

Student's Name _____

Directions: Evaluate the trainee using the rating scale below and check the appropriate number to indicate the degree of competency achieved. The numerical ratings of 3, 2, 1, and 0 are not intended to represent the traditional school grading system of A, B, C, D, and F. The descriptions associated with each of the numbers focus on level of student performance for each of the tasks listed below.

Rating Scale:

- 0 - **No Exposure** - no information nor practice provided during training program, complete training required.
- 1 - **Exposure Only** - general information provided with no practice time, close supervision needed and additional training required.
- 2 - **Moderately Skilled** - has performed independently during training program, limited additional training may be required.
- 3 - **Skilled** - can perform independently with no additional training.

1. Number of Competencies Evaluated _____

2. Number of Competencies Rated 2 or 3 _____

3. Percent of Competencies Attained (2/1) _____

Grade _____

Instructor Signature _____ Date _____

MEDICAL ASSISTANT: ADMINISTRATIVE

01.0 Describe components of the health care industry and the role of the Medical Assistant.

The student will be able to:

- 0 1 2 3
 01.01 Describe the major components of health care industry system and contributions each component makes to the health of a community.
- 01.02 Describe the role and responsibilities of the medical assistant as part of a health care team.

02.0 Demonstrate employability skills and habits.

The student will be able to:

- 0 1 2 3
 02.01 Identify employment opportunities.
- 02.02 Apply employment seeking skills.
- 02.03 Interpret employment capabilities.
- 02.04 Demonstrate appropriate work behavior.
- 02.05 Maintain a safe and health environment.
- 02.06 Maintain a business-like image.
- 02.07 Adapt to change.
- 02.08 Demonstrate a knowledge of business/laws/principles.
- 02.09 Communicate effectively on the job.
- 02.10 Develop appropriate grooming habits.
- 02.11 Apply effective interpersonal/human relation skills.

03.0 Display professionalism.

The student will be able to:

- 0 1 2 3
 03.01 Project a positive attitude.
- 03.02 Perform within ethical boundaries.
- 03.03 Practice within the scope of education, training and personal capabilities.
- 03.04 Maintain confidentiality.
- 03.05 Work as a team member.
- 03.06 Conduct oneself in a courteous and diplomatic manner.
- 03.07 Show initiative and responsibility.
- 03.08 Promote the profession.

04.0 Demonstrate effective communication skills.

The student will be able to:

- 0 1 2 3
 04.01 Listen and observe.
- 04.02 Apply confidentiality in all communications.
- 04.03 Apply empathy and impartiality with all customers.
- 04.04 Adapt communications according to customer needs.
- 04.05 Recognize and respond to verbal and non-verbal communications.
- 04.06 Receive, organize, prioritize and transmit information.
- 04.07 Follow oral and written instructions.
- 04.08 Prepare, outline and deliver short oral presentations.
- 04.09 Prepare visual material for an oral presentation.

0 1 2 3

- 04.10 Compose written communication using correct grammar, spelling, and format.
- 04.11 Participate in group discussion as a member and leader.
- 04.12 Obtain appropriate information from graphics, maps or signs.
- 04.13 Locate and record information retrieved from written resources.
- 04.14 Annotate letters, reports, and/or news articles.
- 04.15 Define terms associated with communications.
- 04.16 Use medical terminology and abbreviations correctly in verbalization and documentation.
- 04.17 Communicate using intercom devices.
- 04.18 Use proper telephone techniques and etiquette.
- 04.19 Transcribe dictation.
- 04.20 Process in-coming and out-going mail.
- 04.21 Operate copying machines.
- 04.22 Prepare correspondence.
- 04.23 Prepare packages for shipping.
- 04.24 Edit written materials.
- 04.25 Evaluate all forms of communication.

05.0 Perform administrative duties.

The student will be able to:

0 1 2 3

- 05.01 Record/schedule office appointments.
- 05.02 Apply computer concepts for office procedures.

06.0 Provide patient services.

The student will be able to:

0 1 2 3

- 06.01 Meet and greet patients.
- 06.02 Obtain emergency medical assistance when needed.

07.0 Complete records processing.

The student will be able to:

0 1 2 3

- 07.01 Compile daily patient census.
- 07.02 Input data into automated system.

08.0 Complete filing procedures.

The student will be able to:

0 1 2 3

- 08.01 Establish cross-reference index.
- 08.02 Maintain filing system alphabetically and numerically.
- 08.03 Maintain tickler file.
- 08.04 Retrieve filed material.
- 08.05 Maintain alphabetical, numerical, terminal digit, and subject filing system.

9.0 Manage accounts receivable.

The student will be able to:

0 1 2 3

- 09.01 Make bank deposits.
- 09.02 Reconcile bank statements.

10.0 Perform accounting services.

The student will be able to:

0 1 2 3

- 10.01 Process accounts payable invoice.
- 10.02 Make journal entries.
- 10.03 Reconcile journal.
- 10.04 Complete balance sheet.
- 10.05 Compile summary statement.
- 10.06 Post entries from journals to ledgers.
- 10.07 Maintain petty cash fund.
- 10.08 Process employee payroll.
- 10.09 Input financial data in automated system.

11.0 Provide data entry operations.

The student will be able to:

0 1 2 3

- 11.01 Input data for agendas.
- 11.02 Transcribe minutes of meetings.
- 11.03 Input data for financial statements.
- 11.04 Input data from recorded media.
- 11.05 Input data for a letter.
- 11.06 Input data for a medical report.
- 11.07 Maintain office equipment.
- 11.08 Compose copy to be imputed.

12.0 Apply legal concepts to practice.

The student will be able to:

0 1 2 3

- 12.01 Document accurately.
- 12.02 Monitor legislation related to current health care issues and practice.

0 1 2 3

- 14.11 Identify options for solving personnel problems.
- 14.12 Choose appropriate action in solving problems involving violation of business principles.
- 14.13 Demonstrate appropriate office behavior.
- 14.14 Select items for new employee orientation.
- 14.15 Apply critical decision making/problem solving skills.

13.0 Perform math computations both manually and electronically.

The student will be able to:

0 1 2 3

- 13.01 Solve addition, subtraction, multiplication and division problems, whole numbers and fractions.
- 13.02 Solve problems involving percentages and discounts.
- 13.03 Solve problems involving comparisons.
- 13.04 Interpret charts, graphs, and tables.
- 13.05 Solve finance charge and annual percentage rate problems.
- 13.06 Determine whether sufficient, insufficient, or extraneous information is given for solving a problem.
- 13.07 Solve problems involving length, width, or height.
- 13.08 Solve problems using metric units.
- 13.09 Read and verify the totals on a print-out.
- 13.10 Solve problems using proportions and ratios.
- 13.11 Solve problems using systems of measurement and conversions.

14.0 Perform decision making activities.

The student will be able to:

0 1 2 3

- 14.01 List the steps in problem solving.
- 14.02 Determine the proper priority of work.
- 14.03 Prepare a day's schedule for an employer.
- 14.04 Choose appropriate actions in application of business ethics.
- 14.05 Choose appropriate actions in following a chain of command.
- 14.06 Choose appropriate actions for effective time management.
- 14.07 Select and delegate tasks; identify ways to assign work.
- 14.08 Determine preventive actions for communication problems.
- 14.09 Select the best ways to handle confidential information.
- 14.10 Use constructive feedback to correct improper behavior.

MEDICAL ASSISTANT: CLINICAL SECONDARY LEVEL

01.0 Apply principles of health, safety, and infection control.

The student will be able to:

0 1 2 3

- 01.01 Perform handwashing techniques.
- 01.02 Perform sanitizing, sterilizing, and disinfecting techniques.
- 01.03 Perform universal precautions.
- 01.04 Establish and maintain a sterile field.
- 01.05 Comply with current Occupational Safety and Health Administration Guidelines (OSHA).
- 01.06 Comply with Clinical Laboratory Improvement Act (CLIA).

02.0 Prepare treatment areas.

The student will be able to:

0 1 2 3

- 02.01 Prepare room for specific examinations.
- 02.02 Prepare rooms for specific treatments.
- 02.03 Assure safety of the facility and all equipment.
- 02.04 Restock supplies.

03.0 Assist physician with physical examinations and treatments.

The student will be able to:

0 1 2 3

- 03.01 Assist patient to treatment room.
- 03.02 Prepare, position, and drape patients.
- 03.03 Assist patient in leaving the examining room.

04.0 Collect patient information and assessment data.

The student will be able to:

0 1 2 3

- 04.01 Complete patient's health history form.
- 04.02 Measure vital signs.
- 04.03 Measure heights and weights.
- 04.04 Measure growth signs of children (chest and head).
- 04.05 Record assessment data.

05.0 Collect and prepare specimens.

The student will be able to:

0 1 2 3

- 05.01 Collect urine specimens.
- 05.02 Collect sputum specimens.
- 05.03 Collect stool specimens.

06.0 Perform laboratory procedures (within CLIA guidelines for each state).

The student will be able to:

0 1 2 3

- 06.01 Operate a microscope.
- 06.02 Perform urine tests.

07.0 Perform diagnostic tests and procedures.

The student will be able to:

0 1 2 3

- 07.01 Perform Vision testing.

08.0 Assist with minor surgical procedures.

The student will be able to:

0 1 2 3

- 08.01 Don surgical gown and gloves.

09.0 Perform emergency procedures.

The student will be able to:

0 1 2 3

- 09.01 Perform first aid procedures for illness and injuries.
- 09.02 Perform CPR.

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