

MA101 Introduction to Medical Assisting
Chapter 4
Critical Thinking Questions

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4.1 Toby Anderson, a 52-year-old patient, was recently diagnosed with hypertension and prescribe Lotensin bid for treatment. He is being seen today for follow-up measurement of his blood pressure. Mr. Anderson also has issues with his bill, which he wants to discuss with the “woman in charge.” He is 45 pounds overweight and was given information about a reduced-calorie, low-sodium diet 1 month ago, but he has not lost any weight. He tells the medical assistant who is trying to help him understand his bill that he is just going to quit coming to the doctor since he isn’t getting any better and he can’t afford it anyway. He is sitting with his arms across his chest, tapping his foot, and occasionally cracking his knuckles.

The medical assistant should tell the man that they can help him with his bill not to worry. The medical assistant won’t be able to discuss about the weight he needs to lose but can help him understand better why it’s important to follow the specialist’s instruction for him to get healthy and better.

4.2 What must be considered when communicating verbally with an elderly patient?

When communicating verbally with an elderly patient a medical assistant should be assertive yet pleasant when speaking. The tone used should be a higher volume than if the patient wasn’t elderly to compensate with hearing loss the patient might have.

How can the medical assistant demonstrate patience with an elderly patient during her appointment with the office is extremely busy?

Sometimes patients are in a rush and they don’t see that the office might be busy so a medical assistant should assure the patient they are all checked in and on time and they are just a little busy at the moment.

4.3 What do you value most in life? What is important to you? What influences you to act in a certain way? Make a list of five things you value the most and share them with the class. Try to determine why you feel so strongly about those particular things

_I value my family most in life because without them I don’t know where I would be. The most important thing to me is happiness because without it life isn’t enjoyable. I act a certain way because of the people surrounding me. If I’m around friends I might act different than around co workers or family. The 5 things I value are, my family, my religion, my happiness, my friends, and my goals.

4.4 Honestly evaluate your personal biases. What do you find unacceptable in people? Do you prejudge an individual based on his or her affiliation with a particular group or because of a

certain lifestyle decision? Do these biases create barriers to the development of therapeutic relationship? If so, how can you get beyond these barriers?

__I try to be as biased as possible if I don't agree with how someone lives their life I respect that that's how they want to live it. It's not my life so it does not matter how they live there's. These biases can sometimes create barriers in relationships because sometimes its hard to get past things like religion and politics but I believe we can get through these by understand the other side and being respectful of them.