Chapter 4
Professional Behavior in the Workplace
Lesson 4.1

Professional Behavior in the Workplace

1. Define, spell, and pronounce the terms listed in the vocabulary.
2. Explain the reasons professionalism is important in the medical field.
3. Discuss several of the characteristics of professionalism.
4. Explain why confidentiality is so important in the medical profession.
5. Discuss the importance of the medical assistant’s attitude in caring for patients.
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Professional Behavior in the Workplace

6. List some examples of office politics.
7. Identify specific ways teamwork can be promoted in the physician’s office.
8. Discuss the meaning of *insubordination* and why it is grounds for dismissal.
9. Identify and implement time management principles to maintain efficient office function.
10. Talk about goal setting and how it helps a person achieve career success.
11. Discuss how substance abuse can impact the medical assistant’s employment.
The Meaning of Professionalism

- Be courteous, conscientious, and businesslike
- Conform to ethical standards of particular profession
- More conservative attitude
Work Ethics

- Based on hard work and diligence
- Display initiative and reliability
- Always arrive on time
- Be aware of all office policies
Characteristics of Professionalism

- Loyalty
- Dependability
- Courtesy
- Initiative
- Credibility
- Confidentiality
- Attitude
The Importance of Confidentiality

- Use information only for patient care
- Verify person’s right to see information
- Signed consent form for third party viewing
- Never share patient information with family
The Importance of Attitude

- Courtesy and kindness to others
- Refrain from jumping to conclusions
- Give people benefit of the doubt
- Be optimistic
Obstructions to Professionalism

- Personal problems or baggage
- Rumors
- Personal calls or business
- Office politics
Office Politics

- Positive or negative strategy
- Avoid underhanded techniques
  - Could result in loss of co-worker/supervisor support
Professional Attributes

- Teamwork
- Time management
- Prioritizing
- Setting goals
Promoting Teamwork

- Perform duties outside job description if asked
- Help co-workers with tasks if needed
- Problems with co-workers should be solved privately
- Put aside personal feelings
- Cooperate with others
Insubordination

- Refusal to perform assigned tasks
  - Avoid illegal or unethical tasks
- Discuss issues with supervisor after completion
- Can result in employment termination
Time Management

- Complete duties in order of importance
- Make lists of tasks to be done daily
  - Stay on schedule unless emergencies arise
Setting Goals

- What do you want to accomplish?
  - Include all areas of your life
- Write them down and review progress often
- Must have determination and persistence
Knowing the Facility and Its Employees

- Important to know the workers in a facility
- Assistant can refer patient to right person
- Express appreciation
Documentation

- Chart legibly and neatly
- Be complete with patient information
  - Use complete narratives when speaking to patients
- Handle phone messages professionally
Interpersonal Skills

- Communicating effectively is key to success
- Avoid using medical jargon
- Be patient and courteous
Substance Abuse

- Repeated use of substance, despite harmful effects
- Screening before you are hired
- Routine drug screenings
- Can cause life-threatening mistakes
- Can damage your career
Patient Education

- Always be patient and courteously explain instructions
- Be professional and helpful
- Always ask if patients have any questions before they leave the exam room
- Maintain privacy
Legal and Ethical Issues

- Confidentiality: most important aspect of professionalism
- Release of patient information without permission is unethical and illegal