

Health Services (51.0000)
Medical Assisting Standards and Competencies

Standard: American Medical Technologists (AMT)

<http://www.amt1.com/page.asp?i=159>

Note: AMT's Registered Medical Assistant certification covers three broad areas: General Medical Assisting Knowledge; Administrative Medical Assisting; and Clinical Medical Assisting. AMT provides detailed topics in its "Registered Medical Assistant Certification Examination Competencies and Construction Parameters."

Framework, Duties and Tasks:

1. Anatomy and Physiology (General Medical Assisting Knowledge)
 - a. Identify the structure and function of the following systems: skeletal, nervous, muscular, respiratory, endocrine, cardiovascular/circulatory, urinary, integumentary, reproductive, special senses, gastrointestinal.
 - b. Identify and define various disorders and diseases: disease processes, conditions or states of health and health-related syndromes.
 - c. Identify nutritional, exercise, and lifestyle choices factors that are required for or influence wellness.

2. Medical Terminology (General Medical Assisting Knowledge)
 - a. Identify word parts: root, prefixes, and suffixes.
 - b. Define medical terms.
 - c. Identify and understand utilization of medical abbreviations and symbols.
 - d. Spell medical terms accurately.

3. Medical Law (General Medical Assisting Knowledge)
 - a. Identify and understand the application of: types of consent used in medical practice; disclosure laws and regulations; laws, regulations, and acts pertaining to the practice of medicine; scope of practice acts regarding medical assisting; Patient Bill of Rights legislation.

- b. Identify and understand the application of licensure, certification, and registration.
- c. Identify credentialing requirements of medical professionals.
- d. Understand the application of the Clinical Laboratory Improvement Amendments of 1988
- e. Define terminology associated with medical law.

4. Medical Ethics (General Medical Assisting Knowledge)

- a. Identify and employ proper ethics in practice as a medical assistant.
- b. Identify the principles of ethics established by the American Medical Association.
- c. Identify and understand the application of the AMA Patient Bill of Rights.
- d. Recognize unethical practices and identify the proper response.
- e. Recognize the importance of professional development through continuing education.

5. Human Relations (General Medical Assisting Knowledge)

- a. Identify age-group specific responses and support.
- b. Identify and employ professional conduct in all aspects of patient care.
- c. Understand and properly apply communication methods.
- d. Identify and respect cultural and ethnic differences.
- e. Respect and care for patients without regard for age, gender, sexual orientation, or socioeconomic level.
- f. Employ appropriate interpersonal skills with employer/administration, co-workers, vendors, and business associates.
- g. Observe and respect cultural diversity in the workplace.

6. Patient Education (General Medical Assisting Knowledge)

- a. Identify and apply proper written and verbal communication to instruct patients in: health and wellness; nutrition; hygiene; treatment and medications; pre- and post-operative care; body mechanics; personal and physical safety.

- b. Develop, assemble, and maintain appropriate patient brochures and informational materials.
- c. Understand and utilize proper documentation of patient encounters and instruction.

7. Insurance (Administrative Medical Assisting)

- a. Identify and define terminology associated with various insurance types in the medical office.
- b. Identify and understand the application of government, medical, disability, and accident insurance plans.
- c. Identify and appropriately apply plan policies and regulations for programs including: HMO, PPO, EPO, indemnity, open, etc.; short-term and long-term disability; Family Medical Leave Act (FMLA); Workers' Compensation; Medicare (including Advance Beneficiary Notice (ABN)); Medicaid; CHAMPUS / Tricare and CHAMPVA.
- d. Complete and file insurance claims.
- e. Evaluate claims response.
- f. Identify HIPAA-mandated coding systems and references.
- g. Properly apply diagnosis and procedure codes to insurance claims.

8. Financial Bookkeeping (Administrative Medical Assisting)

- a. Understand terminology associated with medical financial bookkeeping.
- b. Maintain and explain patient billing procedures including: physician's fee schedules; collect and post payments; manage patient ledgers and accounts; Truth in Lending Statements, etc.
- c. Manage collections policy and procedures.
- d. Perform fundamental medical office accounting procedures.
- e. Perform office banking procedures.
- f. Understand employee payroll procedures.
- g. Understand and perform appropriate calculations related to patient and practice accounts.

9. Medical Receptionist/Secretarial/Clerical (Administrative Medical Assisting)

- a. Understand and correctly apply terminology associated with medical receptionist and secretarial duties.
- b. Employ appropriate skills when receiving and greeting patients
- c. Employ appointment scheduling system
- d. Employ appropriate oral and written communication skills.
- e. Manage patient records and chart management
- f. Employ transcription and dictation skills.
- g. Maintain supplies and equipment management
- h. Demonstrate appropriate skills with computer applications.
- i. Privacy regulations
- j. Observe office safety policies and procedures.

10. Clinical Medical Assisting

- a. Know and understand terminology associated with asepsis.
- b. Identify and employ appropriate procedures for sterilization of instruments, surgical equipment, etc.
- c. Identify instrument classifications; parts, use and care and handling.
- d. Define terminology associated with vital signs and mensurations.
- e. Understand and employ appropriate skills with physical examinations of patients.
- f. Identify and define terminology, policies and procedures associated with pharmacology.
- g. Identify procedures, instruments and supplies commonly used in minor surgery.
- h. Identify procedures for common therapeutic modalities.
- i. Understand and comply with quality assurance regulations for laboratory procedures.
- j. Identify procedure for obtaining 12-lead electrocardiogram. (ECG)
- k. Identify criteria for and steps in performing emergency First Aid procedures.