

Standing Requirements

SLO/Performance Indicator

Medical Assisting/Online Medical Transcription Dept. Outcome Set

Outcome 1

Apply communication skills in the health care setting.

Performance Indicator	Mapping
1.1 Recognize each patient's ability to communicate.	Lakeland Learning Outcomes: 12, 12b, 20a, 20b, 21, 4, 6a, 8a
1.2 Perform teach-back of medication schedule.	Lakeland Learning Outcomes: 10, 12b, 15a, 17, 21, 4, 6a, 7, 8a, 9a
1.3 Refer patients to social services.	Lakeland Learning Outcomes: 10, 15a, 20a, 21, 4, 6a, 7, 8a, 8b

Outcome 2

Exhibit competent clinical skills.

Performance Indicator	Mapping
2.1 Follow CLIA waived protocols for in-office lab testing.	Lakeland Learning Outcomes: 10, 12, 12b, 21, 6a, 7, 8a
2.2 Teach skills needed for self-care in the home setting.	Lakeland Learning Outcomes: 10, 11, 12b, 13, 20a, 20b, 21, 6a, 7, 8b, 9a
2.3 Assist physician in examination of patient.	Lakeland Learning Outcomes: 12, 12b, 20a, 21, 4, 6a, 8a, 9a

Outcome 3

Observe safety and emergency preparedness policies.

Performance Indicator	Mapping
3.1 Develop an environmental safety plan.	Lakeland Learning Outcomes: 10, 11, 15a, 15b, 16, 4, 5, 6a, 6b, 8a, 8b, 9a, 9b
3.2 Demonstrate proper use of emergency equipment.	Lakeland Learning Outcomes: 10, 11, 9a
3.3 Comply with safety signs, symbols and labels.	Lakeland Learning Outcomes: 12, 12b, 17

Outcome 4

Exhibit competent administrative skills.

Performance Indicator	Mapping
4.1 Demonstrate use of the electronic medical record.	Lakeland Learning Outcomes: 15a, 15b, 16, 17, 21, 6a, 7, 8a
4.2 Manage daily front office operations.	Lakeland Learning Outcomes: 10, 11, 12, 12b, 13, 14, 15a, 15b, 16, 17, 18a, 18b, 19, 20a, 20b, 21, 4, 5, 6a, 6b, 7, 8a, 8b, 9a, 9b
4.3 Perform bookkeeping skills to the standard.	Lakeland Learning Outcomes: 10, 12, 12b, 15a, 15b, 17

Outcome 5

Apply ethical and legal standards in a health care setting.

Performance Indicator	Mapping
5.1	Lakeland Learning Outcomes: 15a, 15b, 16, 17, 18b,

Adhere to ethical and legal standards according to OSHA.

19, 4, 5, 6a, 6b, 7, 8a, 8b, 9a, 9b

5.2
Adhere to ethical and legal standards according to HIPAA.

Lakeland Learning Outcomes: 10, 11, 12, 12b, 13, 15a, 15b, 16, 17, 18a, 18b, 19, 20a, 20b, 21, 4, 5, 6a, 6b, 7, 8a, 8b, 9a, 9b

5.3
Apply ethical behaviors including honesty/integrity in performance of medical assisting practice.

Lakeland Learning Outcomes: 18a, 18b, 19, 20a, 20b, 21, 4, 5, 6a, 6b, 7, 8a, 8b

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