

Medical Assisting Certification: Patient Care Essentials

Master clinical and administrative skills for medical assistants. Ideal for those entering allied health.

Health Instructor: Emily Larson • 5 sections • 50 lessons • 16.25h total

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About this course

Many medical assistants face the challenge of balancing hands-on clinical duties with complex office tasks, often with insufficient practical training. This course fills that gap by covering the real-world demands of the role. You'll learn step-by-step procedures for patient care, effective communication, and office management through video lessons and case studies, all aligned with current certification standards.

Course curriculum

Foundations and Preparation

- **Understanding the Role of a Medical Assistant (12m)**
Overview of responsibilities in clinical and administrative settings to set clear expectations.
- **Medical Ethics and Legal Compliance (18m)**
Key ethical principles and HIPAA regulations to ensure patient privacy and professional conduct.
- **Effective Patient Communication (15m)**
Techniques for clear and empathetic interactions to build trust and improve care outcomes.
- **Healthcare Team Dynamics (10m)**
Strategies for working with doctors, nurses, and other staff to support coordinated care.
- **Introduction to Medical Terminology (20m)**
Common terms used in patient care and documentation to enhance accuracy in records.
- **Basic Anatomy and Physiology (25m)**
Essential body systems knowledge to assist with patient assessments and explanations.
- **Infection Control and Safety Protocols (18m)**
Practical methods for preventing contamination and maintaining a safe clinical environment.
- **Setting Up Your Workspace (12m)**
Organizing tools and creating an efficient, professional workspace for daily tasks.

Core Concepts

- **Taking Vital Signs Accurately (15m)**
Step-by-step guide to measuring blood pressure, pulse, and other vital signs reliably.
- **Patient Intake and History Taking (20m)**
Documenting medical history and chief complaints to support diagnosis and care planning.
- **Assisting with Physical Examinations (18m)**
Preparing patients and supporting physicians during exams for smooth workflow.
- **Medication Administration Basics (22m)**
Safe practices for giving oral and topical medications, including dosage verification.
- **Handling Electronic Health Records (EHR) (25m)**
Navigating common EHR systems for accurate and efficient documentation.
- **Phlebotomy and Specimen Collection (30m)**
Techniques for blood draws and sample handling to ensure lab accuracy.
- **EKG and Basic Diagnostic Procedures (28m)**
Setting up and performing electrocardiograms for cardiac monitoring.
- **Patient Education and Follow-up (15m)**
Teaching patients about care plans and medications to promote adherence.
- **Managing Appointments and Scheduling (12m)**
Efficient scheduling and patient flow management to reduce wait times.
- **Billing and Coding Fundamentals (20m)**
Introduction to medical billing codes and processes for accurate claims.

Deep Dive

- **Pharmacology for Medical Assistants (25m)**
Common drug classes, side effects, and interactions to assist with medication safety.
- **Laboratory Procedures and Quality Control (30m)**
Conducting basic lab tests and ensuring accuracy through quality measures.
- **Emergency Response and First Aid (22m)**
Handling medical emergencies in the office with quick, effective actions.
- **Assisting in Minor Surgical Procedures (18m)**
Sterile technique and instrument handling for safe procedure support.
- **Pediatric and Geriatric Patient Care (20m)**
Special considerations for different age groups to provide age-appropriate care.
- **Mental Health and Behavioral Support (15m)**
Approaching patients with mental health needs using sensitive communication.
- **Chronic Disease Management (18m)**
Supporting patients with conditions like diabetes through education and monitoring.
- **Cultural Competence in Healthcare (12m)**
Providing inclusive care across diverse populations to improve patient satisfaction.

Advanced Application

- **Complex Patient Scenarios (28m)**
Case studies on managing multiple health issues to build clinical judgment.
- **Integrating Clinical and Administrative Skills (20m)**
Balancing tasks in a busy practice for efficient daily operations.
- **Certification Exam Preparation (25m)**
Reviewing key topics and practice questions to boost exam confidence.
- **Simulated Patient Interactions (30m)**
Role-playing common clinical situations to practice responses and skills.
- **Advanced Documentation Techniques (18m)**
Detailed charting and note-taking for clear, compliant records.
- **Quality Assurance and Compliance Audits (22m)**
Ensuring standards are met in healthcare delivery through regular checks.
- **Team Leadership and Coordination (15m)**
Taking initiative in team-based care to improve collaboration.
- **Technology in Modern Healthcare (20m)**
Using new tools and software effectively to streamline workflows.
- **Patient Privacy and Data Security (18m)**
Advanced HIPAA compliance and data protection methods.
- **Handling Difficult Patients (22m)**
De-escalation techniques and conflict resolution for challenging interactions.
- **Clinical Judgment and Critical Thinking (25m)**
Making decisions in ambiguous situations using evidence-based approaches.

- **Preceptorship and Mentorship (15m)**
Learning from experienced professionals through guided observation.

Implementation & Next Steps

- **Real-World Practice Management (20m)**
Day-to-day operations in a medical office for practical readiness.
- **Building a Professional Network (12m)**
Connecting with peers and mentors for career support and growth.
- **Continuing Education Requirements (15m)**
Staying updated with certifications and training to maintain credentials.
- **Career Pathways in Medical Assisting (18m)**
Exploring specializations and advancement opportunities in the field.
- **Job Search Strategies (22m)**
Resume building, interviewing tips, and placement guidance.
- **Personal Wellness and Stress Management (20m)**
Maintaining health in a demanding role through self-care practices.
- **Patient Advocacy and Ethical Dilemmas (25m)**
Navigating complex ethical choices with patient-centered focus.
- **Legal Issues and Risk Management (18m)**
Understanding liability and protection in healthcare settings.
- **Innovations in Medical Assisting (15m)**
Trends and future developments to prepare for evolving roles.
- **Creating a Personal Development Plan (12m)**
Setting goals for career growth and continuous improvement.
- **Mock Certification Exam (30m)**
Full-length practice test with feedback to assess readiness.
- **Course Wrap-up and Next Steps (10m)**
Summary of key takeaways and resources for further learning.

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