

# Medical Assisting (2019)

## THE MEDICAL ASSISTING PROFESSION 1

### 1 Roles and Responsibilities 1.1

- 1 Describe the duties and responsibilities of a medical assistant. 1.1.1
  - 2 Explain the personal and professional attributes of a medical assistant. 1.1.2
  - 3 Discuss the role of a medical assistant as a liaison between the health care team and the patient. 1.1.3
  - 4 Discuss the role of a medical assistant as a patient navigator. 1.1.4
  - 5 Determine available community resources. 1.1.5
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### 2 Health Care Team 1.2

- 1 Explain the professional organizations associated with medical assisting. 1.2.1
  - 2 Analyze employment opportunities for medical assistant. 1.2.2
  - 3 Define the health care team. 1.2.3
  - 4 Identify the members of the health care team. 1.2.4
  - 5 Summarize the duties and responsibilities of the health care team. 1.2.5
  - 6 Describe the medical assistant role within the health care team. 1.2.6
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### 3 Credentialing 1.3

- 1 Describe the educational processes for becoming a medical assistant. 1.3.1
  - 2 Describe the requirements for certification and registration. 1.3.2
  - 3 Describe the requirements for licensure. 1.3.3
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## FOUNDATIONS OF MEDICAL ASSISTING 2

### 1 Medical Terminology 2.1

- 1 Interpret the word elements used in medical terms. 2.1.1
- 2 Define vocabulary for body systems. 2.1.2
- 3 Define vocabulary for medical procedures. 2.1.3
- 4 Describe accepted abbreviations used in health care. 2.1.4
- 5 Use correct medical terminology and abbreviations. 2.1.5

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## **2 The Human Body** 2.2

- 1 Describe major body systems. 2.2.1
  - 2 Explain the structures and functions of body systems. 2.2.2
  - 3 Identify common disorders of body systems. 2.2.3
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## **3 Law and Ethics** 2.3

- 1 Identify federal and state laws governing health care as it pertains to the scope of practice of a medical assistant. 2.3.1
  - 2 Explain standards for Health Insurance Portability and Accountability Act (HIPAA) regulations. 2.3.2
  - 3 Describe industry standards in written and electronic communication and documentation. 2.3.3
  - 4 Differentiate between ethics and morals. 2.3.4
  - 5 Differentiate between personal and professional ethics. 2.3.5
  - 6 Outline standards for harassment, labor, and employment laws. 2.3.6
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## **ADMINISTRATIVE PROCEDURES** 3

### **1 Technology** 3.1

- 1 Operate basic medical office equipment. 3.1.1
  - 2 Discuss file storage, communication, and file security measures as pertains to Health Insurance Portability and Accountability Act (HIPAA). 3.1.2
  - 3 Demonstrate appropriate use of social media in the medical field. 3.1.3
  - 4 Discuss workplace safety and security. 3.1.4
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### **2 Clerical Functions** 3.2

- 1 Demonstrate professional telephone techniques and interpersonal skills. 3.2.1
- 2 Use appointment scheduling matrix system. 3.2.2
- 3 Complete a patient registration. 3.2.3
- 4 Identify the components of a patient health record. 3.2.4
- 5 Identify different types of health care insurance coverage. 3.2.5
- 6 Define basic insurance terminology. 3.2.6
- 7 Describe ways to promote appropriate transmission of data. 3.2.7

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### **3 Bookkeeping** 3.3

- 1 Summarize billing, claims, processing, and fee schedules. 3.3.1
  - 2 Prepare patient charges, super bill, route slip, encounter form, and claim form. 3.3.2
  - 3 Describe collection laws. 3.3.3
  - 4 Calculate and process balance sheets, day sheets, and ledger sheets. 3.3.4
  - 5 Calculate and process deposits, payroll, accounts receivable, accounts payable and adjustments. 3.3.5
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## **CLINICAL PROCEDURES** 4

### **1 Patient Documentation** 4.1

- 1 Identify components of a comprehensive medical history. 4.1.1
  - 2 Identify differences between charting methods. 4.1.2
  - 3 Demonstrate accurate documentation in medical records. 4.1.3
  - 4 Recognize legal documentation guidelines for medical records. 4.1.4
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### **2 Patient Care** 4.2

- 1 Identify vital signs. 4.2.1
  - 2 Summarize the characteristics and normal range of each vital sign. 4.2.2
  - 3 Obtain and document vital signs. 4.2.3
  - 4 Identify the purpose and components of a physical exam. 4.2.4
  - 5 Describe the role of the medical assistant during examinations. 4.2.5
  - 6 Describe the role of the medical assistant in specialty examinations. 4.2.6
  - 7 Define complementary and alternative medicine. 4.2.7
  - 8 Instruct patient and/or support system according to specific needs. 4.2.8
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## **PROFESSIONALISM FOR MEDICAL ASSISTING** 5

### **1 Communication** 5.1

- 1 Describe types of communication. 5.1.1
- 2 Define effective communication. 5.1.2
- 3 Analyze elements in the communication process. 5.1.3
- 4 Identify barriers and solutions to effective communication. 5.1.4

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## **2 Diverse Patient Populations and Sensitivity** 5.2

- 1 Identify physical, mental, cognitive, and social or other needs of patients as they impact the delivery of health care. 5.2.1
  - 2 Define diverse patient populations. 5.2.2
  - 3 Identify special needs of diverse patient populations. 5.2.3
  - 4 Describe how to recognize and respect diverse patient populations. 5.2.4
  - 5 Integrate cultural diversity and sensitivity amongst the health care system. 5.2.5
  - 6 Describe safety issues and accommodations for patients with special needs. 5.2.6
  - 7 Describe issues relating to health literacy. 5.2.7
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## **EMERGENCY AND SAFETY PROTOCOLS** 6

### **1 CPR and First Aid** 6.1

- 1 Apply the concept of Universal Precautions to the practice of first aid and CPR. 6.1.1
  - 2 Explain the importance of cardiopulmonary resuscitation (CPR). 6.1.2
  - 3 Demonstrate how to manage an obstructed airway 6.1.3
  - 4 Demonstrate the proper technique for performing Basic Life Support for the Health Care Provider CPR/AED and basic first aid on an adult, child, and infant. 6.1.4
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### **2 Medical Office Safety and Compliance** 6.2

- 1 Identify Center for Disease Control (CDC) regulations including Bloodborne Pathogen standards. 6.2.1
  - 2 Describe Occupational Safety and Health Administration (OSHA) regulations as they apply to health care. 6.2.2
  - 3 Describe quality assurance. 6.2.3
  - 4 Identify federal, state, and local laboratory regulations and safety procedures. 6.2.4
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### **3 Infection Control** 6.3

- 1 Describe the chain of infection. 6.3.1
- 2 Identify aseptic and infection control measures. 6.3.2
- 3 Differentiate between surgical and medical aseptic procedures. 6.3.3
- 4 Define standard precautions. 6.3.4
- 5 Demonstrate proper use of standard precautions. 6.3.5
- 6 Outline procedures for biohazard and waste disposal. 6.3.6

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#### **4 Patient Emergencies** 6.4

- 1 Identify patient physical emergencies. 6.4.1
- 2 Identify patient psychological and behavioral emergencies. 6.4.2
- 3 Describe what to do in the event of a patient emergency. 6.4.3