

Mrs. Kate Glasgow is an 82-year-old patient in the family practice where you work. Mrs. Glasgow recently suffered a mild cerebrovascular accident (CVA) and her son is trying to help coordinate her care. Mrs. Glasgow does not understand when or how to take her new medications, she is concerned about whether her health insurance will cover the cost of frequent clinic appointments and assistive devices, she doesn't understand how to prepare for magnetic resonance imaging (MRI) the doctor ordered, and she dislikes having to comply with getting blood drawn every week.

Patient navigator also doubles as a patient advocate in some cases. I would speak to her pcp & make sure I was ok to give her info. I would relay the doctor's orders w/ her meds. I would then ask about confirming ins. coverage for the appt & device. I would then try to comfort as best as possible about the blood draws.

**WORKPLACE APPLICATION OPTIONS**  
Complete one or more of these activities and share your results with the class if appropriate.

1. You are employed by a primary care physician who is investigating the possibility of forming a patient-centered medical home with other practitioners and allied health professionals in the community. Refer to the Department of Health and Human Services PCMH Resource Center at <http://pcmh.hhs.gov/>. Research the meaning of a PCMH and review the research that supports the PCMH model of care. What did you learn? Share this information with your class.
2. Investigate the hospital systems in your community or region. Choose one system and share its components with the class, explaining the services that each entity offers.

### INTERNET ACTIVITY OPTIONS

Choose one or more of these activities and share your results with the class if appropriate.

1. Choose one of the early medical pioneers discussed in this chapter and research him or her using the Internet. After conducting the research, write a report and present the person to the class. Be creative with the presentation by using PowerPoint or some type of audiovisual equipment.
2. Research the two primary professional medical assisting organizations, the AAMA and the AMT. What are their differences? What services does each offer professional medical assistants?
3. Research scope of practice laws in your state that pertain to medical assistants. Does your state have a scope of practice law? If not, what does that mean for the parameters of your work?