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The Basics

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Notice to Readers

Though the guidelines and procedures contained in this text are based on consultations with healthcare professionals, they should not be considered absolute recommendations. The instructor and readers should follow employer, local, state, and federal guidelines concerning healthcare practices. These guidelines change, and it is the reader's responsibility to be aware of these changes and of the policies and procedures of their healthcare facility.

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Gender Usage

This textbook uses gender pronouns interchangeably to denote healthcare team members and patients.

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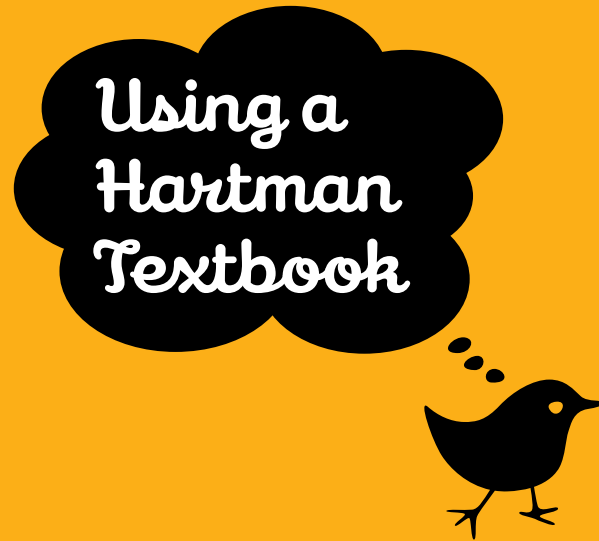
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Understanding how this book is organized and what its special features are will help you make the most of this resource!

We have assigned each chapter its own colored tab. Each colored tab contains the chapter number and title, and is located on the side of every page.



1. Explain the basics of health insurance

Everything in this book, the student workbook, and the instructor's teaching material is organized around **learning objectives**. A learning objective (LO) is a very specific piece of knowledge or a very specific skill. After reading the text, you will know you have mastered the material if you can do what the learning objective says.

person-centered care

Bold key terms are located throughout the text, followed by their definitions. They are also listed in the glossary at the back of this book.

Applying a sterile dressing

All **care procedures** are highlighted by the same black bar for easy recognition.

Guidelines: Hearing Impairment

Guidelines lists are colored green for easy reference.

Case Study

In sections III and IV, **orange Case Study boxes** demonstrate real-life application of each chapter's learning objectives.

Connected Care

Listen

One of the most important things a medical assistant can do is to promote patients' health.

Gray Connected Care boxes relate to providing care that promotes patient dignity.

Skills Focus

Respiratory Hygiene

The CDC has established special infection prevention measures to reduce the transmission of respiratory viruses.

Blue Skills Focus boxes provide practical information that will help students understand the job of the medical assistant.