of the body
6. PPO _____ Organizations in which provider's network offer discounts to employers and other purchasers of health insurance

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7.	Integrative medicine	Merger of the traditional with some of the nontraditional therapies found in complementary medicine
8.	Managed care operation	Best describes a health maintenance organization; a standard of patient care that seeks to provide quality care while containing costs
9.	PCMH	A health care model that practices listening to what patients want and seeks to provide better quality, experience, and cost
10.	Complementary and alternative medicine (CAM)	Although not always covered by medical insurance, nontraditional health care practices with greater use among women and individuals with higher education
11.	Accountable care organization (ACO)	A network of providers and hospitals that agree to manage all the health care needs for a group of patients; intended to reduce health care costs by creating savings incentives, offering bonuses to providers who keep costs down or meet certain benchmarks, focusing on prevention of illness, and carefully managing patients with chronic illnesses

LEARNING REVIEW

Short Answer

1. Since medical assistants are often patients' first contact with the facility and the provider, what attributes must medical assistants possess?

   Positive attitude; excellent communication skills; projection of a professional image, both of themselves and of their employer; ability to convey compassion; ability to provide a positive experience for the patient

2. Name six administrative duties of the medical assistant as a member of the health care team.

   Administrative medical assistant and receptionist, secretary, transcriptionist, bookkeeper, insurance coder and biller, patient educator

3. Name five clinical duties of the medical assistant as a member of the health care team.

   Prepare patients for examinations, assist the provider with examinations and special procedures, perform electrocardiography and various laboratory tests, administer injections and perform venipuncture, screen and assess patient needs when scheduling appointments and tests

4. In the medical field, the abbreviation "Dr." is used, and the title *Doctor* is used to address the person qualified by education, training, and licensure to practice medicine. List the medical degree associated with each of the following credentials, and define each specialty.

MD	Doctor of medicine; requires a doctorate in medicine or a license to practice that allows a person to diagnose and treat medical conditions
DC	Doctor of chiropractic; practices manipulative treatment of disorders originating from misalignment of the vertebrae in the spinal column
ND	Doctor of naturopathy; believes healing is accomplished through attention to the natural processes of the body
DO	Doctor of osteopathy; generally recognized as equal to medical doctors in all respects; is a fully qualified provider licensed to perform surgery and prescribe medication; accomplishes therapeutic restoration through manipulation of the skeleton and muscles; also uses physical, medicinal, and surgical treatment methods

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5. Using a medical dictionary to help you, define the following six medical and surgical specialists. (Refer to Chapter 2 of your textbook for a complete listing of medical and surgical specialties.)

Radiologist	Makes and interprets diagnostic images, performs special procedures, and manages radiological services
Obstetrician/gynecologist (OB/GYN)	Has special education in the health care of women; provides care to pregnant women and delivers babies; treats reproductive diseases and disorders
Pediatrician	Has special education in the development and care of children, including prevention and treatment of diseases/disorders and conditions particular to children and adolescents, and monitors growth and development of children
Allergist and immunologist	Evaluates and treats diseases/disorders of the immune system and problems related to asthma and allergy
Dermatologist	Evaluates and treats diseases/disorders of the skin, hair, nails, and related tissues
Cardiologist	Evaluates and treats medical conditions of the heart

6. Medical assistants are only one of many allied health and other health care professionals who form the health care team. Although medical assistants may not work directly with each professional, they are likely to come into contact with many of them through telephone, written, or electronic communication. List 12 of those types of professionals.

   Any 12 of the following: health unit coordinator, registered health information administrator, ophthalmic medical technician or technologist, registered nurse, licensed practical nurse, nurse practitioner, pharmacist, pharmacy technician, phlebotomist, registered dietician, physician assistant, respiratory therapist, medical laboratory technologist, registered dietician, physical therapist, physical therapy assistant; for additional possible answers, refer to Table 2-3 in the textbook.

7. In an effort to offer and receive alternative therapies, many health care providers and patients are pursuing integrative medicine as a complement to traditional health care. Name eight alternative forms of health care that may be currently perceived to supplement and complement traditional health care.

   Any eight of the following: Oriental medicine and acupuncture, Ayurveda, biofeedback, aromatherapy, homeopathy, hydrotherapy, hypnotherapy, guided imagery, massage therapy, movement therapies

8. List at least five services that a so-called boutique or concierge medical practice offers.

   Any five of the following: immediate access to provider by phone at any time; convenient and unhurried appointments; unlimited email, fax, or phone consultations with the provider; home or work visits as needed; coordination of specialist referrals; friendly staff; free parking; luxury robes; shower facilities; Internet access

9. What is the role of the physician assistant? How does a physician assistant relate to a medical assistant?

   Physician assistants take medical histories, examine and treat patients, order and interpret lab tests and X-rays, can make diagnoses, and order therapy. They treat minor injuries by suturing, splinting, and casting. In all 50 states, the District of Columbia, and Guam, PAs may prescribe certain medications. Physician assistants can supervise technicians and medical assistants.

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Health Care Settings Activity

For each of the three forms of medical practice management, describe its attributes and your opinion of the patient experience for each.

1. Sole proprietorships

   A solo practice entitles the sole proprietor to hold exclusive right to all aspects of the medical practice or sole proprietorship, including profits and debts. If the business fails, the sole proprietor's personal property may also be attached. Many patients feel secure in this kind of health care setting because they come to know and trust their provider, and they feel their health care is being managed in a personal way.

2. Partnerships

   When two or more providers join together under a legal agreement to share in the total business operations of the practice, a partnership is formed. Several providers who share a facility and practice medicine are often referred to as a group. Partners share income, expenses, debt, equipment, records, and personnel according to a predetermined agreement. Partners are liable for only their own actions but may be liable for the whole amount of the partnership debts. Depending on the size and specialty of the partnership, patients may see no difference from that of a group practice or corporation.

3. Corporations

   Providers may form a corporation, usually referred to as a professional service corporation. The shareholders are considered employees of the corporation. A corporation allows income and tax advantages to all employees. Providers learn from and consult one another, and patients receive the benefit of this exchange of information and knowledge.

CERTIFICATION REVIEW

These questions are designed to mimic the certification examination. Select the best response.

1. What is the name for the form of medical practice management under which personal property cannot be attached in litigation?
   a. Partnership
   b. Sole proprietorship
   c. Corporation
   d. Group practice

2. What is the minimum amount of education it takes to become an MD without specialization?
   a. A master's degree and 4 years of medical school
   b. A bachelor's degree and 4 years of medical school
   c. A master's degree and 2 years of medical school
   d. 12 years of postgraduate school
   e. A bachelor's degree and 12 years of postgraduate school

3. In the ambulatory care setting, the medical assistant may be responsible for which of the following tasks?
   a. Educating patients
   b. Administration such as coding and billing
   c. Performing various laboratory tests
   d. All of the above

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4. The American Society of Clinical Pathology is the professional organization that oversees credentialing and education in what allied health area or profession?
   a. Nurses
   b. Medical laboratory
   c. Registered dietician
   d. Physical therapy
   e. Clinicians in any capacity

5. What is the name of the specialty that is based on the belief that the cause of disease is violation of nature's laws?
   a. Chiropractic
   b. Osteopathy
   c. Podiatry
   d. Naturopathy

6. HMOs are organizations originally designed to do what?
   a. Provide a full range of health care services under one roof
   b. Employ providers who network to offer discounts to employers and other purchasers of health care
   c. Include environments such as a medical clinic and a primary care center
   d. Serve as an emergency department
   e. Provide services to the uninsured patient population

7. In order to practice medicine, a physician must do which of the following?
   a. Go to college
   b. Pay a fee
   c. Take online courses
   d. Obtain a license to practice from a state or jurisdiction of the United States

8. What is another name of the organization where providers network to offer discounts to employers and other purchasers of health insurance?
   a. IPA
   b. HMO
   c. PPO
   d. PCMH
   e. Group practice

9. Which of the following is another term for assessing the patient's needs?
   a. Screening
   b. Prescribing
   c. Taking vital signs
   d. Monitoring

10. Which provider is known for practicing OMT?
    a. Ophthalmologist
    b. Optometrist
    c. Doctor of Chiropractic
    d. Doctor of Osteopathy
    e. Ayurveda

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LEARNING APPLICATION

Critical Thinking

1. Evaluate the different health care settings and discuss your opinion of the pros and cons of working in each setting.

   Most medical assistants are likely to work in ambulatory care settings, which can include a small medical clinic, an urgent or primary care center, a large corporation, or a managed care organization that gives outpatient care. Students should identify their own personal characteristics in discussing the pros and cons of working in each setting. A solo provider clinic may call on medical assistants to use their full range of skills, whereas a larger, corporate-type practice or an urgent care center may allow medical assistants to develop specialized skills.

2. From a patient's point of view, which health care setting do you think offers the most benefits? Why?

   The benefits of a setting may be determined by what the patient wants and requires from a provider. In a smaller practice, the patient may be appreciative of the long-term, one-to-one relationship that can develop between patient and provider; larger ambulatory care centers may be able to offer more specialized care and more on-site services.

3. Review the three forms of medical management models. Which is probably the most advantageous from the provider's point of view? Justify your responses.

   Sole proprietorships, partnerships of two or more providers, and professional service corporations with provider shareholders and HMOs and other medical centers where providers have employee status. While a sole proprietorship may be appealing because it gives providers independence in decision making, it is difficult for one individual to assume the costs and liabilities of starting and maintaining a solo practice. In partnerships, providers can share expenses and responsibilities; in group practices, providers can also take turns being on call. Corporations confer income and tax advantages; they also remove some of the risk from the individual and place it on the corporation. When providers work for some HMOs, they often work as employees, a situation that provides them with the advantages of a salary and benefits and removes some of the accountability of being an owner of a practice.

4. Recall a few types of allied health professionals and, working in small groups, create scenarios in which the medical assistant needs to coordinate patient care with two or three allied professionals.

   Answers will vary here, but help students identify the possible scenarios. For example, the medical assistant will contact a surgeon's nurse to schedule surgery for a patient, deliver a patient's durable power of attorney for health care to a hospital unit coordinator, or call the pharmacist to authorize a medication refill.

5. Identify as many reasons as you can for why patients might be seeking alternative approaches to traditional medicine. Explain your choices.

   Students are apt to identify any of the following reasons: dissatisfaction with traditional health care, seeking a more "natural" form of treatment, wanting to avoid harmful chemicals in drugs, recognizing that other forms of medical treatment can be valid as well as helpful, and searching for "hope for a cure" that may have been denied in traditional medical practice.

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6. Compare doctors of osteopathy and chiropractic. When and why might one be selected over the other?
   Doctors of osteopathy and doctors of chiropractic are similar in their manipulation of the spinal column for treatment. DOs have a 4-year undergraduate degree and four years of medical school; and is a fully qualified provider licensed to perform surgery and prescribe medication. Unlike DOs, chiropractors practice a drug-free, nonsurgical science, i.e., one that does not include pharmaceuticals or surgery. Chiropractors have less total education than osteopaths. A patient seeking spinal manipulation plus more traditional treatment may seek an osteopath. A patient successfully treated by a chiropractor may not need the skills of an osteopath.

Case Studies



Abigail Johnson is an older woman in her 70s with adult-onset diabetes. She is having trouble managing her diet. She lives alone but craves social contact and seems to enjoy her visits to the family provider's clinic. She has an appointment today for dietary counseling.

CASE STUDY REVIEW QUESTIONS

1. How can Mrs. Johnson be encouraged to consider herself part of the health care team?
   The patient can give specific information about her diet, so the health care team can target trouble spots and make suggestions for improvement. Refer to the Patient Education feature on page 28 of the textbook for additional possible responses.
2. What is the role of the medical assistant?
   She can listen; be mindful of the special needs of the older adult; provide encouragement; and gather as much information as possible about diet, personal habits, and symptoms of diabetes to assist the provider in treatment.



Herb Fowler is an African American man in his early 50s. Herb is a heavy smoker, is significantly overweight, and has a chronic cough. He believes the cough is caused by bronchitis and stubbornly insists on being prescribed antibiotics. Today, Herb is at the medical clinic for a preventive medicine appointment.

CASE STUDY REVIEW QUESTIONS

1. How can Mr. Fowler be encouraged to consider himself part of the health care team?
   Listen to the patient, validate his concerns, and help make the patient increasingly aware of the heightened physical risks of continued smoking and weight; this may encourage him to develop new behaviors toward better health. Refer to the Patient Education feature on page 28 in the textbook for additional possible responses.
2. What is the role of the medical assistant?
   Provide patient education and empathy for his condition.

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CASE STUDY 3

Juanita Hansen is a single mother in her mid-20s with one son, Henry. Juanita arrives at the urgent care clinic for the fourth time in a month. Henry has fallen down the stairs twice, suffered a burn on the hand, and is now refusing to eat. There are bruises on various parts of Henry's body, as well.

CASE STUDY REVIEW QUESTIONS

1. How can the mother be encouraged to consider herself part of the health care team?
   The mother can be encouraged to continue bringing the child to the clinic as problems arise. Refer to the Patient Education feature on page 28 in the textbook for additional possible responses.
2. What is the role of the medical assistant?
   He or she can listen and gather as much information as possible about the circumstances of the previous accidents, with an eye toward finding potential child abuse; always remember to be therapeutic and observe nonverbal cues; and discuss concerns with the provider.

ATTRIBUTES OF PROFESSIONALISM

As a new member of the health care team, what professionalism attributes do you feel are your strongest? Of your strongest attributes, how would you apply them to your work and as a team member? List specific examples. What do you feel are your weaknesses or attributes that you need to work on or build confidence in? What steps would you take to improve those skills? Provide examples.

Answers will vary according to the students' personal experiences. Students should be able to respond to the situation in a confident, mature, and professional manner within their own comfort levels. Have students each write out their own responses, then discuss the options in small groups. Next, have the students each write about what they have learned from their classmates regarding some better or optional responses.

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