Arizona CTE

Medical Assisting Services 51.0801.00 (2022/23)

PREPARE EXAM ROOM FOR PATIENT MED.1.0	1	**Disinfect and prepare patient care areas prior to and after each patient encounter and at the end of the day** MED.1.1
	2	**Check for safety hazards before each patient encounter and at the end of day** MED.1.2
	3	**Stock instruments and replenish all supplies** MED.1.3
	4	**Disinfect and ensure functionality of instruments and equipment and report any concerns appropriately** MED.1.4
	5	**Prepare instruments and equipment needed for patient care** MED.1.5
	6	**Check expiration date of supplies and properly dispose of expired supplies** MED.1.6
MANAGE FINANCIAL AND INSURANCE TRANSACTIONS MED.2.0	1	**Review insurance claim forms for content (e.g., appropriate terminology, insurance plans, current ICD/CPT codes, and HIPAA regulations)** MED.2.1
	2	**Differentiate among payer types and patient responsibilities [i.e., copay, co-insurance, deductible, self-pay, Advance Beneficiary Notice (ABN), etc.]** MED.2.2
	3	**Explain Explanation of Benefits (EOB) to the patient** MED.2.3
	4	**Identify and enter diagnosis/procedure codes and charges accurately** MED.2.4
	5	**Perform bookkeeping procedures (e.g., post charges and reconcile daily receivables)** MED.2.5
UTILIZE MEDICAL TERMINOLOGY MED.3.0	1	**Identify and define medical terminology (e.g., root word, prefixes, and suffixes)** MED.3.1
	2	**Identify and use approved medical abbreviations** MED.3.2
DEMONSTRATE CO[illegible] SK[illegible]	1	**Demonstrate appropriate written, verbal, and nonverbal communication kills** MED.4.1
		)escribe and explain coping skills (e.g., trauma, dying, and death) MED.4.2

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	3 Apply coping skills (e.g., trauma, dying, and death) MED.4.3
	4 Utilize screening tools (i.e., depression, abuse, pain, etc.), document, and report patient status MED.4.4
	5 Describe and explain cultural diversity in the healthcare setting MED.4.5
	6 Demonstrate telephone communication skills (e.g., answering, screening, and documenting) MED.4.6
PERFORM SCHEDULING, CHARTING, AND OTHER OFFICE FUNCTIONS MED.5.0	1 Prepare, obtain, and verify patient information for scheduling, registration, and check-in using two forms of patient identification (i.e., state-issued driver's license, insurance card, photo ID, etc.) MED.5.1
	2 Practice confidentiality of patient data following HIPAA regulations MED.5.2
	3 Identify and use the correct chart forms (paper and electronic) MED.5.3
	4 Follow proper charting documentation procedures (e.g., note date, time, and reason for visit) MED.5.4
	5 Utilize data collection formats for record keeping [e.g., Subjective, Objective, Assessment, and Plan (SOAP); chief complaint, history, examination, details of complaints, drugs and dosage, assessment, and return visit (CHEDDAR); History, Physical, Impression, Plan (HPIP); Health Practitioners' Intervention Program (HPIP); problem-oriented medical record (POMR); and Situation-Background-Assessment-Recommendation (SBAR)] MED.5.5
	6 Sort and prioritize mail, email, and FAXES (paper and electronic) MED.5.6
	7 Explain the use of the patient portal MED.5.7
	8 Prioritize and process telephone calls MED.5.8
	9 Obtain prior authorization from insurance companies MED.5.9
	10 Obtain eligibility benefits and process referrals MED.5.10
	11 Process patient for checkout and provide any additional instructions, and plan of care MED.5.11
	12 Perform basic computer applications (i.e., word processing, email, spreadsheet, electronic health records, practice management software, etc.) MED.5.12
PREPARE PATIENT FOR PHYSICAL EXAMINATION MED.6.0	1 Request two identifiers from each patient (i.e., DOB, first and last name, passport, etc.) MED.6.1
	)btain and record accurate vital signs (including manual blood pressure) and eport abnormal findings MED.6.2

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	3 Obtain and record reason for visit, allergies, medication history, pain level, and necessary screening tools MED.6.3
	4 Collect patient weight, height, and BMI MED.6.4
	5 Measure chest and head circumference of pediatric patient MED.6.5
	6 Recognize changes in patient condition and report changes to licensed healthcare provider MED.6.6
	7 Prepare patient for exam or procedure (gown/drape) MED.6.7
	8 Place patient in appropriate position for procedure (e.g., sitting, standing, supine, Sims, Fowler's, semi-Fowler, prone, Trendelenburg, and lithotomy) MED.6.8
	9 Provide for patient comfort, safety, and privacy/modesty MED.6.9
	10 Instruct patients in preparation for examinations and procedures (e.g., routine physical exams and specialty exams) MED.6.10
ADMINISTER SELECTED TREATMENTS AND MEDICATIONS MED.7.0	1 Change dressings or bandages MED.7.1
	2 Perform wound care (e.g., sterile technique and cultures), and recognize changes in wound to be reported to licensed healthcare provider MED.7.2
	3 Remove sutures and skin staples MED.7.3
	4 Assist with physical modalities (e.g., application of heat/cold, splints/slings, ACE bandages, and cast removal) MED.7.4
	5 Confirm written order, prepare, and administer correct medication according to use, dosage, side effects, contraindications, and patient education MED.7.5
	6 Re-verify two patient identifiers and patient allergies prior to medication administration MED.7.6
	7 Perform dosage calculations and units of measurements MED.7.7
	8 Administer provider-prescribed medication via specified routes applying the "rights of medication administration" MED.7.8
	9 Observe patient for adverse reactions prior to discharge and report changes to licensed healthcare provider MED.7.9
	10 Process prescription refill order as directed by licensed healthcare provider MED.7.10
	Provide vaccination information sheet and obtain patient consent MED.7.11
	Administer vaccination and complete necessary documentation MED.7.12

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ASSIST PROVIDER WITH PATIENT PROCEDURES MED.8.0	1	**Identify common instruments needed for procedures** MED.8.1
	2	**Prepare and maintain a sterile field and assist provider as instructed** MED.8.2
	3	**Assist provider in minor surgery or procedure** MED.8.3
	4	**Collect, label, and process specimens** MED.8.4
	5	**Recognize a medical emergency and assist in providing aid** MED.8.5
	6	**Perform and document Clinical Laboratory Improvement Amendments (CLIA)-waived point-of-care testing** MED.8.6
	7	**Employ principles of asepsis (e.g., sanitization, disinfection, and sterilization)** MED.8.7
	8	**Reinforce provider instructions with patient prior to discharge** MED.8.8
MANAGE MEDICAL RECORDS MED.9.0	1	**Identify components of the medical record** MED.9.1
	2	**Ensure accuracy and completeness of the medical record** MED.9.2
	3	**Maintain integrity and security of the medical record** MED.9.3
	4	**Identify medical filing systems (e.g., numeric and alphabetical)** MED.9.4
	5	**Explain record retention practices** MED.9.5
	6	**Explain release of medical record and HIPAA requirements** MED.9.6
APPLY STANDARD PRECAUTIONS AND SAFETY MEASURES MED.10.0	1	**Use hand hygiene according to Center for Disease Control (CDC)** MED.10.1
	2	**Use Universal Precautions according to Occupational Safety and Health Administration (OSHA) and use transmission-based precautions according to CDC** MED.10.2
	3	**Identify the procedure for the reporting of communicable diseases and bloodborne pathogens** MED.10.3
	4	**Don, remove, and discard personal protective equipment (PPE) according to standard procedure including gloves, gowns, masks, lab coats, goggles, and face shields** MED.10.4
	5	**Demonstrate isolation technique and the use of isolation procedures** MED.10.5
	6	**Comply with hazardous labeling requirements according to OSHA (e.g., safety signs, symbols, and special instructions)** MED.10.6
	7	**Describe procedures for cleaning laboratory spills** MED.10.7

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8 **Handle and dispose of contaminated and hazardous items according to OSHA guidelines** MED.10.8

9 **Use fire and chemical safety protocols [e.g., Safety Data Sheets (SDSs) and the use of fire extinguishers** MED.10.9

10 **Describe disaster and fire evacuation plans used by various facilities and statewide alert codes** MED.10.10

11 **Maintain a clean work area (e.g., cleaning agents, Clorox, and other disinfectants)** MED.10.11

12 **Maintain a safe work environment (e.g., proper storage of equipment, materials, and chemicals; proper containment of food and personal items; hair tied back and minimal jewelry)** MED.10.12

13 **Maintain environmental control for medications and supplies according to manufacturer specifications** MED.10.13

14 **Maintain environmental control for medications and supplies according to manufacturer specifications** MED.10.14

15 **Report and isolate unsafe conditions for self and others (e.g., frayed cords, spillages, puddles on floor, and bed rails down)** MED.10.15

16 **Demonstrate proper body mechanics and lifting techniques** MED.10.16

17 **Demonstrate imaging safety** MED.10.17

18 **Practice National Patient Safety Goals (NPSG) (i.e., falls, patient medication, clinical alarm systems, etc.)** MED.10.18

19 **Define and utilize Safety Data Sheets (SDSs)** MED.10.19

20 **Perform autoclaving following American National Standards Institute/Association for the Advancement of Medical Instrumentation (ANSI/AAMI) guidelines** MED.10.20

APPLY LEGAL AND ETHICAL PRACTICES MED.11.0

1 **Follow local, state, and federal laws, rules, and regulations for Medical Assistants** MED.11.1

2 **Explain HIPAA regulations and requirements (i.e., disclosure of information to a spouse, employer request for records, creation of NPI number, etc.)** MED.11.2

3 **Adhere to organizational policy and procedures for Medical Assistants** MED.11.3

4 **Maintain positive professional relationships in the workplace** MED.11.4

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	5 Perform professional responsibilities with honesty, reliability, and integrity MED.11.5
	6 Perform only those tasks within the Medical Assisting scope of practice MED.11.6
PERFORM CLINICAL SKILLS MED.12.0	1 Perform venipuncture MED.12.1
	2 Perform electrocardiograms MED.12.2
	3 Perform visual acuity and color vision testing MED.12.3
	4 Perform audiometry MED.12.4
	5 Perform basic spirometry and peak flow testing MED.12.5
	6 Administer small volume nebulizer (SVN) treatment MED.12.6
	7 Perform pulse oximetry MED.12.7
	8 Perform ear lavage MED.12.8
	9 Perform capillary puncture MED.12.9
REVIEW BODY SYSTEMS MED.13.0	1 Identify structure, function, and disorders related to the Integumentary System MED.13.1
	2 Identify structure, function, and disorders related to the Musculoskeletal System MED.13.2
	3 Identify structure, function, and disorders related to the Circulatory System MED.13.3
	4 Identify structure, function, and disorders related to the Respiratory System MED.13.4
	5 Identify structure, function, and disorders related to the Gastrointestinal System MED.13.5
	6 Identify structure, function, and disorders related to the Urinary System MED.13.6
	7 Identify structure, function, and disorders related to the Nervous System MED.13.7
	8 Identify structure, function, and disorders related to the Endocrine System MED.13.8
	9 Identify structure, function, and disorders related to the Reproductive System MED.13.9

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10 **Identify structure, function, and disorders related to the Sensory System** `MED.13.10`

11 **Identify structure, function, and disorders related to the Lymphatic System** `MED.13.11`