

General, Clinical, and Administrative Skills* of the CMA (AAMA)

General Skills

◆ **Communication**

- ▮ Recognize and respect cultural diversity
- ▮ Adapt communications to individual's understanding
- ▮ Employ professional telephone and interpersonal techniques
- ▮ Recognize and respond effectively to verbal, nonverbal, and written communications
- ▮ Utilize and apply medical terminology appropriately
- ▮ Receive, organize, prioritize, store, and maintain transmittable information utilizing electronic technology
- ▮ Serve as "communication liaison" between the physician and patient

- ▮ Serve as patient advocate professional and health coach in a team approach in health care
- ▮ Identify basics of office emergency preparedness

◆ **Legal Concepts**

- ▮ Perform within legal (including federal and state statutes, regulations, opinions, and rulings) and ethical boundaries
- ▮ Document patient communication and clinical treatments accurately and appropriately
- ▮ Maintain medical records
- ▮ Follow employer's established policies dealing with the health care contract
- ▮ Comply with established risk management and safety procedures

- ▮ Recognize professional credentialing criteria
- ▮ Identify and respond to issues of confidentiality

◆ **Instruction**

- ▮ Function as a health care advocate to meet individual's needs
- ▮ Educate individuals in office policies and procedures
- ▮ Educate the patient within the scope of practice and as directed by supervising physician in health maintenance, disease prevention, and compliance with patient's treatment plan
- ▮ Identify community resources for health maintenance and disease prevention to meet individual patient needs

- ▮ Maintain current list of community resources, including those for emergency preparedness and other patient care needs
- ▮ Collaborate with local community resources for emergency preparedness
- ▮ Educate patients in their responsibilities relating to third-party reimbursements

◆ **Operational Functions**

- ▮ Perform inventory of supplies and equipment
- ▮ Perform routine maintenance of administrative and clinical equipment
- ▮ Apply computer and other electronic equipment techniques to support office operations
- ▮ Perform methods of quality control

Clinical Skills

◆ **Fundamental Principles**

- ▮ Identify the roles and responsibilities of the medical assistant in the clinical setting
- ▮ Identify the roles and responsibilities of other team members in the medical office
- ▮ Apply principles of aseptic technique and infection control
- ▮ Practice Standard Precautions, including handwashing and disposal of biohazardous materials
- ▮ Perform sterilization techniques
- ▮ Comply with quality assurance practices

- ▮ Perform electrocardiography and respiratory testing
- ▮ Perform phlebotomy, including venipuncture and capillary puncture
- ▮ Utilize knowledge of principles of radiology

◆ **Patient Care**

- ▮ Perform initial-response screening following protocols approved by supervising physician
- ▮ Obtain, evaluate, and record patient history employing critical thinking skills
- ▮ Obtain vital signs
- ▮ Prepare and maintain examination and treatment areas
- ▮ Prepare patient for examinations, procedures and treatments

◆ **Diagnostic Procedures**

- ▮ Collect and process specimens
- ▮ Perform CLIA-waived tests

- ▮ Assist with examinations, procedures, and treatments
- ▮ Maintain examination/treatment rooms, including inventory of supplies and equipment
- ▮ Prepare and administer oral and parenteral (excluding IV) medications and immunizations (*as directed by supervising physician and as permitted by state law*)
- ▮ Utilize knowledge of principles of IV therapy
- ▮ Maintain medication and immunization records
- ▮ Screen and follow up test results
- ▮ Recognize and respond to emergencies

Administrative Skills

◆ **Administrative Procedures**

- ▮ Schedule, coordinate, and monitor appointments
- ▮ Schedule inpatient/outpatient admissions and procedures
- ▮ Apply third-party and managed care policies, procedures, and guidelines
- ▮ Establish, organize, and maintain patient medical record
- ▮ File medical records appropriately

◆ **Practice Finances**

- ▮ Perform procedural and diagnostic coding for reimbursement
- ▮ Perform billing and collection procedures
- ▮ Perform administrative functions, including book-keeping and financial procedures
- ▮ Prepare submittable ("clean") insurance forms

*All skills require decision making based on critical thinking concepts.