FOUNDATIONS FOR CLINICAL PRACTICE
CONTENT AREA I-IV

Cognitive (Knowledge) I.C Anatomy, Physiology, & Pharmacology	Psychomotor (Skills) I.P Anatomy, Physiology, & Pharmacology

1. Identify structural organization of the human body
2. Identify body systems*
3. Identify:
   a. body planes
   b. directional terms
   c. quadrants
   d. body cavities
4. Identify major organs in each body system*
5. Identify the anatomical location of major organs in each body system*
6. Identify the structure and function of the human body across the life span
7. Identify the normal function of each body system*
8. Identify common pathology related to each body system* including:
   a. signs
   b. symptoms
   c. etiology
   d. diagnostic measures
   e. treatment modalities
9. Identify Clinical Laboratory Improvement Amendments (CLIA) waived tests associated with common diseases
10. Identify the classifications of medications including:
   a. indications for use
   b. desired effects
   c. side effects
   d. adverse reactions
11. Identify quality assurance practices in healthcare
12. Identify basic principles of first aid
13. Identify appropriate vaccinations based on an immunization schedule.
	1. Accurately measure and record
	   a. blood pressure
	   b. temperature
	   c. pulse
	   d. respirations
	   e. height
	   f. weight (adult and infant)
	   g. length (infant)
	   h. head circumference (infant)
	   i. oxygen saturation
	2. Perform the following procedures:
	   a. electrocardiography
	   b. venipuncture
	   c. capillary puncture
	   d. pulmonary function testing
	3. Perform patient screening following established protocols
	4. Verify the rules of medication administration:
	   a. right patient
	   b. right medication
	   c. right dose
	   d. right route
	   e. right time
	   f. right documentation
	5. Select proper sites for administering parenteral medication
	6. Administer oral medications
	7. Administer parenteral (excluding IV) medications
	8. Instruct and prepare a patient for a procedure or a treatment

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*Body systems must include, but are not limited to, the following: Circulatory, Digestive, Endocrine, Integumentary, Lymphatic, Muscular, Nervous, Sensory, Reproductive, Respiratory, Skeletal, and Urinary.	9. Assist provider with a patient exam
	10. Perform a quality control measure
	11. Collect specimens and perform:
	   a. CLIA waived hematology test
	   b. CLIA waived chemistry test
	   c. CLIA waived urinalysis
	   d. CLIA waived immunology test
	   e. CLIA waived microbiology test
	12. Provide up-to-date documentation of provider/professional level CPR
	13. Perform first aid procedures
	   a. bleeding
	   b. diabetic coma or insulin shock
	   c. stroke
	   d. seizures
	   e. environmental emergency
	   f. syncope

Content Area II: Applied Mathematics

Cognitive (Knowledge) II.C Applied Mathematics	Psychomotor (Skills) II.P Applied Mathematics

1. Define basic units of measurement in:
   a. the metric system
   b. the household system
	1. Calculate proper dosages of medication for administration
	2. Record laboratory test results into the patient's record

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2. Identify abbreviations used in calculating medication dosages
3. Identify normal and abnormal results as reported in:
    a. graphs
    b. tables
	3. Document on a growth chart
	4. Apply mathematical computations to solve equations
	5. Convert among measurement systems

Content Area III: Infection Control

Cognitive (Knowledge) III.C Infection Control	Psychomotor (Skills) III.P Infection Control

1. Identify major types of infectious agents
2. Identify the infection cycle including:
    a. the infectious agent
    b. reservoir
    c. susceptible host
    d. means of transmission
    e. portals of entry
    f. portals of exit
3. Identify the following as practiced within an ambulatory care setting:
    a. medical asepsis
    b. surgical asepsis
4. Identify methods of controlling the growth of microorganisms
5. Identify the principles of standard precautions
6. Identify personal protective equipment (PPE)
7. Identify the implications for failure to comply with Centers for Disease Control (CDC) regulations in healthcare settings
	1. Participate in bloodborne pathogen training
	2. Select appropriate barrier/personal protective equipment (PPE)
	3. Perform handwashing
	4. Prepare items for autoclaving
	5. Perform sterilization procedures
	6. Prepare a sterile field
	7. Perform within a sterile field
	8. Perform wound care
	9. Perform dressing change
	10. Demonstrate proper disposal of biohazardous material
	    a. sharps
	    b. regulated wastes

Content Area IV: Nutrition

Cognitive (Knowledge) IV. C Nutrition	Psychomotor (Skills) IV. P Nutrition

1. Identify dietary nutrients including:	1. Instruct a patient regarding a dietary change related to patient's special dietary needs
a. carbohydrates	
b. fat	
c. protein	
d. minerals	
e. electrolytes	
f. vitamins	
g. fiber	
h. water	
2. Identify the function of dietary supplements	
3. Identify the special dietary needs for:	
a. weight control	
b. diabetes	
c. cardiovascular disease	
d. hypertension	
e. cancer	
f. lactose sensitivity	
g. gluten-free	
h. food allergies	
i. eating disorders	
4. Identify the components of a food label	

Content Area V: Concepts of Effective Communication

Cognitive (Knowledge) V.C Concepts of Effective Communication	Psychomotor (Skills) V.P. Concepts of Effective Communication
1. Identify types of verbal and nonverbal communication	1. Respond to nonverbal communication
2. Identify communication barriers	2. Correctly use and pronounce medical terminology in health care interactions
3. Identify techniques for overcoming communication barriers	3. Coach patients regarding:
4. Identify the steps in the sender-receiver process	

5. Identify challenges in communication with different age groups
6. Identify techniques for coaching a patient related to specific needs
7. Identify different types of electronic technology used in professional communication
8. Identify the following related to body systems*:
    a. medical terms
    b. abbreviations
9. Identify the principles of self-boundaries
10. Identify the role of the medical assistant as a patient navigator
11. Identify coping mechanisms
12. Identify subjective and objective information
13. Identify the basic concepts of the following theories of:
    a. Maslow
    b. Erikson
    c. Kubler-Ross
14. Identify issues associated with diversity as it relates to patient care
15. Identify the medical assistant's role in telehealth
 	
*Body systems must include, but are not limited to, the following: Circulatory, Digestive, Endocrine, Integumentary, Lymphatic, Muscular, Nervous, Sensory, Reproductive, Respiratory, Skeletal, and Urinary.
	a. office policies
	    b. medical encounters
	4. Demonstrate professional telephone techniques
	5. Document telephone messages accurately
	6. Using technology, compose clear and correct correspondence
	7. Use a list of community resources to facilitate referrals
	8. Participate in a telehealth interaction with a patient

Content Area VI: Administrative Functions

Cognitive (Knowledge) VI.C Administrative Functions	Psychomotor (Skills) VI.P Administrative Functions
1. Identify different types of appointment scheduling methods 2. Identify critical information required for scheduling patient procedures 3. Recognize the purpose for routine maintenance of equipment 4. Identify steps involved in completing an inventory 5. Identify the importance of data back-up	1. Manage appointment schedule using established priorities 2. Schedule a patient procedure 3. Input patient data using an electronic system 4. Perform an inventory of supplies

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6. Identify the components of an Electronic Medical Record, Electronic Health Record, and Practice Management system	

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Content Area VII: Basic Practice Finances

Cognitive (Knowledge) VII.C Basic Practice Finances	Psychomotor (Skills) VII.P Basic Practice Finances

1. Define the following bookkeeping terms:
   a. charges
   b. payments
   c. accounts receivable
   d. accounts payable
   e. adjustments
   f. end of day reconciliation
2. Identify precautions for accepting the following types of payments:
   a. cash
   b. check
   c. credit card
   d. debit card
3. Identify types of adjustments made to patient accounts including:
   a. non-sufficient funds (NSF) check
   b. collection agency transaction
   c. credit balance
   d. third party
4. Identify patient financial obligations for services rendered
	1. Perform accounts receivable procedures to patient accounts including posting:
	   a. charges
	   b. payments
	   c. adjustments
	2. Input accurate billing information in an electronic system
	3. Inform a patient of financial obligations for services rendered

Content Area VIII: Third-Party Reimbursement

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Cognitive (Knowledge) VIII.C Third-Party Reimbursement	Psychomotor (Skills) VIII.P Third-Party Reimbursement

1. Identify:
    a. types of third-party plans
    b. steps for filing a third-party claim
2. Identify managed care requirements for patient referral
3. Identify processes for:
    a. verification of eligibility for services
    b. precertification/preauthorization
    c. tracking unpaid claims
    d. claim denials and appeals
4. Identify fraud and abuse as they relate to third party reimbursement
5. Define the following:
    a. bundling and unbundling of codes
    b. advanced beneficiary notice (ABN)
    c. allowed amount
    d. deductible
    e. co-insurance
    f. co-pay
6. Identify the purpose and components of the Explanation of Benefits (EOB) and Remittance Advice (RA) Statements
	1. Interpret information on an insurance card
	2. Verify eligibility for services
	3. Obtain precertification or preauthorization with documentation
	4. Complete an insurance claim form
	5. Assist a patient in understanding an Explanation of Benefits (EOB)

Area IX: Procedural and Diagnostic Coding

Cognitive (Knowledge) IX.C Procedural and Diagnostic Coding	Psychomotor (Skills) IX.P Procedural and Diagnostic Coding

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1. Identify the current procedural and diagnostic coding systems, including Healthcare Common Procedure Coding Systems II (HCPCS Level II)
2. Identify the effects of:
    a. upcoding
    b. downcoding
3. Define medical necessity
	1. Perform procedural coding
	2. Perform diagnostic coding
	3. Utilize medical necessity guidelines

Content Area X: Legal Implications

Cognitive (Knowledge) X.C Legal Implications	Psychomotor (Skills) X.P Legal Implications

1. Identify scope of practice and standards of care for medical assistants
2. Identify the provider role in terms of standard of care.
3. Identify components of the Health Insurance Portability & Accountability Act (HIPAA)
4. Identify the standards outlined in The Patient Care Partnership
5. Identify licensure and certification as they apply to healthcare providers
6. Identify criminal and civil law as they apply to the practicing medical assistant
7. Define:
    a. negligence
	1. Locate a state's legal scope of practice for medical assistants
	2. Apply HIPAA rules in regard to:
	    a. privacy
	    b. release of information
	3. Document patient care accurately in the medical record
	4. Complete compliance reporting based on public health statutes
	5. Report an illegal activity following the protocol established by the healthcare setting
	6. Complete an incident report related to an error in patient care

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    b. malpractice

    c. statute of limitations

    d. Good Samaritan Act(s)

    e. Uniform Anatomical Gift Act

    f. living will/advanced directives

    g. medical durable power of attorney

    h. Patient Self Determination Act (PSDA)

    i. risk management

8. Identify the purpose of medical malpractice insurance

9. Identify legal and illegal applicant interview questions

10. Identify:

    a. Health Information Technology for Economic and Clinical Health (HITECH) Act

    b. Genetic Information Nondiscrimination Act of 2008 (GINA)

    c. Americans with Disabilities Act Amendments Act (ADAAA)

11. Identify the process in compliance reporting:

    a. unsafe activities

    b. errors in patient care

    c. conflicts of interest

    d. incident reports

12. Identify compliance with public health statutes related to:

    a. communicable diseases

    b. abuse, neglect, and exploitation

    c. wounds of violence

13. Define the following medical legal terms:

    a. informed consent

    b. implied consent

    c. expressed consent

    d. patient incompetence

    e. emancipated minor

    f. mature minor

    g. subpoena duces tecum

    h. respondeat superior

    i. res ipsa loquitur

    j. locum tenens

    k. defendant-plaintiff

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l. deposition m. arbitration-mediation	

Content Area XI: Ethical and Professional Considerations

Cognitive (Knowledge) XI.C Ethical and Professional Considerations	Psychomotor (Skills) XI.P Ethical and Professional Considerations

1.   Define:
    a.   ethics
    b.   morals
2.   Identify personal and professional ethics
3.   Identify potential effects of personal morals on professional performance
4.   Identify professional behaviors of a medical assistant
	1. Demonstrate professional response(s) to ethical issues

Content Area XII: Protective Practices

Cognitive (Knowledge) XII.C Protective Practices	Psychomotor (Skills) XII.P Protective Practices

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1. Identify workplace safeguards
2. Identify safety techniques that can be used in responding to accidental exposure to:
    a. blood
    b. other body fluids
    c. needle sticks
    d. chemicals
3. Identify fire safety issues in an ambulatory healthcare environment
4. Identify emergency practices for evacuation of a healthcare setting
5. Identify the purpose of Safety Data Sheets (SDS) in a healthcare setting
6. Identify processes for disposal of a. biohazardous waste and b. chemicals
7. Identify principles of:
    a. body mechanics
    b. ergonomics
8. Identify critical elements of an emergency plan for response to a natural disaster or other emergency
9. Identify the physical manifestations and emotional behaviors on persons involved in an emergency

1. Comply with safety practices
2. Demonstrate proper use of:
    a. eyewash equipment
    b. fire extinguishers
3. Use proper body mechanics
4. Evaluate an environment to identify unsafe conditions

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AFFECTIVE SKILLS

The affective competencies listed below can be bundled with any of the psychomotor competencies included in the curriculum. The goal is to provide opportunities for Program Directors to develop assessment tools creatively and focus on incorporating the affective behaviors with any psychomotor skill that involves interacting with a patient. These behavioral competencies are important to the development of communication skills and professional behavior in the field of medical assisting. The students will need to achieve all the affective competences, but they can do so using several different skills. There are examples in the *Educational Competencies for Medical Assistants* to guide Program Directors in the incorporation of these affective skills.

A.1	Demonstrate critical thinking skills
A.2	Reassure patients
A.3	Demonstrate empathy for patients' concerns
A.4	Demonstrate active listening
A.5	Respect diversity
A.6	Recognize personal boundaries
A.7	Demonstrate tactfulness
A.8	Demonstrate self-awareness

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