

## MA 101 Critical Thinking Lesson 1

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1.) The medical assistant involved with Mrs. Greene and her family should schedule a time to talk to them and her in person, this helps establish a trusting relationship. At the time of the discussion the medical assistant should provide written and verbal instruction on medication/s and how to properly prepare for an MRI. The assistant can also coordinate with Mrs. Greene's insurance and find out what coverages are going to be provided. And lastly be empathic and validate Mrs. Greene's concern for blood draws every week and explain the benefits and risks associated with doing so, ultimately, it's the patient's right to deny treatment but we are there to be a patient navigator and provide outstanding customer care.

2.) Customer service is providing care or service to patients and customers to improve their experience. Customer satisfaction is based on customer's contentment with their experience. Providing great customer service will bring customer satisfaction.

3.) The three terms I choose that stood out to me were respect, professionalism, and tact. Respect is showing consideration or appreciation for another person, showing a customer respect is as simple as using eye contact when speaking, having a neutral tone and body language, or a friendly greeting. Professionalism is having courteous, conscientious, and respectful behaviors. Showing this is as simple as treating customers with

high ethical standards. Being tactful is referring to being sensitive to what is proper and appropriate when interacting with others. It is very important for us to be tactful in this setting by showing proper communication skills and remaining sensitive to the customer needs.

4.) As an office employee Rosie should dress in a modest casual style. Primarily including dress pants, dress shirts, modest blouses, and/or modest dresses. Rosie should also have very natural looking make up and be mindful of jewelry. It is important Rosie has a neutral appearance where she is seeing customers on a business level.

5.) I find myself more of a concrete perceiver, working hands on or in the moment scenarios are the most effective learning styles. And for a processing method I would put myself in both categories: the active processing group for hands on learning and reflective in auditory settings (such as online classes).

6.) The last time I was excited about learning something new was when I was working in a dental office as an assistant. At the time I was given the task to shape a gold crown on a patient. It was my first every patient I had worked on so I was very nervous and with nerves came small mistakes but my trainer was there and talked me through it. I was able to finish the task. Even though I was uncomfortable I was able to push through and it helped me build confidence. When confident I was able to build a solid routine and comprehension of task.

7.) Two barriers of learning that I personally experience is anxiety and reading with ADHD. I have to make sure I have a quiet space to read and be able to comprehend the material; online courses are definitely providing to be a challenge. Some proactive measures I have been setting for myself are providing time for reading, settling the environment, and turning off all electronics. They have been affective but I am also seeing I need improvement in utilizing my time more wisely and needing to set more time aside.

8.) While reading this chapter I was able to connect with the thought of anxiety when testing or feeling there is a lot to do at hand. Breaking down the material, flash cards, and overlearning the material are ways that I try to utilize when learning.

9.) The person I think made a significant contribution to modern medicine is Andreas Vesalius, he was a physician during the Renaissance period, also known as the father of anatomy. He also provided the first book anatomy. By learning the anatomy of the human body, he was able to start the growth for more modernized medicine.

The medical assistant program actually started at in home setting and started to expand into offices. Medical assistants are most wanted because of the ability to work in a clinical or administrative, it provides flexibility.

10.) If I was in Carmen's position I would set my alarm 10 minutes earlier, prepare my clothing, lunch and breakfast, and other necessities the night

before. Sometimes if I am super proactive, I make a morning checklist or pack my car the night before so I don't forget anything. In the morning I would make sure to wake up on time, complete hygiene tasks, eat breakfast, make my own coffee (no stops on the way), and head out the door in a punctual timeframe.

#### 11.) My Checklist:

M= must S= should C= could

S= Set Alarm ten minutes early

M= setting alarm on time 9 (NO SNOOZE)

M= prepare clothing (attire/uniform)

M= pack lunch and prepare and refrigerate breakfast

S= Checklist for morning

C= Pack Car

M= make own coffee

M= Hygiene tasks

M= eat breakfast

M= head out in punctual manner

