



EXAM INFORMATION

Exam Number

712

Items

51

Points

53

Prerequisites

NONE

Recommended Course Length

ONE SEMESTER

National Career Cluster

HEALTH SCIENCE

NCHSE HEALTH SCIENCE BUNDLE

Performance Standards

INCLUDED (OPTIONAL)

Certificate Available

YES

DESCRIPTION

An instructional program that prepares individuals to support physicians by providing assistance during patient examinations, treatment administration and monitoring; by keeping patient and related health record information; and by performing clinical, administrative, and laboratory duties.

EXAM BLUEPRINT

STANDARD

PERCENTAGE OF EXAM

1- Profession and Role	12%
2- Legal & Ethical Issues	15%
3- Office Environment	2%
4- Medical Office Communication	10%
5- Interpersonal Communication	10%
6- Medical Records	10%
7- Bookkeeping and Financial Functions	15%
8- Insurance, Coding and Billing	26%



STANDARD I

STUDENTS WILL EXPLORE THE MEDICAL ASSISTING PROFESSION AND ITS ROLE IN THE HEALTH CARE SETTING

- Objective 1** Describe the job responsibilities of a medical assistant.
1. Describe the training required for a medical assistant.
 1. Compare and contrast endorsed and certified and registered medical assistants.
 2. Describe the current medical assistant job training requirements.
 2. Compare administrative and clinical skills.
 1. Administrative skills, including office management and clerical functions.
 2. Clinical skills, including therapeutic procedures and diagnostic procedures.

Objective 2 Analyzed characteristics needed for a quality medical assistant and apply the skills necessary for obtaining employment.

1. Recognize the following basic attributes:
 1. Positive attitude
 2. Teamwork
 3. Adapt to change
 4. Communication skills
 5. Professional appearance
 6. Confidentiality (verbal and written correspondence)
 7. Exhibit initiative
 8. Cultural competency
 9. Integrity
 10. Discretion
 11. Organize and prioritize
 12. Continuing education
2. Discuss Professionalism.
3. Apply job-seeking skills
 1. Prepare a resume.
 2. Write a cover letter.
 3. Practice job interviewing skills.
 4. Write a follow-up letter.
4. Identify job opportunities available for Medical Assistants.
 1. Inpatient setting
 2. Ambulatory setting
 3. Health care departments and specialties

Objective 3 Describe other health care professionals with whom medical assistants will work.

1. Categorize medical practice specialties.
2. Identify ancillary health care departments.

Standard I Performance Evaluation included below (Optional)



STANDARD 2

STUDENTS WILL ANALYZE THE LEGAL AND ETHICAL ISSUES THAT IMPACT THE MEDICAL OFFICE

- Objective 1** Identify the legal guidelines/requirements for a medical office.
1. Define a medical assistant's scope of practice and understand the principle of delegation.
 2. Apply risk management procedures.
 3. Define HIPAA regulations for the medical office.
 4. Discuss patient self-determination acts.
 1. Medical (Durable) Power of Attorney
 2. Living Will/Advanced Directives
 3. Anatomical Gift Act (Organ Donation)
- Objective 2** Define classifications of law.
1. Discuss criminal law.
 2. Discuss civil law.
 1. Torts
 1. Battery
 2. Assault
 3. Libel
 4. Slander
 5. False imprisonment
 6. Defamation
 7. Invasion of privacy
 2. Contracts
- Objective 3** Explain malpractice and the terms associated with malpractice litigation.
1. Compare and contrast negligence and malpractice.
 2. Identify malpractice terms.
 1. Informed Consent
 2. Patient Rights
 3. Good Samaritan Law
 4. Statute of Limitations
 5. Commission and Omission
- Objective 4** Evaluate medical ethics and related issues.
1. Differentiate between law, etiquette, and ethics.
 2. Discuss ethical situations.
 3. Apply ethical situations in personal and professional practice.

STANDARD 3

STUDENTS WILL IDENTIFY PROCEDURES THAT CONTRIBUTE TO A PROFESSIONAL AND SAFE MEDICAL OFFICE ENVIRONMENT

- Objective 1** Identify the elements important in the medical office.
1. Discuss the environment appropriate to maintain comfort for patients.
 1. Aesthetics
 2. Temperature



3. Cleanliness
4. Compliance with ADA
2. Describe the professional way of greeting and responding to patients.
 1. Explain the process of collecting new and updated information from patients.
 2. Describe the professional way of escorting and instructing patients.
 3. Learn general techniques of how to resolve conflicts with patients.
 1. Late appointment
 2. Angry patient
 3. Talkative patient
 4. Missed appointment

Objective 2

Identify the duties of opening and closing the office.

1. Discuss steps used in opening the medical office.
2. Discuss steps used in closing the medical office.

STANDARD 4

STUDENTS WILL APPLY EFFECTIVE MEDICAL OFFICE COMMUNICATION PRINCIPLES IN THE HEALTH CARE SETTING

Objective 1 Describe the general guidelines for telephone communication.

1. Describe the medical assistant's role in the triage of telephone calls.
2. Explain the importance of documenting telephone calls.
3. Demonstrate professionalism when answering telephone calls.
4. Identify the process of obtaining and making referrals.
5. Discuss the process of calling in prescription refills.

Objective 2 Describe scheduling techniques.

1. Establish a matrix/master schedule.
2. Describe different types of scheduling.
 1. Double booking
 2. Group/Cluster booking
 3. Open office hours
3. Describe how to document a no-show appointment and a cancellation.

Standard 4 Performance Evaluation included below (Optional)

STANDARD 5

STUDENTS WILL APPLY EFFECTIVE INTERPERSONAL COMMUNICATION PRINCIPLES IN A HEALTH CARE SETTING

Objective 1 Differentiate between verbal and nonverbal communication.

1. Describe the importance of body language and gestures during communications.
2. Explain the importance of tone of voice, word choice, and silence during communications.
3. Identify the parts of a communication model.

Objective 2 Identify effective listening skills/habits.

1. Differentiate between active and passive listening.



2. Identify types of questions to elicit patient information.
 1. Open-ended questions
 2. Restating
 3. Reflecting
 4. Clarification
 5. Leading

Objective 3 Identify communication barriers.

1. Describe the following communication barriers.
 1. Physical
 2. Mental
 3. Cultural
 4. Maturity
 5. Age
 6. Stress
2. Describe the following defense mechanisms:
 1. Repression
 2. Regression
 3. Rationalization
 4. Sarcasm
 5. Denial
 6. Compensation
 7. Projection
 8. Displacement
 9. Physical avoidance
 10. Apathy

Objective 4 Contrast sympathy and empathy

1. Describe appropriate body language to express empathy.
2. Demonstrate appropriate expressions of empathy.

Objective 5 Describe the steps of the grieving process.

1. Identify the psychological implications of disease to a patient.
2. Describe the five psychological stages of grieving.
 1. Denial
 2. Anger
 3. Bargaining
 4. Depression
 5. Acceptance

Standard 5 Performance Evaluation included below (Optional)

STANDARD 6

STUDENTS WILL ACCURATELY MAINTAIN MEDICAL RECORDS

Objective 1 Identify the contents of a medical record.

1. Discuss the standard medical record and various types of reports.
 1. Patient's past records



2. History and physical
 3. Insurance
 4. Office notes
 5. Progress notes
 6. Pathology results
 7. Nursing notes
 8. Medication
 9. Physician orders
 10. X-ray reports
 11. Laboratory reports
 12. Operative reports
 13. Consultation reports
 14. EKG
 15. Miscellaneous
2. Describe common documentation approaches for medical records.
 1. SOAP
 2. POMR
 3. Describe how to initiate a new patient medical record.

Objective 2 Differentiate between subjective and objective information.

1. Discuss the standard medical record and various types of reports.

Objective 3 Discuss the legalities associated with the medical record.

1. Demonstrate how to correct errors in the patient chart.
2. Explain the importance of documenting all interventions.

Objective 4 Demonstrate the correct method of filing patient information.

1. Compare and contrast the benefits of alphabetic and numerical filing.
2. Explain the steps for locating a missing file.

Standard 6 Performance Evaluation included below (Optional)

STANDARD 7

STUDENTS WILL PERFORM BOOKKEEPING AND FINANCIAL FUNCTIONS IN A MEDICAL OFFICE SETTING

Objective 1 Differentiate between accounts receivable and accounts payable.

1. Define bookkeeping terms.
 1. Credit
 2. Debit
 3. Adjustment
 4. Balance
 5. Asset
 6. Liability
 7. Collections
2. Describe the following financial forms:
 1. Bank deposit
 2. Bank statement



3. Receipt
4. Petty cash
- I. Day sheet

Objective 2 Discuss the difference between various methods of payment.

1. Differentiate between different types of checks.
 1. Cashiers
 2. Personal
 3. Money order
 4. Certified
 5. Third-party check
 6. Electronic check
2. Define terms associated with a checking account.
 1. Payee
 2. Payer
 3. Endorsement
3. Describe the differences between credit cards and debit cards.
4. Discuss flexible spending accounts.

Standard 7 Performance Evaluation included below (Optional)

STANDARD 8

STUDENTS WILL PERFORM PROPER INSURANCE, CODING, AND BILLING PROCEDURES

Objective 1 Identify terms associated with medical insurance.

1. Define the following terms associated with medical billing:
 1. Birthday Rule
 2. Preauthorization/Precertification
 3. Premium
 4. Copayment/Coinsurance
 5. Deductible
 6. Explanation of Benefits (EOB)
 7. Fee Schedule
2. Define various insurance carriers.
 1. HMO
 2. PPO
 3. Medicare
 4. Medicaid
 5. Fee for Service
 6. Tricare
 7. Workers Compensation
3. Explain the process to prepare a health care claim.

Objective 2 Explain how to determine procedural and diagnostic coding.

1. Define the following terms associated with medical coding:
 1. CPT code
 2. ICD-9
 3. HCFA/CMS 1500
 4. E codes/V codes
2. Understand legalities associated with coding and billing a medical office, including fraudulent claims.

Standard 8 Performance Evaluation included below (Optional)

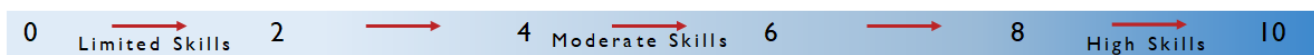


Medical Assistant – Medical Office Management Performance Standards (Optional)

Performance assessments may be completed and evaluated at any time during the course. The following performance skills are to be used in connection with the associated standards and exam. To pass the performance standard the student must attain a performance standard average of **8 or higher** on the rating scale. Students may be encouraged to repeat the objectives until they average **8 or higher**.

Students Name _____

PERFORMANCE RATING SCALE



Class _____

STANDARD 1 Profession & Role

Score:

- Resume/placement
 - As directed by instructor

STANDARD 4 Medical Office Communication

Score:

- Oral communication
 - Demonstrate methods of receiving, placing and recording calls
 - Answer the office telephone
 - Receive, evaluate and record a phone message
 - Make referrals by phone; schedule appointments by phone

STANDARD 5 Interpersonal Communication

Score:

- Patient reception
 - Collation of patient records
 - Greeting the patient
 - Responding to the patient
 - Opening the office and closing the office
 - Escorting the patient
 - Instructing the patient

STANDARD 6 Medical Records

Score:

- Medical records management
 - Demonstrate filing both alphabetically and numerically

STANDARD 7 Bookkeeping & Financial Functions

Score:

- Banking service
 - Prepare a bank deposit
 - Write checks
 - Demonstrate a bank reconciliation



STANDARD 8 Insurance, Coding & Billing

Score:

- Basic computer knowledge
 - Generate a patient record
 - Complete an insurance form
 - Prepare a billing statement
- Accounting/billing and collection, prepare the following:
 - Accounts payable and receivable, day sheet, petty cash, prepare ledger
 - Patient's itemized monthly statement
- Insurance
 - Complete HCFA Insurance Form

PERFORMANCE STANDARD AVERAGE SCORE:

Evaluator Name _____

Evaluator Title _____

Evaluator Signature _____

Date _____