Medical Assistant (MA) Card Template Examples from Dexter Family Practice
Please contact Margaret Towle at Dexter Family Practice with questions (mtowle@mayohospital.com)

PE
- Follow protocol for putting patient in room
- Ask patient meaningful use questions and screening and document
- Eye exam (you do not have to do if done in the last 6 months)
- If patient over 40 or Diabetic collect urine in a paper cup; if patient is having symptoms do a clean catch with sterile cup
- Place chux on table under patient
- Give patient gown (open in the back) and tell them they need to get completely undressed, if female patient a drape for lap
- Female Patient make sure pap supplies are out
  See pap smear and pelvic exam card
- Dahl Chase form out on table fill out as much as you can
- PhQ9 given to patient to fill out with black pen
- Room patient
- Run urine, document, cite into note and charge for urine and eye exam if done

Eye Protocol
- Follow protocol for putting patient in room
- Do eye exam
- Put eye kit in room
- Provider will get drops out of refrigerator
- MA will make sure drops are put back in refrigerator if providers leave them in the room
- MA will charge for eye exam if done

Miscellaneous Care
Rashes and Itching
- Follow protocol for putting patients in rooms
- Give patient gown and have them get completely undressed
- Patient do not need to undress at follow up visit if symptom resolved

WCC 1 week to 24 months
- Head circumference in centimeters or inches
- Weight (undress child)
• Length
• Pulse
• Respiration
• Ask if patient has been to the hospital, seen any other providers or had labs done be sure paperwork is in the EMR
• MA will ask patient parent if they would like the child to have a fluoride treatment today
• Make sure parent has patient completely undressed for provider
• Temperature if running fever rectal
• MA will check Immpact to see if child is due for any vaccines that morning of appointment, put in note of visit have someone double check vaccines
  • Make sure child gets a raising reader book at 2 months visit to 24 months located in cabinets in providers room above formula, make sure and mark off on the book sheet

Suboxone Appointment
• Drug screen first in non-sterile cup brought to lab by patient
  • MA will run Bureorphine (make sure patient name, dob, ID number, provide, UDS, date and MA intials are on the cup)
• Follow protocol for putting patient in rooms
• Room patient when vitals are completed in computer
• MA to enter results and cite into notes
• Charge For Drug Screen  BUP V58.69 drug screen 1 unit 80101
• New patients seen for induction, See new patient card

ADHD/Failure to Thrive and Recheck Growth
• Follow protocol for putting patients in rooms
• Get Height and Weight on children every time (with shoes off)

Diabetic Patient Foot Sensory Screening Test
• Sensory Testing Instruction
  1. Hold the filament by the paper handle as shown in step one
  2. Use a smooth motion to touch the filament to the skin on patients’ foot. Touch the filament along the side of and not directly on an ulcer, callous, or scar. Touch the filament to patient’s skin for 1-2 second. Push hard enough to make the filament bend as shown in step 2.
  3. Touch the filament to both of patients feet in the sites circled on this card
  4. Document if the patient can feel the filament (MRH diabetic form)
Pap Smear/Pelvic Exam
- Check and make sure patient is due for pap
- Follow protocol for putting patients in rooms
- Have patient get undressed waist down and ask patient if they want a gown or paper drape for lap and place chux on table under patient
- Lay out pap supplies with providers gloves
- Make sure Dahl-Chase form is out on table and fill out as much as you can

Breast Exam
- Follow protocol for putting patient in rooms
- Give patient gown and have her undress waist up open in the front

Pap Supplies and Providers Glove and Flag Colors
- Sure path
- Blue and white brush Breakaway brush
- 2 Cotton swabs
- KY jelly
- Small speculum s White: 1st pap smear unless obese: thin and no vaginal deliveries
- Medium speculum s: Green h/o vaginal delivery; Moderately obese with no vaginal deliveries
- Large speculum s: Obese with vaginal delivery or Morbid obesity
- Gloves
- Medium: Diana, Lisa
- Large:Challa
- Small: Usha
- Pap light plugged in and make sure light works
OB Patient 1st Visit
- MA will do OB interview before provider see patient
- Provider will see patient for 1st OB appointment
- Weight, BP, temp and urine sterile cup
- Patient completely undressed with gown tied in the back and drape for lap
- Put chuxs under patient
- Set up for pap (see pap supply card) with red and pink culture
- Make sure to fill out Dahl-Chase form and leave on the desk
- Make sure all labs are in EMR
- Ask patient if they have been to the hospital or seen another provider and make sure that information is in chart
- Tdap will be given with each pregnancy
- Provider will get doppler

Protocol for Pregnant Patient
- Have patient do urine in sterile cup
- If positive and patient is going to have Dr. Reddy for OB doctor
  Draw PNP1 and TSH at this appointment
- Give patient OB folder located in providers room in cabinets
- Give patient prescription for prenatal vitamins
- Set up appointment in 2 weeks for 1st OB
- Right patient name on OB schedules

OB Patients Regular Visit
- Weight, temp, B/P and complete urine dip
- Urine in sterile cup
- Ask patient if they have been to the hospital or had any labs done
- If patient is spotting, cramping or leaking fluid have patient undress waist down give patient drape and place a chux under patient
- If patient is leaking fluid place Ph paper (located in drawer by window in lab closest to drawing chair) and sponge forceps in room for provider
- 35 weeks undress from the waist down give patient drape for lap, place chuxs on table under patient
- OB patient with drugs in urine will have drug screen until they test clean
- 38 weeks or over undress from the waist down with drape for lap, and chux under patient
  PROVIDER TO GET DOPPLER

Postpartum Visit
- Follow protocol for putting patients in rooms
- Make sure Delivery information is filled out in OB chart
- Give patient PHQ-9 form to fill out
- Patient completely undressed give patient gown open in the back, give patient drape for lap and place chux on table under patient
- Set up for pap (speculum with sure-path)
- Make sure Dahl-Chase form is in the room and filled out

**Depression**
- Follow up protocol for putting patients in room
- Give PHQ-9 to patient with black pen to fill out before seeing provider

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**WCC 36 months to 18 years**
- Follow protocol for putting patient in room
- Eye exam
- Give patient or parent gown and have them completely undress
- Children under 4 ask if they want fluoride
- Place chux on table under patient
- Make sure parent or patient is given 5-2-1-0 form to fill out for chart
- MA will check Immpact to see if child is due for vaccines, prior to visit (morning) put into notes and let provider know which vaccines are due
- Raising readers books are given at WCC up to 5 years old located in providers office in cabinets make sure and mark sheet for book

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**Diabetic Patient**
- A1c done first every 3 months on patient with normal A1c,
- Urine Micro albumin once per year
- Put patient in room while A1c is running, follow protocol for putting patient in room
- Make sure patient undresses feet and place chux under them (if patient refuses document in chart for provider)
- MA will do patient foot exam (see instruction card)
- PHQ-9 is given to patient
- Enter A1c in to EMR and cite into patient encounter notes
- Charge for A1c if done
- Care coach will go in and see patient before/after providers
Providers Flag Colors

- Dr. Reddy-Blue
- Lauren-Teal
- Lisa Starkweather-Maroon
- Diana Vandermast-White
- Lab-Black

- Make sure and room patient in EMR
- **ALWAYS MAKE SURE YOUR PROVIDER KNOWS WHEN THEIR PATIENT IS IN AND THAT THEY ARE NOT SITTING AT THEIR DESK**

COPD/SOB Patient

- Follow protocol for putting in rooms
- Pulse Oximetry
- Start O2 2 liters if oximetry less than 90% or respiratory rate greater than 24 or patient distressed
- Then notify provider

PT/INR VISIT

- Follow protocol for putting patient in room
- PT/INR done by provider MA
- If INR is over 4 patient will be sent to hospital to have drawn after seeing provider
- Use Mayo Coumadin form to enter results
- Enter in blue binder and charge for PT/INR
- Make sure patient has up to date Coumadin contract and received book (once a year)
- Put providers flag up with black flag and room patient

EKG/Chest pain

- Room will be set up for patient before they arrive at office with O2 and crash cart if we know patient is coming
- Patient will be put right in room
- Let provider know patient is here
- Oximetry STAT; if less then <90 or patient appears in distressed or currently having pain start oxygen 2 liters
- Follow protocol for putting patient in room
- Provider will tell you if they want an EKG done before they see the patient
- If patient is female she will need a gown open in the front
- Male patient can just take shirt off
- Make sure patient is not wearing any metal
Infrasound

- Choose a provider for encounter
- Follow protocol for putting patient in room
- Put blue bootie on handle and start infrasound machine if not first appointment
- At first appointment have patient sign consent form and provider will see patient before starting infrasound machine
- Patient will be put in exam room 1 or 6 assign provider to patient, room patient and let provider know of Infrasound
- Put providers flag up with black flag and make sure patient is on providers schedule in EMR

UTI

- Follow protocol for putting patients in room
- Clean catch urine in sterile cup
- Female have patient get undressed from the waist down if having any discharge or irritation

Vaccines

- MA will check in Immpact to see what vaccine patients’ needs
- Provider will order vaccines
- MA will do screening to see if patient is VFC eligible
- MA doing labs will draw them up
- Write patient name on sheet hanging on small refrigerator
- MA will charge for vaccine
- When patient is given HPV vaccine they need to lay down for 15 minutes
- MA will give parent VIS sheets for vaccine to read.
- VIS sheets Laminated in room 4 and in wall pocket by lab

Lab Work for OB Patients

- PNP1-drawn after patient has a positive pregnancy test
  - Sterile urine, 2 gold 2 purple, 1 green TSH
- 15-21 weeks AFP Four Profile 1 large GOLD check with lab
- 20 weeks ultrasound
- 28 weeks antibody screening and rhogam given if needed at hospital
- 28 weeks 1hr, GTT and H&H with glucose
- 36 weeks group B strep
- 38 weeks the new moms book should be given with formula