

Advanced Educational Topics for Medical Assisting

Published by the Continuing Education Board of the American Association of Medical Assistants

The purpose of this Advanced Educational Topics for 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.

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General

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

- Occupational Safety and Health Administration (OSHA)
- Clinical Laboratory Improvement Amendments (CLIA)
- Centers for Medicare & Medicaid Services
- National Committee for Quality Assurance (NCQA)
- Employment practices
 - Equal Employment Opportunity Commission (EEOC)
 - Americans with Disabilities Act (ADA)
- Family and Medical Leave Act (FMLA)
- The Joint Commission
- Health Insurance Portability and Accountability Act (HIPAA)
- Health Plan Employer Data and Information Set (HEDIS)
- Cultural competency

Risk management and safety procedures

- Patient satisfaction surveys
- Utilization reviews
- Chart reviews
- Site reviews
- Emergency preparedness planning

Supervisory functions

- Train/orient employees
- Conduct performance reviews
- Maintain personnel records
- Perform personnel supervision
- Lead/motivate employees
- Plan and conduct staff meetings

Computer information systems

- Create spreadsheets and databases
- Create computer presentations and graphics
- Act as EHR super user

Leadership skills (workplace)

- Plan community health projects
- Participate in and/or plan board functions, task forces, and committees
- Mentor colleagues
- Plan, develop, and conduct continuing education activities

Clinical

Patient care

- Design telephone/in-person screening algorithms
- Assist with clinical trials
- Assist with emergency medical services
- 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
- Initiate and/or discontinue IV access with appropriate training and supervision as permitted by state law

Administrative

Financial management

- Manage professional insurance contracts and renewals
- Develop and maintain fee schedules
- Process payroll, maintain records, and track benefits
- Formulate and analyze budgets
- 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, communication, and education

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