Cognitive Domain
1. Spell and define the key terms
2. List and define disorders associated with the eye and identify commonly performed diagnostic procedures
3. List and define disorders associated with the ear and identify commonly performed diagnostic procedures
4. List and define disorders associated with the nose and throat and identify commonly performed diagnostic procedures
5. Describe patient education procedures associated with the eye, ear, nose, and throat
6. Identify common pathology related to each body system
7. Describe implications for treatment related to pathology

Psychomotor Domain
1. Measure distance visual acuity with a Snellen chart (Procedure 29-1)
2. Assist physician with patient care
3. Prepare a patient for procedures and/or treatments
4. Document patient care
5. Perform patient screening using established protocols
6. Measure color perception with an Ishihara color plate book (Procedure 29-2)
7. Instill eye medication (Procedure 29-3)
8. Practice standard precautions
9. Irrigate the eye (Procedure 29-4)
10. Irrigate the ear (Procedure 29-5)
11. Administer an audiometric hearing test (Procedure 29-6)
12. Instill ear medication (Procedure 29-7)
13. Instill nasal medication (Procedure 29-8)
14. Practice within standard of care for a medical assistant

Affective Domain
1. Apply critical thinking skills in performing patient assessment and care
2. Use language/verbal skills that enable patients' understanding
3. Demonstrate empathy in communicating with patients, family, and staff
4. Use appropriate body language and other nonverbal skills in communicating with patients, family, and staff
5. Demonstrate awareness of the territorial boundaries of the person with whom you are communicating
6. Demonstrate sensitivity appropriate to the message being delivered
7. Demonstrate recognition of the patient's level of understanding in communications
8. Recognize and protect personal boundaries in communicating with others
9. Demonstrate respect for individual diversity, incorporating awareness of one's own biases in areas including gender, race, religion, age, and economic status
10. Apply active listening skills
11. Apply local, state, and federal health care legislation and regulation appropriate to the medical assisting practice setting
**ABHES Competencies**

1. Assist the physician with the regimen of diagnostic and treatment modalities as they relate to each body system
2. Comply with federal, state, and local health laws and regulations
3. Communicate on the recipient's level of comprehension
4. Serve as a liaison between the physician and others
5. Show empathy and impartiality when dealing with patients
6. Document accurately
COCA MULTIPLE CHOICE
Circle the letter preceding the correct answer.

1. The Ishihara method is used to test:
   a. hearing.
   b. color vision.
   c. cataract growth.
   d. corneal scarring.
   e. for multiple allergies.

2. A physician who specializes in disorders of the ears, nose, and throat is an:
   a. optician.
   b. ophthalmologist.
   c. optometrist.
   d. otolaryngologist.
   e. otitis externa.

3. A common cause of diminished hearing is:
   a. tinnitus.
   b. nasopharynx.
   c. cerumen.
   d. Ménière disease.
   e. strabismus.

4. Epistaxis is considered severe if bleeding continues how many minutes after treatment has begun?
   a. 5
   b. 10
   c. 15
   d. 20
   e. 30

5. Which of the following statements is true about preventive eye care?
   a. Patients should have regular checkups to maintain healthy eyes.
   b. Adults should wear UV protected sunglasses, but children are not as susceptible.
   c. Goggles do not need to be worn if you are wearing your regular glasses.
   d. Patients should thoroughly wash hands before rubbing their eyes.
   e. Contact lenses cause scarring, so glasses are safer to use.

6. It’s important to treat sinusitis immediately because:
   a. it can lead to severe cases of upper respiratory infections.
   b. new allergies might develop while the nasal membrane is infected.
   c. mucus may infect areas of throat, nose, and ears if left unchecked.
   d. vision may be affected from pressure of sinus cavities on the eyes.
   e. complications in the ear and brain may occur, causing damage.

7. One symptom of laryngitis is:
   a. earache.
   b. muscle soreness.
   c. coughing.
   d. inflamed tonsils.
   e. excessive mucus.

8. An infection of any of the lacrimal glands of the eyelids is:
   a. hordeolum.
   b. cataract.
   c. glaucoma.
   d. conjunctivitis.
   e. astigmatism.
9. Which of the following could the physician treat with a warm compress?
   a. Nosebleed
   b. Ear infection
   c. Tonsillitis
   d. Astigmatism
   e. Tinnitus

10. The common term for *otitis externa* is:
    a. pink eye.
    b. nosebleed.
    c. Ménière disease.
    d. swimmer’s ear.
    e. presbycusis.

Scenario for questions 11 and 12: A patient comes in for an annual exam, and the physician diagnoses her with presbycusis and presbyopia. She complains of an intermittent, high whistling in her right ear and cloudy vision in both eyes.

11. Reading the symptoms and diagnosis above, the patient is most likely:
    a. an infant or a toddler.
    b. a young child to early teen.
    c. an older teen to early 30s.
    d. middle aged.
    e. a senior citizen.

12. One possible cause of the cloudy vision is:
    a. presbyopia.
    b. glaucoma.
    c. Ménière disease.
    d. cataracts.
    e. sinusitis.

13. What is a safe way to remove cerumen?
    a. Gently inserting a tissue into the ear canal
    b. Using a cotton swab and digging out as much as possible
    c. Drops of hydrogen peroxide dropped into the ear
    d. Using an otoscope to melt the earwax
    e. Blowing your nose

14. It's important not to use nasal preparations more than four times a day because they:
    a. severely damage your nasal cavity.
    b. may become addictive.
    c. dry out sinuses and cause congestion.
    d. cause irritation to the throat.
    e. can lead to allergies.

15. Color blindness is a result of:
    a. people failing the Ishihara test.
    b. patients being unable to differentiate between colors.
    c. a deficiency in the number of rods in the eye.
    d. a deficiency in the number of cones in the eye.
    e. the size and shape of the eye.

16. What important advice can you give children when dealing with contagious diseases like pink eye?
    a. Keep your hands washed and clean.
    b. Do not play with children who are sick.
    c. If you sneeze, immediately cover your face with your hand.
    d. Do not go to school if you are sick.
    e. Try to keep from touching anything others have already touched.

17. To test for pharyngitis or tonsillitis, the physician would most likely order:
    a. a blood sample.
    b. a urine sample.
    c. a reflex test.
    d. a throat culture.
    e. radiology.
18. Which form of strabismus is known as *convergent eyes*, in which the eyes are crossed?
   a. Esotropic
   b. Exotropic
   c. Hypotropic
   d. Hypertropic
   e. Nonconcomitant

19. The purpose of a hearing aid is to:
   a. fully restore the ability to hear.
   b. assist patients with permanent nerve damage.

20. A common treatment for allergic rhinitis is:
   a. sleep.
   b. antihistamine medication.
   c. surgery.
   d. antibiotics.
   e. ear irrigation.

**COG MATCHING**

Place the letter preceding the definition on the line next to the term.

**Key Terms**

21. _____ astigmatism  
22. _____ cerumen  
23. _____ decibel  
24. _____ fluorescein angiography  
25. _____ hyperopia  
26. _____ intraocular pressure  
27. _____ myopia  
28. _____ myringotomy  
29. _____ ophthalmologist  
30. _____ ophthalmoscope  
31. _____ optician  
32. _____ optometrist  
33. _____ otolaryngologist  
34. _____ otoscope  
35. _____ presbycusis

**Definitions**

a. physician who specializes in treatment of diseases and disorders of the ears, nose, and throat
b. an extraneous noise heard in one or both ears, described as whirring, ringing, whistling, roaring, etc.; may be continuous or intermittent
c. specialist who can measure for errors of refraction and prescribe lenses but who cannot treat diseases of the eye or perform surgery
d. an instrument used for visual examination of the ear canal and tympanic membrane
e. an incision into the tympanic membrane to relieve pressure
f. unit of intensity of sound
g. an unfocused refraction of light rays on the retina
h. a misalignment of eye movements usually caused by muscle incoordination
i. loss of hearing associated with aging
j. specialist who grinds lenses to correct errors of refraction according to prescriptions
k. yellowish or brownish waxlike secretion in the external ear canal; earwax
l. physician who specializes in treatment of disorders of the eyes
m. farsightedness
n. pathological changes in the cell structure of the retina that impair or destroy its function, resulting in blindness
o. infection of any of the lacrimal glands of the eyelids
p. intravenous injection of fluorescent dye; photographing blood vessels of the eye as dye moves through the vessels
36. _____ presbyopia  
37. _____ refraction  
38. _____ retinal degeneration  
39. _____ tinnitus  
40. _____ tonometry  
41. _____ hordeolum  
42. _____ strabismus

---

**IDENTIFICATION**

Grade: ___________

43. Fill in the chart below with three types of vision testing charts, and when you should use each.

<table>
<thead>
<tr>
<th>Type of Vision Testing Chart</th>
<th>When You Would Use It</th>
</tr>
</thead>
<tbody>
<tr>
<td>a.</td>
<td></td>
</tr>
<tr>
<td>b.</td>
<td></td>
</tr>
<tr>
<td>c.</td>
<td></td>
</tr>
</tbody>
</table>

---

**SHORT ANSWER**

Grade: ___________

44. Identify the seven causes of hearing loss.

a. ____________________________________________  
  b. ____________________________________________  
  c. ____________________________________________  
  d. ____________________________________________  
  e. ____________________________________________  
  f. ____________________________________________  
  g. ____________________________________________

---

45. List five preventive eye care tips that you may be asked to educate patients to follow.

a. ____________________________________________  
  b. ____________________________________________  
  c. ____________________________________________  
  d. ____________________________________________  
  e. ____________________________________________
46. A patient complains of loss of vision and blurring, and cataracts are found in both eyes. How would surgery correct these symptoms?

47. What is the difference between an optometrist and an optician?

48. What is astigmatism?

49. An examination of a patient’s eye reveals an irregular corneal surface. What is the method used to diagnose a corneal ulcer?

50. A patient comes in complaining of vertigo, nausea, and slight hearing loss. What might the patient be suffering from?
51. Why is otitis media so common in infants and young children?

52. What is the difference between audiometry and tympanometry?

53. List the initial therapy for common epistaxis.

54. Why is it so important to treat upper respiratory infections?

55. When is the physician likely to suggest that a patient receive a tonsillectomy?
56. What is a way to isolate the protein causing allergic reactions in a patient directly?

57. Where do nasal polyps usually occur?

TRUE OR FALSE?

Indicate whether the statements are true or false by placing the letter T (true) or F (false) on the line preceding the statement.

58. ____ Diagnosis of vision loss of any type is done by testing the hearing using an audiometer.

59. ____ Swimmer’s ear goes away on its own and does not need to be treated.

60. ____ Allergic rhinitis is another name for hay fever.

61. ____ A patient with tonsillitis should be told to rest his voice and speak as little as possible.

CASE STUDIES FOR CRITICAL THINKING

1. A patient calls in to the physician’s office saying that pink eye is going around her son’s school. He has not been complaining of pain in either eye, but she has noticed that his eyes are red and that he has been sniffing and coughing lately. She wants to know if she should bring him in for a checkup. What should you tell her?
2. A patient is interested in getting LASIK surgery to correct her nearsightedness. She is 24 years old, and both of her parents have strong prescriptions for nearsightedness as well. She asks you what the surgery will be like, and if there is any chance that her eyes might revert back to their previous state. What is LASIK surgery and what are the advantages and disadvantages of this procedure? Are there any side effects?

__________________________________________________

__________________________________________________

__________________________________________________

3. A middle-aged patient comes in for a routine checkup, and mentions a slight loss of hearing since the last exam. What tests would most likely be ordered by the physician to check his hearing? Are there any preventative education tips that you can give him about hearing loss?

__________________________________________________

__________________________________________________

__________________________________________________

4. A swimmer comes into the office complaining of recurrent swimmer’s ear. She says she has used cotton swabs in the past to clear her ear canals, and asks if there is any particular medication she can apply to help keep her ear canals clean. How would you respond to this patient?

__________________________________________________

__________________________________________________

__________________________________________________

5. A young man comes in for a routine checkup, and mentions that he will soon be learning to drive. However, the physician gives him the Ishihara test, and the teen fails to differentiate between colors. What information can you give him about color blindness, and what encouragement can you give him in regard to his upcoming driving test?

__________________________________________________

__________________________________________________

__________________________________________________
6. A young boy is brought in because he is complaining of headaches in school. The physician determines that the boy needs glasses and that the headaches are from eye strain. However, the boy states that he does not want glasses because he is afraid his classmates will make fun of him. What would you say to him?
# Measure Distance Visual Acuity with a Snellen Chart

**EQUIPMENT/SUPPLIES:** Snellen eye chart, paper cup or eye paddle

**STANDARDS:** Given the needed equipment and a place to work the student will perform this skill with __________% accuracy in a total of __________ minutes. *(Your instructor will tell you what the percentage and time limits will be before you begin.)*

**KEY:**
- 4 = Satisfactory
- 0 = Unsatisfactory
- NA = This step is not counted

## PROCEDURE STEPS

<table>
<thead>
<tr>
<th>SELF</th>
<th>PARTNER</th>
<th>INSTRUCTOR</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. <strong>AFF</strong> Wash your hands.</td>
<td>❌</td>
<td>❌</td>
</tr>
<tr>
<td>2. Prepare the examination area (well lit, distance marker 20 feet from the chart).</td>
<td>❌</td>
<td>❌</td>
</tr>
<tr>
<td>3. Make sure the chart is at eye level.</td>
<td>❌</td>
<td>❌</td>
</tr>
<tr>
<td>4. Greet and identify the patient. Explain the procedure.</td>
<td>❌</td>
<td>❌</td>
</tr>
<tr>
<td>5. <strong>AFF</strong> Explain how to respond to a patient who is hearing impaired.</td>
<td>❌</td>
<td>❌</td>
</tr>
<tr>
<td>6. Position the patient in a standing or sitting position at the 20-foot marker.</td>
<td>❌</td>
<td>❌</td>
</tr>
<tr>
<td>7. If he or she is not wearing glasses, ask the patient about contact lenses. Mark results accordingly.</td>
<td>❌</td>
<td>❌</td>
</tr>
<tr>
<td>8. Have patient cover the left eye with the eye paddle.</td>
<td>❌</td>
<td>❌</td>
</tr>
<tr>
<td>9. Instruct the patient not to close the left eye, but to keep both eyes open during the test.</td>
<td>❌</td>
<td>❌</td>
</tr>
<tr>
<td>10. Stand beside the chart and point to each row as the patient reads aloud.</td>
<td>❌</td>
<td>❌</td>
</tr>
<tr>
<td><strong>a.</strong> Point to the lines, starting with the 20/200 line.</td>
<td>❌</td>
<td>❌</td>
</tr>
<tr>
<td><strong>b.</strong> Record the smallest line that the patient can read with no errors.</td>
<td>❌</td>
<td>❌</td>
</tr>
<tr>
<td>11. Repeat the procedure with the right eye covered and record.</td>
<td>❌</td>
<td>❌</td>
</tr>
<tr>
<td>12. Wash your hands and document the procedure.</td>
<td>❌</td>
<td>❌</td>
</tr>
</tbody>
</table>
CALCULATION

Total Possible Points: _______

Total Points Earned: _______ Multiplied by 100 = _______ Divided by Total Possible Points = _______ %

PASS  FAIL  COMMENTS:

☐  ☐

Student's signature ___________________________ Date _______

Partner's signature ___________________________ Date _______

Instructor's signature ___________________________ Date _______
# PSY Procedure 29-2

## Measuring Color Perception

**Name:** ___________________________  **Date:** ______  **Time:** ______  **Grade:** ______

**EQUIPMENT/SUPPLIES:** Ishihara color plates, gloves

**STANDARDS:** Given the needed equipment and a place to work the student will perform this skill with _____% accuracy in a total of _______ minutes. *(Your instructor will tell you what the percentage and time limits will be before you begin.)*

**KEY:**

- 4 = Satisfactory
- 0 = Unsatisfactory
- NA = This step is not counted

<table>
<thead>
<tr>
<th>PROCEDURE STEPS</th>
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<th>PARTNER</th>
<th>INSTRUCTOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. <strong>Wash your hands, put on gloves, and obtain the Ishihara color plate book.</strong></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>2. <strong>Prepare the examination area (adequate lighting).</strong></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>3. <strong>Greet and identify the patient. Explain the procedure.</strong></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>4. <strong>AFF</strong> Explain how to respond to a patient who is developmentally challenged.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>5. <strong>Hold the first bookplate about 30 inches from the patient.</strong></td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>
| 6. **Ask if the patient can see the “number” within the series of dots.**
  - a. Record results of test by noting the number or figure the patient reports. | ☐ | ☐ | ☐ |
  - b. If patient cannot distinguish a pattern, record plate number–x (e.g., 4–x). | ☐ | ☐ | ☐ |
| 7. **The patient should not take more than 3 seconds when reading the plates.**
  - a. The patient should not squint nor guess. These indicate that the patient is unsure. | ☐ | ☐ | ☐ |
  - b. Record as plate number–x. | ☐ | ☐ | ☐ |
| 8. **Record the results for plates 1 through 10.**
  - a. Plate number 11 requires patient to trace a winding line between x’s. | ☐ | ☐ | ☐ |
  - b. Patients with a color deficit will not be able to trace the line. | ☐ | ☐ | ☐ |
| 9. **Store the book in a closed, protected area to protect the integrity of the colors.** | ☐ | ☐ | ☐ |
| 10. **Remove your gloves and wash your hands.** | ☐ | ☐ | ☐ |
CALCULATION

Total Possible Points: ______
Total Points Earned: ______ Multiplied by 100 = ______ Divided by Total Possible Points = ______ %

PASS  FAIL  COMMENTS:

☑  ☐

Student’s signature __________________________________ Date ______
Partner’s signature __________________________________ Date ______
Instructor’s signature __________________________________ Date ______
# Instilling Eye Medication

**Name:** ____________________________  **Date:** __________  **Time:** __________  **Grade:** ________

**EQUIPMENT/SUPPLIES:** Physician’s order and patient record, ophthalmic medications, 2 x 2 gauze pad, tissues, gloves

**STANDARDS:** Given the needed equipment and a place to work the student will perform this skill with _______% accuracy in a total of _______ minutes. *(Your instructor will tell you what the percentage and time limits will be before you begin.)*

**KEY:**  
- 4 = Satisfactory  
- 0 = Unsatisfactory  
- NA = This step is not counted

<table>
<thead>
<tr>
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<th>SELF</th>
<th>PARTNER</th>
<th>INSTRUCTOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Wash your hands.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>2. Obtain the physician order, the correct medication, sterile gauze, and tissues.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>3. Greet and identify the patient. Explain the procedure.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>4. Ask the patient about any allergies not recorded in the chart.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>5. <strong>AFF</strong> Explain how to respond to a patient who does not speak English.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>6. Position the patient comfortably.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>7. Put on gloves. Ask the patient to look upward.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>8. Use gauze to gently pull lower lid down. Instill the medication.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>a. <strong>Ointment:</strong> Discard first bead of ointment without touching the end of the tube.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>(1) Place a thin line of ointment across inside of lower eyelid.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>(2) Move from the inner canthus outward.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>(3) Release ointment by twisting the tube slightly.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>(4) Do not touch the tube to the eye.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>b. <strong>Drops:</strong> Hold dropper close to conjunctival sac, but do not touch the patient.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>(1) Release the proper number of drops into the sac.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>(2) Discard any medication left in the dropper.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>9. Release the lower lid. Have patient gently close the eyelid and roll the eye.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>10. Wipe off any excess medication with tissue.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td></td>
<td>Description</td>
<td></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>-----------------------------------------------------------------------------</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>11.</td>
<td>Instruct patient to apply light pressure on the puncta lacrimale for several minutes.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12.</td>
<td>Properly care for or dispose of equipment and supplies. Clean the work area.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13.</td>
<td>Wash your hands.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14.</td>
<td>Record the procedure.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**CALCULATION**

Total Possible Points: ________

Total Points Earned: ________ Multiplied by 100 = ________ Divided by Total Possible Points = ________ %

**PASS**

☐  ☐  ☐

**FAIL**

☐  ☐  ☐

**COMMENTS:**

Student’s signature ___________________________ Date ________

Partner’s signature ___________________________ Date ________

Instructor’s signature ___________________________ Date ________
**PROCEDURE 29-4 Irrigating the Eye**

Name: ______________________ Date: ________ Time: ________ Grade: ________

**EQUIPMENT/SUPPLIES:** Physician’s order and patient record, small basin, irrigating solution and medication if ordered, protective barrier or towels, emesis basin, sterile bulb syringe or 15 to 20 cc syringe, tissues, gloves

**STANDARDS:** Given the needed equipment and a place to work the student will perform this skill with ________% accuracy in a total of ________ minutes. *(Your instructor will tell you what the percentage and time limits will be before you begin.)*

**KEY:** 4 = Satisfactory 0 = Unsatisfactory NA = This step is not counted

<table>
<thead>
<tr>
<th>PROCEDURE STEPS</th>
<th>SELF</th>
<th>PARTNER</th>
<th>INSTRUCTOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Wash your hands and put on your gloves.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>2. Assemble the equipment, supplies, and medication if ordered by the physician.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>a. Check solution label three times.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>b. Make sure that the label indicates for ophthalmic use.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>3. Greet and identify the patient. Explain the procedure.</td>
<td>☐</td>
<td>☐</td>
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</tr>
<tr>
<td>4. <strong>AFF</strong> Explain how to respond to a patient who is hard of hearing.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>5. Position the patient comfortably.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>a. Sitting with head tilted with the affected eye lower.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>b. Lying with the affected eye downward.</td>
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</tr>
<tr>
<td>6. Drape patient with the protective barrier or towel to avoid wetting the clothing.</td>
<td>☐</td>
<td>☐</td>
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</tr>
<tr>
<td>7. Place basin against upper cheek near eye with the towel under the basin.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>a. Wipe the eye from the inner canthus outward with gauze to remove debris.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>b. Separate the eyelids with your thumb and forefinger.</td>
<td>☐</td>
<td>☐</td>
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</tr>
<tr>
<td>c. Lightly support your hand, holding the syringe, on the bridge of the patient’s nose.</td>
<td>☐</td>
<td>☐</td>
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</tr>
<tr>
<td>8. Holding syringe 1 inch above the eye, gently irrigate from inner to outer canthus.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>a. Use gentle pressure and do not touch the eye.</td>
<td>☐</td>
<td>☐</td>
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</tr>
<tr>
<td>b. The physician will order the period of time or amount of solution required.</td>
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<tr>
<td>9. Use tissues to wipe any excess solution from the patient's face.</td>
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<tr>
<td>10. Properly dispose of equipment or sanitize as recommended.</td>
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<tr>
<td>11. Remove your gloves. Wash your hands.</td>
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<tr>
<td>12. Record procedure, including amount, type, and strength of solution; which eye was irrigated; and any observations.</td>
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</tr>
</tbody>
</table>

**CALCULATION**

Total Possible Points: 
Total Points Earned: _______ Multiplied by 100 = _______ Divided by Total Possible Points = _______ %

**PASS**   **FAIL**   **COMMENTS:**

ège   ège

Student's signature _____________________________ Date ______

Partner's signature _____________________________ Date ______

Instructor's signature _____________________________ Date ______
# Irrigating the Ear

**Name:**

**Date:**

**Time:**

**Grade:**

## EQUIPMENT/SUPPLIES:
- Physician’s order and patient record
- Emesis basin or ear basin
- Waterproof barrier or towels
- Otoscope
- Irrigation solution
- Bowl for solution
- Gauze

## STANDARDS:
Given the needed equipment and a place to work the student will perform this skill with ______% accuracy in a total of ______ minutes. (Your instructor will tell you what the percentage and time limits will be before you begin.)

## KEY:
- 4 = Satisfactory
- 0 = Unsatisfactory
- NA = This step is not counted

## PROCEDURE STEPS

<table>
<thead>
<tr>
<th></th>
<th>SELF</th>
<th>PARTNER</th>
<th>INSTRUCTOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Wash your hands.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Assemble the equipment and supplies.</td>
<td></td>
<td></td>
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<tr>
<td>3.</td>
<td>Greet and identify the patient. Explain the procedure.</td>
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<tr>
<td>4.</td>
<td><strong>AFF</strong> Explain how to respond to a patient who has dementia.</td>
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<tr>
<td>5.</td>
<td>Position the patient comfortably in an erect position.</td>
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<tr>
<td>6.</td>
<td>View the affected ear with an otoscope to locate the foreign matter or cerumen.</td>
<td></td>
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</tr>
<tr>
<td>a.</td>
<td>Adults: Gently pull up and back to straighten the auditory canal.</td>
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<tr>
<td>b.</td>
<td>Children: Gently pull slightly down and back to straighten the auditory canal.</td>
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<tr>
<td>7.</td>
<td>Drape the patient with a waterproof barrier or towel.</td>
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<tr>
<td>8.</td>
<td>Tilt the patient’s head toward the affected side.</td>
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<tr>
<td>9.</td>
<td>Place the drainage basin under the affected ear.</td>
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<tr>
<td>10.</td>
<td>Fill the irrigating syringe or turn on the irravating device</td>
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<tr>
<td>11.</td>
<td>Gently position the auricle as described above using your nondominant hand.</td>
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<tr>
<td>12.</td>
<td>With dominant hand, place the tip of the syringe into the auditory meatus.</td>
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<tr>
<td>13.</td>
<td>Direct the flow of the solution gently upward toward the roof of the canal.</td>
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<td>14.</td>
<td>Irrigate for the prescribed period of time or until the desired results are obtained.</td>
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<tr>
<td>15.</td>
<td>Dry the patient’s external ear with gauze.</td>
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<tr>
<td>16. Inspect the ear with the otoscope to determine the results.</td>
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<tr>
<td>17. Properly care for or dispose of equipment and supplies. Clean the work area.</td>
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<tr>
<td>18. Wash your hands.</td>
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<tr>
<td>19. Record the procedure in the patient’s chart.</td>
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</tbody>
</table>

**CALCULATION**

Total Possible Points: ______

Total Points Earned: ______ Multiplied by 100 = ______ Divided by Total Possible Points = ______ %

PASS    FAIL    COMMENTS:

☑    ☐

Student’s signature __________________________ Date ______

Partner’s signature __________________________ Date ______

Instructor’s signature ________________________ Date ______
## Procedure 29-6: Perform an Audiometric Hearing Test

**Name:**

**Date:**

**Time:**

**Grade:**

### Equipment/Supplies:
- Audiometer
- Otoscope

### Standards:
Given the needed equipment and a place to work, the student will perform this skill with _________% accuracy in a total of _________ minutes. (*Your instructor will tell you what the percentage and time limits will be before you begin.*)

### Key:
- 4 = Satisfactory
- 0 = Unsatisfactory
- NA = This step is not counted

### Procedure Steps

<table>
<thead>
<tr>
<th>Step</th>
<th>Self</th>
<th>Partner</th>
<th>Instructor</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>✔️</td>
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<tr>
<td>2.</td>
<td>✔️</td>
<td></td>
<td></td>
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<tr>
<td>3. <strong>AFF</strong></td>
<td>✔️</td>
<td></td>
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<tr>
<td>4.</td>
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<td>5.</td>
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<td>6.</td>
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<td>7.</td>
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<tr>
<td>8.</td>
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<tr>
<td>9.</td>
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<tr>
<td>10.</td>
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<tr>
<td>11.</td>
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<td></td>
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<tr>
<td>12.</td>
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</tbody>
</table>

1. **Wash your hands.**
2. **Greet and identify patient. Explain the procedure.**
3. **AFF** Explain how to respond to a patient who is visually impaired.
4. **Take patient to a quiet area or room for testing.**
5. **Visually inspect the ear canal and tympanic membrane before the examination.**
6. **Choose the correct-size tip for the end of the audiometer.**
7. **Attach a speculum to fit the patient’s external auditory meatus.**
8. **With the speculum in the ear canal, retract the pinna:**
   - **Adults:** Gently pull up and back to straighten the auditory canal.
   - **Children:** Gently pull slightly down and back to straighten the auditory canal.
9. **Follow audiometer instrument directions for use:**
   - **Screen right ear.**
   - **Screen left ear.**
10. **If the patient fails to respond at any frequency, re-screening is required.**
11. **If the patient fails re-screening, notify the physician.**
12. **Record the results in the medical record.**
CALCULATION

Total Possible Points: _______

Total Points Earned: _______ Multiplied by 100 = _______ Divided by Total Possible Points = _______ %

PASS   FAIL   COMMENTS:

☐       ☐

Student’s signature ___________________________ Date ______

Partner’s signature ___________________________ Date ______

Instructor’s signature _________________________ Date ______
## PSY Procedure 29-7 Instilling Ear Medication

**Name:**

**Date:**

**Time:**

**Grade:**

### Equipment/Supplies:
- Physician’s order and patient record
- Otic medication with dropper
- Cotton balls

### Standards:
Given the needed equipment and a place to work the student will perform this skill with \( \% \) accuracy in a total of ______ minutes. *(Your instructor will tell you what the percentage and time limits will be before you begin.)*

### Key:
- 4 = Satisfactory
- 0 = Unsatisfactory
- NA = This step is not counted

### Procedure Steps

<table>
<thead>
<tr>
<th>SELF</th>
<th>PARTNER</th>
<th>Instructor</th>
</tr>
</thead>
</table>

1. Wash your hands.

2. Assemble the equipment, supplies, and medication if ordered by the physician.
   - a. Check solution label three times.
   - b. Make sure that the label indicates for otic use.

3. Greet and identify the patient. Explain the procedure.

4. Ask patient about any allergies not documented.

5. **AFF** Explain how to respond to a patient who does not speak English.

6. Have the patient seated with the affected ear tilted upward.

7. Draw up the ordered amount of medication.
   - a. *Adults*: Pull the auricle slightly up and back to straighten the S-shaped canal.
   - b. *Children*: Pull the auricle slightly down and back to straighten the S-shaped canal.

8. Insert the tip of dropper without touching the patient’s skin.
   - a. Let the medication flow along the side of the canal.
   - b. Have patient sit or lie with affected ear upward for about 5 minutes.

9. To keep medication in the canal, gently insert a moist cotton ball into the external auditory meatus.

10. Properly care for or dispose of equipment and supplies. Clean the work area.

11. Wash your hands.

12. Record the procedure in the patient record.
CALCULATION

Total Possible Points: ________
Total Points Earned: ________ Multiplied by 100 = ________ Divided by Total Possible Points = ________ %

PASS  FAIL  COMMENTS:

☐    ☐

Student’s signature __________________________ Date ________
Partner’s signature __________________________ Date ________
Instructor’s signature __________________________ Date ________
### PSY Procedure 29-8  Instilling Nasal Medication

<table>
<thead>
<tr>
<th>PROCEDURE STEPS</th>
<th>SELF</th>
<th>PARTNER</th>
<th>INSTRUCTOR</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1.</strong> Wash your hands and put on gloves.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>2.</strong> Assemble the equipment and supplies. Check the medication label three times.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td><strong>3.</strong> Greet and identify the patient. Explain the procedure.</td>
<td>☐</td>
<td>☐</td>
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<tr>
<td><strong>4.</strong> Ask patient about any allergies not documented.</td>
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<tr>
<td><strong>5.</strong> Explain how to respond to a patient who has dementia.</td>
<td>☐</td>
<td>☐</td>
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</tr>
<tr>
<td><strong>6.</strong> Position the patient in a comfortable recumbent position.</td>
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</tr>
<tr>
<td>a. Extend patient's head beyond edge of examination table.</td>
<td>☐</td>
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<tr>
<td>b. Or place a pillow under the patient's shoulders.</td>
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<tr>
<td>c. Support the patient's neck to avoid strain as the head is tilted back.</td>
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<td>☐</td>
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<tr>
<td><strong>7.</strong> Administering nasal medication:</td>
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<tr>
<td>a. Nasal drops</td>
<td>☐</td>
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<tr>
<td>(1) Hold the dropper upright just above each nostril.</td>
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<tr>
<td>(2) Drop the medication one drop at a time without touching the nares.</td>
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<tr>
<td>(3) Keep the patient in a recumbent position for 5 minutes.</td>
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<td>☐</td>
</tr>
<tr>
<td>b. Nasal spray</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>(1) Place tip of the bottle at the naris opening without touching the patient.</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>(2) Spray as the patient takes a deep breath.</td>
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</tbody>
</table>
### PART III • The Clinical Medical Assistant

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>8.</td>
<td>Wipe any excess medication from the patient’s skin with tissues.</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>9.</td>
<td>Properly care for or dispose of equipment and supplies. Clean the work area.</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>10.</td>
<td>Remove your gloves and wash your hands.</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>11.</td>
<td>Record the procedure in the patient’s chart.</td>
<td>☐ ☐ ☐</td>
</tr>
</tbody>
</table>

### CALCULATION

Total Possible Points: _______

Total Points Earned: _______ Multiplied by 100 = _______ Divided by Total Possible Points = _______ %

**PASS** | **FAIL** | **COMMENTS:**
---|---|---
☐ | ☐ |   

Student’s signature ____________________________ Date _______

Partner’s signature ____________________________ Date _______

Instructor’s signature ____________________________ Date _______