

Certified Clinical Medical Assistant (CCMA) Training Program

Course Outline | Institute for Professional Excellence (IPEX) at Davenport University

Clinical medical assistants combine clinical and procedural knowledge, working across the domain of healthcare facilities to aid inpatient treatments and clinical operations. They are tasked with working directly with patients and supporting the work of doctors and other health care professionals. Davenport University's 100% online program will prepare you to work as a Certified Clinical Medical Assistant (CCMA), designated by the National Healthcare Career Association (NHA).

This program consists of four online courses offered over two semesters. Two courses are completed every 15-weeks. Courses 1 & 2 are completed in the first 15-weeks. Courses 3 & 4 are completed in the second 15-weeks.

Course 1: Pharmacology

This course focuses on the principles of understanding basic Pharmacology and the effects medications have on the body and disease.

Upon successful completion of this course, the student will be able to:

- Formulate effective communication in reports of the action, rationale for use, common and/or life-threatening side effects and patient teaching issues for each major classification of medications.
- Rank major classifications of pharmacotherapeutics by prototypes as used in the treatment of commonly occurring diseases.
- Evaluate pharmacological terminology pertinent to specific categories and classifications of medications in relation to drug effects on commonly occurring diseases.
- Differentiate pharmacology use and its effects across the lifespan, when administering medications to culturally diverse populations for commonly occurring diseases.
- Distinguish between legal and ethical principles related to research and practice of medication administration.
- Compare and contrast physiology and pathophysiology that must be considered in assessing correct dosages administered to "at risk" populations such as the fetus, infant, child, pregnant woman, and the frail elderly.
- Predict potential drug-drug interactions and drug-food interactions based on physiologic responses to pharmacological agents and apply critical thinking skills for appropriate intervention.
- Explain the correct measures to ensure the prevention of medication errors, employing critical thinking skills to determine the effectiveness of medication administration on care outcomes.
- Identify the roles of the healthcare professional in relation to medication administration and education in both acute care and community health settings.
- List the five concepts of human functioning to assess appropriate/inappropriate responses to therapy.
- Cite historical perspectives contributing to the development of pharmacology through the present.

Course 2: Clinical Patient Care

This course introduces to the theoretical and applicable procedures of ambulatory care practices including legal, and ethical clinical aspects of patient care.

Upon successful completion of this course, the student will be able to:

- Perform a variety of patient education sessions, including pre-and post-treatment instruction, health maintenance and disease prevention.
- Perform procedures, complying with comprehension of OSHA, Standard Precautions and HIPAA regulations.
- Demonstrate professional behavior in the classroom and clinical setting.
- Demonstrate correct performance in preparing and maintaining examination and treatment areas.
- Demonstrate preparing the patient for routine procedures, specialty examinations, treatments, and minor office surgeries.
- Apply pharmacology principles to prepare and administer oral and parenteral medications (excluding IV).
- Demonstrate correct performance of selected clinical procedures and diagnostic tests.
- Demonstrate correct personal body mechanics, as well as safe patient preparation and positioning.
- Apply knowledge of anatomy and physiology, medical terminology, and common pathology to clinical assessments, diagnostic procedures, and treatments.
- Discuss the principles of IV therapy.
- Identify the various health care systems, areas of specialties, and community resources.
- Recognize variations in the psychosocial developmental stages as well as cultural values of various patient populations.
- Record critical patient information accurately.

Course 3: Clinical Laboratory Preparation

This course introduces the theory and techniques involved with basic laboratory procedures such as urinalysis, hematology, blood chemistry and microbiology.

Upon successful completion of this course, the student will be able to:

- Prepare microscopic slides with accuracy and efficiency.
- Perform, interpret, and record laboratory test results of selected CLIA Waived tests.
- Instruct the patient in pre- and post-collection techniques including clean-catch mid-stream urine, 24-hour urine and fecal specimens.
- Apply guidelines of laboratory requisitions.
- Demonstrate professional behavior in the classroom and in the clinical setting.
- Demonstrate the proper technique for collection and processing of laboratory specimens.
- Comprehend Standard Precautions, aseptic and sterile technique.
- Identify necessary procedures for medical emergencies.
- Identify blood components and their functions.

Course 4: Medical Office Applications

In this course, students will master the administrative duties of medical office management. This will include communication skills both verbal and non-verbal, computerized office management, scheduling, accounting practices, financial management, third party billing and reimbursement, and daily operations.

Upon successful completion of this course, the student will be able to:

- Generate paper and electronic health information to include organizing patient records and filing while applying appropriate legal, regulatory agency, and ethical guidelines.
- Use multiple clinical and administrative functions in electronic medical records.
- Demonstrate professional behavior in the healthcare setting.
- Demonstrate written and verbal communication skills.
- Perform basic accounting procedures.
- Perform duties within legal, regulatory and ethical guidelines.
- Discuss interpersonal skills and human behavior related to patients throughout the lifespan.

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