



Lakeshore Technical College

31-509-309 Medical Law, Ethics & Professionalism

Course Outcome Summary

Course Information

Description	Prepares students to display professionalism and perform within ethical and legal boundaries in the health care setting. Students maintain confidentiality, examine legal aspects of the medical record, perform quality improvement procedures, examine legal and bioethical issues, and demonstrate awareness of diversity.
Total Credits	2
Total Hours	72

Types of Instruction

Instruction Type	Credits/Hours
Classroom Presentation	2
Blended	2
Dual Delivery	2

Textbooks

Karen Judson and Carlene Harrison. *Law and Ethics for Medical Careers*. McGraw-Hill. 2021. **Edition:** 9th. ISBN-978-1-260-02194-3
Required.

Learner Supplies

Reliable computer and internet service.

Core Abilities

1. Communicate effectively

Criteria

- 1.1. Learner comprehends written materials
- 1.2. Learner writes clearly, concisely, and accurately
- 1.3. Learner adjusts communication style in order to meet the needs of others
- 1.4. Learner demonstrates active listening skills
- 1.5. Learner uses culturally appropriate verbal and non-verbal communication methods

2. Demonstrate critical thinking

Criteria

- 2.1. Learner determines issues that merit action

- 2.2. Learner takes initiative in the problem solving processes
- 2.3. Learner makes decisions considering alternatives and consequences
- 2.4. Learner refines action plans based on evaluation of feedback
- 2.5. Learner identifies interdependencies of world issues & events

3. Demonstrate responsible and professional workplace behaviors

Criteria

- 3.1. Learner displays behavior consistent with the ethical standards within a discipline or profession
- 3.2. Learner follows policies and procedures
- 3.3. Learner attends class as mandated by the instructor
- 3.4. Learner completes assignments on time
- 3.5. Learner exhibits academic honesty
- 3.6. Learner accepts responsibility and accountability for his/her actions
- 3.7. Learner demonstrates time management and task prioritization
- 3.8. Learner demonstrates ability to handle ambiguity and unfamiliar situations

4. Respect and appreciate diversity

Criteria

- 4.1. Learner demonstrates respectful workplace actions for successfully working with a diverse workforce (race, color, creed, national origin, religion, age, sex, sexual orientation, disability, and other differences).
- 4.2. Learner observes business customs/etiquette, time zone differences, and holidays
- 4.3. Learner identifies own bias and can adapt to the customs and practices of others
- 4.4. Learner demonstrates respectful behavior for living/working in a diverse society

5. Work cooperatively

Criteria

- 5.1. Learner contributes to a group with ideas, suggestions, and effort
- 5.2. Learner completes his/her share of tasks necessary to complete a project
- 5.3. Learner encourages team members by listening and responding appropriately to their contributions
- 5.4. Learner maintains self control
- 5.5. Learner resolves differences for the benefit of the team
- 5.6. Learner accepts constructive feedback
- 5.7. Learner effectively establishes rapport and builds situationally appropriate relationships

Program Outcomes

1. Provide patient care in accordance with regulations, policies, laws, and patient rights

Summative Assessment Strategies

- 1.1. Practicum Evaluation or Check Sheets

Criteria

- 1.1. Obtain vital signs (I.P.1.a-d)
- 1.2. Prepare and administer medications (I.P.4.a-f; I.P.5-7)
- 1.3. Practice standard precautions (III.P.1-3)
- 1.4. Obtain patient history (V.P. 1. a-c, 2)
- 1.5. Instruct patients (I.P.8.)
- 1.6. Document patient care (X.P.3.)
- 1.7. Prepare a patient for procedures and/or treatments (I.P.8.)

2. Demonstrate professionalism in a healthcare setting

Summative Assessment Strategies

- 2.1. Practicum Evaluation or Check Sheets

Criteria

- 2.1. Apply HIPAA rules (X.P.2.a-b)
- 2.2. Use language/verbal skills that enable patients understanding (V.P.5.a-c)
- 2.3. Analyze communications in providing appropriate responses/feedback (V.P.1.1-c; V.P.2.)
- 2.4. Demonstrate respect for diversity (V.A.3.a-f)

- 2.5. Demonstrate telephone techniques (V.P.6)
- 2.6. Apply ethical behaviors (XI.P.2)

External Standards

Title Medical Assisting Core Curriculum (MAERB) 2015

Description

Target Standards

- V.C.17.c. Discuss the theories of: Kubler-Ross
- V.C.18.a. Discuss examples of diversity: cultural
- V.C.18.b. Discuss examples of diversity: social
- V.C.18.c. Discuss examples of diversity: ethnic
- X.P.1. Locate a state's legal scope of practice for medical assistants
- X.P.2.a. Apply HIPAA rules in regard to: privacy
- X.P.2.b. Apply HIPAA rules in regard to: release of information
- X.P.3. Document patient care accurately in the medical record
- X.P.4.a. Apply the Patient's Bill of Rights as it relates to: choice of treatment
- X.P.4.b. Apply the Patient's Bill of Rights as it relates to: consent for treatment
- X.P.4.c. Apply the Patient's Bill of Rights as it relates to: refusal of treatment
- X.P.5. Perform compliance reporting based on public health statutes
- X.P.6. Report an illegal activity in the healthcare setting following proper protocol
- X.P.7. Complete an incident report related to an error in patient care
- X.A.1. Demonstrate sensitivity to patient rights
- X.A.2. Protect the integrity of the medical record
- XI.C.1.a. Define: ethics
- XI.C.1.b. Define: morals
- XI.C.2. Differentiate between personal and professional ethics
- XI.C.3. Identify the effect of personal morals on professional performance
- XI.P.1. Develop a plan for separation of personal and professional ethics
- XI.P.2. Demonstrate appropriate response(s) to ethical issues
- XI.A.1. Recognize the impact personal ethics and morals have on the delivery of healthcare

Course Competencies

1. Display professionalism

Linked Core Abilities

- Communicate effectively
- Demonstrate responsible and professional workplace behaviors
- Respect and appreciate diversity
- Work cooperatively

Linked Program Outcomes

Provide patient care in accordance with regulations, policies, laws, and patient rights
Demonstrate professionalism in a healthcare setting

Linked External Standards

- X.P.3. Document patient care accurately in the medical record
- X.P.4.a. Apply the Patient's Bill of Rights as it relates to: choice of treatment
- X.P.4.b. Apply the Patient's Bill of Rights as it relates to: consent for treatment
- X.P.4.c. Apply the Patient's Bill of Rights as it relates to: refusal of treatment
- X.P.6. Report an illegal activity in the healthcare setting following proper protocol
- X.P.7. Complete an incident report related to an error in patient care
- X.A.1. Demonstrate sensitivity to patient rights
- XI.C.3. Identify the effect of personal morals on professional performance
- XI.P.1. Develop a plan for separation of personal and professional ethics
- XI.P.2. Demonstrate appropriate response(s) to ethical issues
- XI.A.1. Recognize the impact personal ethics and morals have on the delivery of healthcare

Assessment Strategies

- 1.1. through a written or oral response to questions and/or scenarios related to professionalism in the health care setting
- 1.2. by developing a cover letter and resume you can use for your next job search
- 1.3. by performing essential requirements for employment

Criteria

Your performance will be successful when:

- 1.1. you include a description of the characteristics of professionalism in a health care setting
- 1.2. you illustrate professional behavior relevant to the situation
- 1.3. you summarize the Patient Bill of Rights
- 1.4. you reflect consideration of cultural differences
- 1.5. you discuss licensure and certification as it applies to healthcare providers
- 1.6. you discuss the role of assertiveness in effective professional communication
- 1.7. resume contains relevant information
- 1.8. resume contains clear evidence of the skills/training necessary to do the job
- 1.9. resume documents work history, if applicable
- 1.10. you demonstrate professionalism
- 1.11. you differentiate between adaptive & nonadaptive coping mechanisms
- 1.12. you demonstrate sensitivity to patient rights
- 1.13. you incorporate the Patient's Bill of Rights into personal practice and medical office policies and procedures
- 1.14. you follow established policies
- 1.15. you understand the importance of maintaining liability coverage once employed in the industry
- 1.16. you perform risk management procedures
- 1.17. you relate the following behaviors to professional communication: assertive, aggressive, and passive

Learning Objectives

- 1.a. Describe a variety of health care settings
- 1.b. Explain the functions of the AAMA
- 1.c. Analyze career opportunities in relationship to your interests
- 1.d. Explain the personal attributes and/or core abilities that are important for a medical assistant to possess
- 1.e. Differentiate between the physician specialties, non-physician health care specialists, allied health professionals, and nurses
- 1.f. Distinguish between licensure, certification and accreditation as it applies to health care
- 1.g. Complete a cover letter with resume

- 1.h. Demonstrate professionalism (example: exhibiting dependability, initiative, positive attitude, flexibility, and courtesy)
- 1.i. Conduct work within scope of training
- 1.j. Review interviewing techniques

2. Practice confidentiality

Linked Core Abilities

Communicate effectively
Respect and appreciate diversity

Linked Program Outcomes

Provide patient care in accordance with regulations, policies, laws, and patient rights
Demonstrate professionalism in a healthcare setting

Linked External Standards

- X.P.2.a. Apply HIPAA rules in regard to: privacy
- X.P.2.b. Apply HIPAA rules in regard to: release of information
- X.A.2. Protect the integrity of the medical record

Assessment Strategies

- 2.1. through a written or oral response to questions and/or scenarios related to confidentiality in the health care setting

Criteria

Your performance will be successful when:

- 2.1. response includes a description of the characteristics of confidentiality in a health care setting
- 2.2. response explains special considerations, with relation to release of information
- 2.3. response explains the procedures to follow when a patient's medical record is subpoenaed
- 2.4. response lists the requirements for rescinding consent to release medical records
- 2.5. response reflects consideration of cultural differences
- 2.6. you respond to issues of confidentiality
- 2.7. you apply HIPAA rules in regard to privacy/release of information
- 2.8. you explore issue of confidentiality as it applies to medical assistants
- 2.9. you describe the implications of HIPAA for the medical assistant in various medical settings
- 2.10. you describe the impact of the Health Information Technology for Economic and Clinical Health (HITECH) Act
- 2.11. you protect the integrity of the medical record

Learning Objectives

- 2.a. Explain the legal implications associated with confidentiality regarding patients and medical records
- 2.b. Explain when a minor's medical treatment is a confidentiality issue
- 2.c. Describe how confidentiality is maintained with the use of computerized medical records
- 2.d. Explain what considerations are involved in regards to confidentiality for special cases
- 2.e. Describe how confidentiality is maintained with the use of computerized medical records
- 2.f. Describe the factors involved in the release of patient information
- 2.g. List the requirements for rescinding consent to release medical records
- 2.h. Identify protected health information in HIPAA
- 2.i. Maintain confidentiality at all times

3. Perform within ethical boundaries

Linked Core Abilities

Demonstrate critical thinking

Linked Program Outcomes

Provide patient care in accordance with regulations, policies, laws, and patient rights
Demonstrate professionalism in a healthcare setting

Linked External Standards

V.C.18.a. Discuss examples of diversity: cultural

V.C.18.b. Discuss examples of diversity: social

V.C.18.c. Discuss examples of diversity: ethnic

X.P.6. Report an illegal activity in the healthcare setting following proper protocol

Assessment Strategies

- 3.1. through a written and/or oral response to questions and/or scenarios related to ethics in the health care setting
- 3.2. through a presentation project

Criteria

Your performance will be successful when:

- 3.1. you differentiate between legal, ethical, and moral issues affecting health care
- 3.2. you compare personal, professional and organizational ethics
- 3.3. you discuss the role of cultural, social and ethnic diversity in ethical performance of medical assisting practice
- 3.4. you identify where to report illegal and/or unsafe activities and behaviors that affect health, safety and welfare of others
- 3.5. you identify the effect personal ethics may have on professional performance
- 3.6. you report illegal and/or unsafe activities and behaviors that affect health, safety and welfare of others to proper authorities
- 3.7. you develop a plan for separation of personal and professional ethics
- 3.8. you apply ethical behaviors, including honesty/integrity in performance of medical assisting practice
- 3.9. you recognize the impact personal ethics and morals have on the delivery of healthcare
- 3.10. you differentiate between ethics and morals
- 3.11. you demonstrate appropriate response(s) to ethical issue(s)

Learning Objectives

- 3.a. Explain bioethical principles such as autonomy, competency, consent, distribution and veracity
- 3.b. Explore current issues in medical bioethics
- 3.c. Describe the possible consequences to the medical assistant for not adhering to ethical principles
- 3.d. Describe patient rights
- 3.e. Explain the importance of the AAMA Code of Ethics
- 3.f. Understand ethical boundaries
- 3.g. Describe the possible consequences to the physician for not adhering to ethical principles
- 3.h. Explain the importance of the AMA Code of Ethics

4. Perform within legal boundaries

Linked Core Abilities

Communicate effectively

Respect and appreciate diversity

Linked Program Outcomes

Provide patient care in accordance with regulations, policies, laws, and patient rights

Linked External Standards

X.P.2.b. Apply HIPAA rules in regard to: release of information

X.P.6. Report an illegal activity in the healthcare setting following proper protocol

X.P.7. Complete an incident report related to an error in patient care

Assessment Strategies

- 4.1. through a written or oral response to questions and/or scenarios related to legal boundaries in the health care setting
- 4.2. through a written exam

Criteria

Your performance will be successful when:

- 4.1. you discuss legal scope of practice for medical assistants
- 4.2. you describe various types of insurance for healthcare practitioners (for example: liability, professional, personal injury, and third party insurance)
- 4.3. you compare and contrast physician and medical assistant roles in terms of standard of care
- 4.4. you perform within scope of practice
- 4.5. you practice within the standard of care for a medical assistant
- 4.6. you demonstrate awareness of the consequences of not working within the legal scope of practice
- 4.7. you document patient care accurately in the medical record
- 4.8. you differentiate between scope of practice and standards of care for medical assistants
- 4.9. you locate a state's legal scope of practice and standards of care for medical assistants
- 4.10. you define the following medical legal terms: informed consent, implied consent, expressed consent, patient incompetence, emancipated minor, mature minor, subpoena duces tecum, respondeat superior, res ipsa loquitor, locum tenens, defendant-plaintiff, deposition, arbitration, education, and Good Samaritan laws
- 4.11. you discuss licensure and certification as they apply to healthcare providers

Learning Objectives

- 4.a. Contrast civil and criminal law
- 4.b. Differentiate between the basic elements of contract law (i.e. agreement, consideration, legal subject matter; and capacity)
- 4.c. Explain the standard of care for health care professionals
- 4.d. Give examples of negligent torts
- 4.e. Identify examples of the doctrines Res Ipsa Loquitur
- 4.f. Give examples of intentional torts
- 4.g. Explain the necessity of informed consent
- 4.h. Practice Risk Management
- 4.i. Describe how to respond to subpoenas
- 4.j. Explain special considerations for patients related to the issue of confidentiality
- 4.k. Describe procedures to follow in reporting abuse
- 4.l. Explain Good Samaritan Laws
- 4.m. Correct mistakes in the medical record according to charting guidelines
- 4.n. Give examples of malpractice
- 4.o. Identify examples of Respondeat Superior
- 4.p. Explain special considerations for patients related to the issue of the statute of limitations
- 4.q. Explain special considerations for patients related to the issue of public duties
- 4.r. Explain special considerations for patients related to the issue of AIDS
- 4.s. Explain physician's directives
- 4.t. Explain the American's with Disabilities Act

5. Apply local, state and federal health care legislation and regulation appropriate to the medical assisting practice setting

Linked Core Abilities

Demonstrate critical thinking

Linked Program Outcomes

Provide patient care in accordance with regulations, policies, laws, and patient rights

Linked External Standards

X.P.1. Locate a state's legal scope of practice for medical assistants

X.P.2.a. Apply HIPAA rules in regard to: privacy

X.P.2.b. Apply HIPAA rules in regard to: release of information

X.P.4.a. Apply the Patient's Bill of Rights as it relates to: choice of treatment

X.P.4.b. Apply the Patient's Bill of Rights as it relates to: consent for treatment

X.P.4.c. Apply the Patient's Bill of Rights as it relates to: refusal of treatment

X.P.5. Perform compliance reporting based on public health statutes

X.P.6. Report an illegal activity in the healthcare setting following proper protocol

X.P.7. Complete an incident report related to an error in patient care

X.A.2. Protect the integrity of the medical record

Assessment Strategies

- 5.1. through a written or oral response to questions and/or scenarios related to legal boundaries in the health care setting
- 5.2. through a written exam
- 5.3. through a project paper
- 5.4. through a presentation project

Criteria

Your performance will be successful when:

- 5.1. you recognize the importance of governmental regulations in the practice setting
- 5.2. you identify how the Americans with Disabilities Act (ADA) applies to the medical assisting profession
- 5.3. you compare criminal and civil law as it applies to the practicing medical assistant
- 5.4. you provide an example of tort law as it would apply to a medical assistant
- 5.5. you discuss all levels of governmental legislation and regulation as they apply to medical assisting practice, including FDA and DEA regulations
- 5.6. you explain the impact the medical assistant has in the practice with relation to negligence
- 5.7. you explain the impact a medical assistant has in a practice with relation to the following Uniform Anatomical Gift Act
- 5.8. you differentiate between legal and illegal interview questions
- 5.9. you summarize the Patient Bill of Rights
- 5.10. you apply the Patient's Bill of Rights as it relates to: choice of treatment, and refusal of treatment
- 5.11. you define: negligence, malpractice, statute of limitation, Good Samaritan Act(s), Uniform Anatomical Gift Act, living will/advance directives, medical durable power of attorney, and Patient Self Determination Act (PSDA)
- 5.12. you identify Health Information Technology for Economic and Clinical Health (HITECH) Act, Genetic Information Nondiscrimination Act of 2008 (GINA), and Americans with Disabilities Act Amendments Act (ADAAA)
- 5.13. you demonstrate sensitivity to patient rights
- 5.14. you explain the impact the medical assistant has in the practice with relation to malpractice
- 5.15. you explain the impact the medical assistant has in the practice with relation to Statue of Limitation
- 5.16. you explain the impact the medical assistant has in the practice with relation to Good Samaritan Act(s)
- 5.17. you explain the impact a medical assistant has in a practice with relation to Advanced directives

Learning Objectives

- 5.a. Identify four areas for which standards are mandated by OSHA for work done in the clinical setting
- 5.b. Identify how the workplace is affected by federal laws regarding hiring employees
- 5.c. Determine the appropriate legal process for hiring employees
- 5.d. Discuss the role of the health care practitioners in following OSHA standards for infection control and safety in the medical office
- 5.e. Define the role of CLIA in quality laboratory testing
- 5.f. State the purpose of worker's compensation laws
- 5.g. List at least four vital events for which statistics are collected by the government
- 5.h. Discuss the procedures for filing birth certificates
- 5.i. Explain the purpose of public health statutes
- 5.j. Explain how certain diseases are reported
- 5.k. Discuss federal drug regulations (example: the Controlled Substance Act)
- 5.l. Explain the process for "reportable injuries"
- 5.m. Identify how the workplace is affected by federal laws regarding the termination of employees
- 5.n. Identify how the workplace is affected by federal laws regarding workplace regulations
- 5.o. Determine the appropriate legal process for maintaining the required paperwork while a person is employed
- 5.p. State the purpose of unemployment insurance
- 5.q. Discuss the procedures for filing death certificates

6. Participate in the continuous quality improvement process

Linked Core Abilities

Work cooperatively

Linked Program Outcomes

Provide patient care in accordance with regulations, policies, laws, and patient rights

Linked External Standards

X.P.3. Document patient care accurately in the medical record

X.P.5. Perform compliance reporting based on public health statutes

X.P.7. Complete an incident report related to an error in patient care

Assessment Strategies

6.1. through a written or oral response to questions and/or scenarios

6.2. through a written exam

Criteria

Your performance will be successful when:

6.1. response includes a description of the characteristics of a continuous quality improvement process in a health care setting

6.2. response describes the steps of quality improvement

6.3. response illustrates professional behavior relevant to the situation

6.4. response evidences use of correct medical terminology

6.5. you complete an incident report related to an error in patient care

6.6. you describe the process to follow if an error is made in patient care

6.7. you define: risk management

6.8. you describe the process in compliance reporting: unsafe activities, errors in patient care, conflicts of interest, and incident reports

6.9. you describe compliance with public health statutes: communicable diseases, abuse, neglect, exploitation, and wounds of violence

6.10. you report an illegal activity in the healthcare setting following proper protocol

6.11. you perform compliance reporting based on public health statutes

Learning Objectives

6.a. Explain the purpose of quality improvement within a health care facility

6.b. Define Risk Management methods used to manage risk as it applies to quality improvement

6.c. Define the four Cs of medical malpractice prevention

7. Demonstrate awareness of diversity in providing patient care**Linked Core Abilities**

Demonstrate responsible and professional workplace behaviors

Respect and appreciate diversity

Linked Program Outcomes

Provide patient care in accordance with regulations, policies, laws, and patient rights

Linked External Standards

V.C.17.c. Discuss the theories of: Kubler-Ross

V.C.18.a. Discuss examples of diversity: cultural

V.C.18.b. Discuss examples of diversity: social

V.C.18.c. Discuss examples of diversity: ethnic

X.P.4.a. Apply the Patient's Bill of Rights as it relates to: choice of treatment

X.P.4.c. Apply the Patient's Bill of Rights as it relates to: refusal of treatment

X.A.1. Demonstrate sensitivity to patient rights

XI.C.1.a. Define: ethics

XI.C.1.b. Define: morals

XI.C.2. Differentiate between personal and professional ethics

XI.C.3. Identify the effect of personal morals on professional performance

XI.A.1. Recognize the impact personal ethics and morals have on the delivery of healthcare

Assessment Strategies

- 7.1. through a written or oral response to questions and/or scenarios
- 7.2. through a written exam
- 7.3. through a presentation project
- 7.4. through a written paper

Criteria

Your performance will be successful when:

- 7.1. you demonstrate respect for individual diversity, incorporating awareness of one's own biases in areas including gender, race, religion, age and economic status
- 7.2. you demonstrate respect for diversity in approaching all individuals in the healthcare setting
- 7.3. you demonstrate awareness of how an individual's personal appearances affects anticipated responses
- 7.4. you discuss the theories of Elizabeth Kubler-Ross
- 7.5. you discuss examples of diversity: cultural, social, and ethnic

Learning Objectives

- 7.a. Determine the health care professional's role in caring for the dying
- 7.b. Discuss how culture plays a role in regards to death and dying
- 7.c. Define the various stages of grief
- 7.d. Identify the major features of organ donation in the United States
- 7.e. Define genetics
- 7.f. Explain how appropriate genetic testing could potentially lead to genetic discrimination
- 7.g. Distinguish between mature and emancipated minors
- 7.h. Explain why cloning is considered a controversial issue
- 7.i. Define heredity
- 7.j. Identify the commonly asked questions regarding organ donation