



Study Guide for Lippincott Williams & Wilkins' Comprehensive Medical Assisting

Judy Kronenberger RN CMA MEd, Laura Durham BS CMA, Denise Woodson MA MT (ASCP)

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In the Fourth Edition of *Study Guide for Lippincott Williams & Wilkins' Comprehensive Medical Assisting*, the exercises and activities have been aligned with the most current (2008) Medical Assistant Education Review Board (MAERB) of the American Association of Medical Assistants (AAMA) curriculum standards. Program directors, instructors, and students will know which activities in this *Study Guide* support comprehension of knowledge from textbook (cognitive domain), which support the practice and skills needed to become a competent entry-level medical assistant (psychomotor domain), and which exercises encourage critical thinking and professional behaviors in the medical office (affective domain).

The *Study Guide* is divided into four sections that coincide with the textbook: Administrative, Clinical, Laboratory, and Career Strategies. Sections One, Two, and Three include exercises that reinforce the knowledge and skills required of all Medical Assistants. Section Four includes activities to “put it all together” as a potential medical office employee and to prepare you for either the Registered Medical Assistant (RMA) or the Certified Medical Assistant (CMA) credentialing examination. New to this edition, Chapter 47 in the *Study Guide* gives students the opportunity to reinforce information learned throughout their program. This final *Study Guide* chapter includes documentation skills practice for a multitude of situations and active learning activities to engage students with previously learned knowledge.

Each chapter includes the following:

- **Learning Outcomes**—Learning outcomes are listed at the beginning of the chapter and are divided into AAMA/ MAERB categories (Cognitive, Psychomotor, Affective) and AMT/ ABHES objectives.
- **A Variety of Question Formats**—To meet the needs of a variety of learning styles and to reinforce content and knowledge, each chapter of the *Study Guide* includes multiple choice, matching, short answer, completion, and where applicable, calculation-type questions. These formats will help you retain new information, reinforce previously learned content, and build confidence.

· **Case Studies for Critical Thinking**—These scenarios and questions are designed with real-world situations in mind and are intended to promote conversation about possible responses, not just one correct answer! These questions will be valuable to students who confront these types of situations during externship and graduates who encounter similar situations after employment.

· **Procedure Skill Sheets**—Every procedure in the textbook has a procedure skill sheet in the *Study Guide*. These procedures have been updated and revised in this edition and include steps on interacting with diverse patients such as those who are visually or hearing impaired, those who do not speak English or who speak English as a Second Language (ESL), and patients who may have developmental challenges.

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