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.