

Advanced Practice of Medical Assisting

Acknowledgments

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The purpose of this *Advanced Practice of Medical Assisting* document is to define advanced medical assisting skills and areas of knowledge for the purpose of designing relevant continuing education opportunities. The American Association of Medical Assistants (AAMA) and Continuing Education Board promote and encourage the pursuit of higher education, advanced degrees, and credentials and encourage the use of this instrument when planning AAMA continuing education programs.

For information on the areas of competence required for an entry-level medical assistant, contact the AAMA and request the *AAMA 2007–2008 Occupational Analysis of the CMA (AAMA)*.



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General

Compliance (federal, state, managed care, and regulatory agencies)

- Occupational Safety and Health Administration (OSHA)
- Clinical Laboratory Improvement Amendments (CLIA)
- Securities Exchange Commission (SEC)
- Medicare/Medicaid
- National Committee for Quality Assurance (NCQA)
- Employment practices
 - Equal Employment Opportunity Commission (EEOC)
 - Americans with Disabilities Act (ADA)
 - Family and Medical Leave Act (FMLA)
- Grants administration
- The Joint Commission
- Health Insurance Portability and Accountability Act (HIPAA)
- Health Plan Employer Data and Information Set (HEDIS)
- Accommodate for cultural diversity

Risk management and safety procedures

- Patient satisfaction surveys
- Utilization reviews
- Chart reviews
- Site reviews
- Evacuation and disaster plans
- Facility planning
- Planning community response for emergency preparedness

Personnel management functions

- Recruit, hire, and terminate personnel
- Train/orient employees
- Conduct performance reviews
- Manage personnel benefits
- Maintain personnel records
- Perform personnel supervision
- Lead/motivate employees
- Plan and conduct staff meetings

Information systems

- Create spreadsheets and databases
- Create websites and e-mail systems
- Automate medical management systems and records
- Create computer presentations and graphics
- Oversee system security
- Prepare manuscripts and abstracts
- Review scientific and educational publications

Leadership skills (workplace)

- Plan community health projects
- Participate in and/or plan board functions, task forces, and committees
- Apply parliamentary procedures
- Plan conferences
- Mentor colleagues
- Develop and conduct continuing education activities

Clinical

Patient care

- Design telephone/in-person screening algorithms
- Assist with clinical trials
- Assist with emergency medical services
- Obtain patient consent for procedures
- Provide information about current and new medical technologies
- Act as patient advocate
- Perform and/or assist with specialty procedures
- Assist patient in completion of advanced directives, living wills, durable medical power of attorney
- Report diagnostic study results
- Initiate IV and administer IV medications with appropriate training and as permitted by state law

Administrative

Marketing and finance

- Negotiate nonrisk and risk managed care contracts
- Manage business and professional insurance contracts and renewals
- Develop and maintain fee schedules
- Process payroll, maintain records, and track benefits
- Forecast and track capital expenditures
- Formulate and analyze budgets
- Prepare income projections
- Prepare tax returns and audits
- Prepare periodic reports
- Implement cost containment strategies
- Research and negotiate contracts for purchasing professional and medical services
- Apply accounting principles
- Manage accounts payable
- Manage accounts receivable
- Obtain accurate claims submission through coding
- Document and maintain accounting and banking records
- Research and negotiate leases and prices for equipment and supply contracts
- Identify third-party payers

Develop and implement marketing, financial, and strategic plans

- Analyze demographic data
- Create materials for target marketing
- Participate in practice analysis
- Coordinate plans for practice enhancement, expansion, consolidation, and closure
- Participate in and coordinate networking opportunities
- Manage implementation of new products and services

Workplace communication and education

- Develop patient education materials
- Develop and maintain personnel policies and procedures manual
- Generate communications (including press releases, news/feature stories, newsletters)