

## CONTENT STANDARD 1.0: THE MEDICAL ASSISTING PROFESSION

### Performance Standard 1.1: Roles and Responsibilities

- 1.1.1 Describe the duties and responsibilities of a medical assistant.
- 1.1.2 Explain the personal and professional attributes of a medical assistant.
- 1.1.3 Discuss the role of a medical assistant as a liaison between the health care team and the patient.
- 1.1.4 Discuss the role of a medical assistant as a patient navigator.
- 1.1.5 Determine available community resources.

### Performance Standard 1.2: Health Care Team

- 1.2.1 Explain the professional organizations associated with medical assisting.
- 1.2.2 Analyze employment opportunities for medical assistant.
- 1.2.3 Define the health care team.
- 1.2.4 Identify the members of the health care team.
- 1.2.5 Summarize the duties and responsibilities of the health care team.
- 1.2.6 Describe the medical assistant role within the health care team.

### Performance Standard 1.3: Credentialing

- 1.3.1 Describe the educational processes for becoming a medical assistant.
- 1.3.2 Describe the requirements for certification and registration.
- 1.3.3 Describe the requirements for licensure.

## CONTENT STANDARD 2.0: FOUNDATIONS OF MEDICAL ASSISTING

### Performance Standard 2.1: Medical Terminology

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

### Performance Standard 2.2: The Human Body

- 2.2.1 Describe major body systems.
- 2.2.2 Explain the structures and functions of body systems.
- 2.2.3 Identify common disorders of body systems.

### Performance Standard 2.3: 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.
- 2.3.2 Explain standards for Health Insurance Portability and Accountability Act (HIPAA) regulations.
- 2.3.3 Describe industry standards in written and electronic communication and documentation.
- 2.3.4 Differentiate between ethics and morals.
- 2.3.5 Differentiate between personal and professional ethics.
- 2.3.6 Outline standards for harassment, labor, and employment laws.

## CONTENT STANDARD 3.0: ADMINISTRATIVE PROCEDURES

### Performance Standard 3.1: Technology

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

### Performance Standard 3.2: Clerical Functions

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

### Performance Standard 3.3: Bookkeeping

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

## CONTENT STANDARD 4.0: CLINICAL PROCEDURES

### Performance Standard 4.1: Patient Documentation

- 4.1.1 Identify components of a comprehensive medical history.
- 4.1.2 Identify differences between charting methods.
- 4.1.3 Demonstrate accurate documentation in medical records.
- 4.1.4 Recognize legal documentation guidelines for medical records.

### Performance Standard 4.2: Patient Care

- 4.2.1 Identify vital signs.
- 4.2.2 Summarize the characteristics and normal range of each vital sign.
- 4.2.3 Obtain and document vital signs.
- 4.2.4 Identify the purpose and components of a physical exam.
- 4.2.5 Describe the role of the medical assistant during examinations.
- 4.2.6 Describe the role of the medical assistant in specialty examinations.
- 4.2.7 Define complementary and alternative medicine.
- 4.2.8 Instruct patient and/or support system according to specific needs.

## CONTENT STANDARD 5.0: PROFESSIONALISM FOR MEDICAL ASSISTING

### Performance Standard 5.1: Communication

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

## **Performance Standard 5.2: 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.
- 5.2.2 Define diverse patient populations.
- 5.2.3 Identify special needs of diverse patient populations.
- 5.2.4 Describe how to recognize and respect diverse patient populations.
- 5.2.5 Integrate cultural diversity and sensitivity amongst the health care system.
- 5.2.6 Describe safety issues and accommodations for patients with special needs.
- 5.2.7 Describe issues relating to health literacy.

## **CONTENT STANDARD 6.0: EMERGENCY AND SAFETY PROTOCOLS**

### **Performance Standard 6.1: CPR and First Aid**

- 6.1.1 Apply the concept of Universal Precautions to the practice of first aid and CPR.
- 6.1.2 Explain the importance of cardiopulmonary resuscitation (CPR).
- 6.1.3 Demonstrate how to manage an obstructed airway
- 6.1.4 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.

### **Performance Standard 6.2: Medical Office Safety and Compliance**

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

### **Performance Standard 6.3: Infection Control**

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

### **Performance Standard 6.4: Patient Emergencies**

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