

AAMA Code of Conduct and Disciplinary Standards and Procedures for CMAs (AAMA) and Exam Candidates

*A publication of the Certifying Board of the
American Association of Medical Assistants®*



CMA (AAMA)®

SETS THE BAR FOR EXCELLENCE IN MEDICAL ASSISTING



AAMA Code of Conduct for CMAs (AAMA)[®] and Exam Candidates

Published by the Certifying Board of the American Association of Medical Assistants[®]

The American Association of Medical Assistants supports and promotes medical assisting certification. The AAMA Code of Conduct for CMAs (AAMA)[®] and candidates for the CMA (AAMA) Certification Exam enables the Certifying Board to define and clarify the professional responsibilities for present and future credentialed CMAs (AAMA). It is essential that CMAs (AAMA) conduct their work as medical assistants in a professional manner to earn and maintain the confidence and respect of colleagues, employers, students, and the public.

As certified professionals in the field of medical assisting, CMA (AAMA) certificant will do the following at all times:

- Act with integrity and adhere to the highest standards for personal and professional conduct
- Accept responsibility for their actions
- Continually seek to enhance their professional capabilities
- Practice with fairness and honesty
- Abide by all federal, state, and local laws and regulations
- Encourage other medical assistants to act in a professional manner consistent with the certification standards and responsibilities set forth below

Where the term “certificant” is used, the terms “applicant or candidate” are included in its scope.

Principle 1: Certificants shall provide accurate and truthful representations to the Certifying Board concerning all information related to aspects of the certification program, including, but not limited to, the submission of information:

- On the exam and certification renewal applications
- Requested by the Certifying Board for a disciplinary action situation
- Requested by the Certifying Board, concerning allegations related to:
 - o Exam security violations and/or disclosure of confidential exam materials and content
 - o Misrepresentations by a certificant regarding one’s credential(s) and/or education
 - o The unauthorized use of the Certifying Board’s intellectual property, trademarks, certification marks, and other legally protected materials

Principle 2: Certificants who are the subject of a complaint shall cooperate with the Certifying Board concerning investigations of violations of the AAMA Code of Conduct, including the submission of relevant information.

Principle 3: Certificants shall be accurate, truthful, and complete in any and all communications, direct or indirect, with any patient, employer, regulatory agency, or other parties as it relates to their professional work, education, credentials, research, and contributions to the field of medical assisting.

Principle 4: Certificants shall comply with laws, regulations, and statutes governing the practice of medical assisting.

Principle 5: Certificants must notify the AAMA, within a reasonable period, of matters that can affect their capability to fulfill the certification requirements, including any violations of local, state, or federal laws.

Principle 6: Certificants shall not engage in behavior or conduct, lawful or otherwise, that causes them to be, or reasonably perceived to be, a threat or potential threat to the privacy, health, well-being, or safety of recipients of certified medical assisting services.

Principle 7: Certificants shall not engage in the practice of medical assisting while one’s ability to practice is impaired due to use of chemical substances, drugs, or alcohol.

Principle 8: Certificants shall maintain current knowledge of the policies, procedures and fees for CMA (AAMA) recertification and other matters.

Principle 9: Certificants shall notify the AAMA in a timely manner of address, email, and phone changes in order to be notified of issues impacting certification or recertification, including potential disciplinary review or action.

Self-Reporting

The CMA (AAMA) must self-report immediately when matters arise that call into question the certificant’s fitness and ability to function as a CMA (AAMA) and to continue to meet the requirements of the certification program and the CMA (AAMA) credential. Failure to self-report is grounds for disciplinary action.

AAMA Disciplinary Standards and Procedures for CMAs (AAMA)[®] and Exam Candidates

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I. Grounds for Discipline of the CMA (AAMA)[®] or for Denial of Eligibility for the CMA (AAMA) Credential

- A. Obtaining or attempting to obtain certification, or recertification of the CMA (AAMA) credential, by fraud or deception.
- B. Knowingly assisting another to obtain or attempt to obtain certification or recertification by fraud or deception.
- C. Misstatement of material fact or failure to make a statement of material fact in application for certification or recertification.
- D. Falsifying information required for admission to the CMA (AAMA) Certification Exam, impersonating another examinee, or falsifying education or credentials.
- E. Copying answers, permitting another to copy answers, or providing or receiving unauthorized advice about examination content during the CMA (AAMA) Exam.
- F. Unauthorized possession or distribution of examination materials, including copying and reproducing examination questions and problems.
- G. Found guilty of a felony, or pleaded guilty to a felony. However, the Certifying Board of the American Association of Medical Assistants may grant a waiver based upon mitigating circumstances, which may include but need not be limited to the following:
 1. The age at which the crime was committed
 2. The circumstances surrounding the crime
 3. The nature of the crime committed
 4. The length of time since the conviction
 5. The individual's criminal history since the conviction
 6. The individual's current employment references
 7. The individual's character references
 8. Other evidence demonstrating the ability of the individual to perform the professional responsibilities competently and evidence that the individual does not pose a threat to the health or safety of patients
- H. Violation of any laws relating to medical assisting practice, including the common law duty of providing a standard of care that meets or exceeds that of the reasonably competent and knowledgeable CMA (AAMA).
- I. The possession, use, or distribution of controlled substances or drugs in any way other than for legitimate or therapeutic purposes, or the addiction to or diversion of controlled substances or drugs (including alcohol), or the violation of any drug law, or prescribing controlled substances for oneself.
- J. Violation of any policies, procedures, and regulations of the Certifying Board, including regulations governing the use of the CMA (AAMA) credential.

K. Violation of the [AAMA Code of Ethics](#) or the AAMA Code of Conduct for CMAs (AAMA) and Exam Candidates.

L. Failure to cooperate reasonably with the investigation of a disciplinary matter.

II. Expired Credentials

A. It is unethical and a misrepresentation to publicly display the CMA (AAMA) certification title or to use the CMA (AAMA) initials after your name if your credential has expired.

III. Procedures for Adjudicating Alleged Violations of the Disciplinary Standards

- A. The CMA (AAMA) or applicant for the CMA (AAMA) credential shall be informed in writing of the basis for discipline of the CMA (AAMA) or for denial of eligibility for the CMA (AAMA) credential.
- B. The CMA (AAMA) or applicant shall be given the opportunity to submit written evidence regarding the alleged violations.
- C. The decision of the alleged violation shall be made by the Certification Director.
- D. The CMA (AAMA) or applicant shall be given the opportunity to appeal the decision of the Certification Director to an appeals panel established by the Certifying Board.

IV. Possible Sanctions

- A. Denial of eligibility for the CMA (AAMA) Exam
- B. Scores invalidated, scores withheld, or scores recalled
- C. Probation
- D. Reprimand
- E. Temporary revocation of the CMA (AAMA) credential
- F. Permanent revocation of the CMA (AAMA) credential
- G. Requirement to return certificate and wallet card if credential is temporarily or permanently revoked

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The Certifying Board of the American Association of Medical Assistants has earned accreditation for Bodies Operating Certification of Persons by the International Accreditation Service. This accreditation recognizes compliance with ISO/IEC Standard 17024:2012, a global benchmark for personnel certification bodies that ensures they operate in a consistent, comparable, and reliable manner.



The Certification Program of the Certifying Board of the American Association of Medical Assistants is accredited by the National Commission for Certifying Agencies (NCCA) as a result of demonstrating compliance with the NCCA Standards for the Accreditation of Certification Programs. The NCCA is the accrediting body of the Institute for Credentialing Excellence (ICE), formerly called the National Organization for Competency Assurance (NOCA). The NCCA Standards were created to ensure that certification programs adhere to modern standards of practice for the certification industry.



**AMERICAN ASSOCIATION
OF MEDICAL ASSISTANTS®**
20 N. WACKER DR., STE. 1575
CHICAGO, ILLINOIS 60606

website: www.aama-ntl.org

800/228-2262