

Student Name: _____

Date: _____

PROGRAM COMPETENCY PROFILE FOR CAREER TECHNICAL EDUCATION
Career Cluster: Health Science

Program Name: Medical/Clinical Assistant

CIP: 510801

Effective: 9/2017

National Organization(s): American Association of Medical Assistants (AAMA) and National Association for Health Professionals (NAHP)

Competency Statement (statement that provides the overview and defines the instructional area)	Performance Indicators (examples of what educators may see in performance tasks when learners demonstrate their increasing understanding and use of the competencies)	Rating Scale: (1) No Exposure (2) Novice (3) Proficient (4) Mastery				
Learner can:	Learner can:					
1. Demonstrate understanding and apply fundamental knowledge of anatomy and physiology to provide appropriate patient care. ELA: 1, 2, 4, 5, 6, 7, 8, 9 <i>Integumentary System</i> <i>Musculoskeletal System</i> <i>Circulatory System</i> <i>Respiratory System</i> <i>Gastrointestinal System</i> <i>Urinary System</i> <i>Nervous System</i> <i>Endocrine System</i> <i>Reproductive System</i> <i>Sensory System</i> <i>Lymphatic System</i>	<ul style="list-style-type: none"> • Identify basic levels of organization of the human body including structure and function as related to each body system. 	<table border="1" style="width: 100%; text-align: center;"> <tr> <td style="width: 25%;">1</td> <td style="width: 25%;">2</td> <td style="width: 25%;">3</td> <td style="width: 25%;">4</td> </tr> </table>	1	2	3	4
1	2	3	4			
2. Demonstrate understanding of the concepts, methods, and principles of effective communication, medical terminology, mathematics, and use of technology applications in this field. ELA: 2, 4, 7, 8, 9 M: 2, 6, 8	<ul style="list-style-type: none"> • Demonstrate effective communication and correct use of medical terminology by: <ul style="list-style-type: none"> ○ <i>Using medical terminology, pronouncing medical terms correctly, responding to verbal and nonverbal communication</i> ○ <i>Composing business letters</i> ○ <i>Demonstrating telephone techniques (e.g. answering, screening, documenting) and coping skills (e.g., trauma, dying, death)</i> ○ <i>Demonstrating empathy, sensitivity, respect, and active listening</i> 	<table border="1" style="width: 100%; text-align: center;"> <tr> <td style="width: 25%;">1</td> <td style="width: 25%;">2</td> <td style="width: 25%;">3</td> <td style="width: 25%;">4</td> </tr> </table>	1	2	3	4
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	<ul style="list-style-type: none"> • Apply mathematics knowledge and skills in using arithmetic operations/ metric system, mathematical conversion, and 24 hour clock to solve problems. (Maintaining laboratory test results, growth charts, flow charts). 	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px; text-align: center;">1</td> <td style="width: 20px; text-align: center;">2</td> <td style="width: 20px; text-align: center;">3</td> <td style="width: 20px; text-align: center;">4</td> </tr> </table>	1	2	3	4
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	<ul style="list-style-type: none"> • Become certified in CPR for healthcare professionals. 	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px; text-align: center;">1</td> <td style="width: 20px; text-align: center;">2</td> <td style="width: 20px; text-align: center;">3</td> <td style="width: 20px; text-align: center;">4</td> </tr> </table>	1	2	3	4
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<i>Clinical documentation</i>	<ul style="list-style-type: none"> • Discuss, demonstrate and apply the procedures for charting a patient's record by: <ul style="list-style-type: none"> ○ <i>Completing patient registration forms (date, time and reason for visit, etc.)</i> ○ <i>Registering patient on arrival and verifying patient and chart using two patient identifiers</i> ○ <i>Identifying and using the correct chart forms (paper and electronic)</i> ○ <i>Demonstrating knowledge of data collection formats for record keeping (e.g. SOAP, DHEDDAR, HPIP, POMR)</i> ○ <i>Practicing confidentiality of patient data following HIPAA regulation</i> 	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px; text-align: center;">1</td> <td style="width: 20px; text-align: center;">2</td> <td style="width: 20px; text-align: center;">3</td> <td style="width: 20px; text-align: center;">4</td> </tr> </table>	1	2	3	4
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<ul style="list-style-type: none"> • Demonstrate knowledge of managing medical records by: <ul style="list-style-type: none"> ○ <i>Identifying components of the medical record</i> ○ <i>Ensuring completeness of the medical record</i> ○ <i>Maintaining integrity and security of the medical record</i> ○ <i>Explaining medical filing systems (e.g., numeric, alphabetical)</i> ○ <i>Explaining record retention practices</i> ○ <i>Explaining release of medical record and HIPAA requirements</i> 	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px; text-align: center;">1</td> <td style="width: 20px; text-align: center;">2</td> <td style="width: 20px; text-align: center;">3</td> <td style="width: 20px; text-align: center;">4</td> </tr> </table>	1	2	3	4	
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<i>Scheduling/ Office Functions</i>	<ul style="list-style-type: none"> • Demonstrate and apply administrative functions, duties, and tasks in scheduling a patient and the day to day office operations (registrations, appointments, check-ins, referrals, obtaining preauthorization from insurance companies, procedural and diagnostic coding, etc.). 	<table border="1" style="display: inline-table;"> <tr> <td style="width: 20px;">1</td> <td style="width: 20px;">2</td> <td style="width: 20px;">3</td> <td style="width: 20px;">4</td> </tr> </table>	1	2	3	4
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3. Demonstrate understanding of the concepts, methods and techniques in managing financial and insurance transactions. ELA: 2, 4, 9	<ul style="list-style-type: none"> • Demonstrate and apply finance practices by: <ul style="list-style-type: none"> ○ <i>Completing insurance claim forms correctly, using appropriate terminology (insurance plans, current ICD/CPT codes and HIPAA regulations)</i> ○ <i>Reading , processing, applying, and filing the explanation of benefits (EOB)</i> ○ <i>Performing accounts receivable procedures</i> ○ <i>Entering procedure codes and charges accurately</i> ○ <i>Demonstrating sensitivity and professionalism in handling accounts receivable activities with clients</i> 	<table border="1" style="display: inline-table;"> <tr> <td style="width: 20px;">1</td> <td style="width: 20px;">2</td> <td style="width: 20px;">3</td> <td style="width: 20px;">4</td> </tr> </table>	1	2	3	4
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4. Demonstrate understanding of the procedures utilized in preparing patients for a physical examination, preparing a treatment room, and assisting with patient care. ELA: 2, 7, 8 M: 1, 2, 6 <i>Physical Examination</i>	<ul style="list-style-type: none"> • Demonstrate skills necessary to properly prepare a patient for an examination or procedure by: <ul style="list-style-type: none"> ○ <i>Verifying patient identification using one form of identification</i> ○ <i>Measuring and recording vital signs</i> ○ <i>Providing patient comfort, safety, and privacy/modesty</i> ○ <i>Instructing patient in preparation for examinations and procedures (e.g. routine physical exams and specialty exams)</i> ○ <i>Recognizing changes in patient condition and reporting changes to licensed health care providers (cardiac, respiratory, etc.)</i> 	<table border="1" style="display: inline-table;"> <tr> <td style="width: 20px;">1</td> <td style="width: 20px;">2</td> <td style="width: 20px;">3</td> <td style="width: 20px;">4</td> </tr> </table>	1	2	3	4
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	<ul style="list-style-type: none"> • Clean and arrange patient care areas and check for safety hazards before rooming each patient and at the end of the day (stock instruments, supplies, check date on supplies, etc.) 	<table border="1" style="width: 100%; text-align: center;"> <tr> <td style="width: 25%;">1</td> <td style="width: 25%;">2</td> <td style="width: 25%;">3</td> <td style="width: 25%;">4</td> </tr> </table>	1	2	3	4
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<i>Selected Treatment and Medications</i>	<ul style="list-style-type: none"> • Assist in the administration of selected treatments and medications by: <ul style="list-style-type: none"> ○ <i>Changing dressings or bandages; performing wound care (e.g. sterile technique, cultures)</i> ○ <i>Recognizing changes in wounds and reporting to licensed health care providers</i> ○ <i>Observing removal of sutures and skin staples</i> ○ <i>Assisting with physical modalities (e.g. application of heat/cold, splints/slings, ACE bandages)</i> ○ <i>Analyzing medications to be administered for correct use, dosage, range, side effects, contraindications, and patient education</i> ○ <i>Identifying apothecary measurements</i> ○ <i>Performing dosage calculations and prescription refills as directed by licensed health care provider</i> ○ <i>Explaining vaccinations (e.g. types/use, administration, record keeping)</i> 	<table border="1" style="width: 100%; text-align: center;"> <tr> <td style="width: 25%;">1</td> <td style="width: 25%;">2</td> <td style="width: 25%;">3</td> <td style="width: 25%;">4</td> </tr> </table>	1	2	3	4
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<i>Assist Health Care Provider</i>	<ul style="list-style-type: none"> • Assist licensed health care provider by: <ul style="list-style-type: none"> ○ <i>Providing instruments and materials as directed</i> ○ <i>Collecting and processing specimens</i> ○ <i>Recognizing a medical emergency and assisting in providing aid</i> ○ <i>Employing principles of asepsis (e.g. sanitization, disinfection, sterilization)</i> ○ <i>Assisting with patient education/instruction</i> 	<table border="1" style="width: 100%; text-align: center;"> <tr> <td style="width: 25%;">1</td> <td style="width: 25%;">2</td> <td style="width: 25%;">3</td> <td style="width: 25%;">4</td> </tr> </table>	1	2	3	4
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<ul style="list-style-type: none"> • Demonstrate clinical skills by performing electrocardiograms, visual acuity and color vision testing, audiometry, basic spirometry and peak flow testing, pulse oximetry, and ear lavage. 	<table border="1" style="width: 100%; text-align: center;"> <tr> <td style="width: 25%;">1</td> <td style="width: 25%;">2</td> <td style="width: 25%;">3</td> <td style="width: 25%;">4</td> </tr> </table>	1	2	3	4	
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5. Demonstrate understanding and apply safe work standards, practices/ procedures, and follow health and safety polices to provide a safe environment for clients, co-workers, and self. ELA: 2, 7	<ul style="list-style-type: none"> • Demonstrate knowledge of communicable diseases and blood borne pathogens. 	<table border="1" style="width: 100%; text-align: center;"> <tr> <td style="width: 25%;">1</td> <td style="width: 25%;">2</td> <td style="width: 25%;">3</td> <td style="width: 25%;">4</td> </tr> </table>	1	2	3	4
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	<ul style="list-style-type: none"> • Demonstrate proper use of and adherence to: Universal Precautions according to Occupational Safety and Health Administration (OSHA), Transmission-Based Precautions according to Centers for Disease Control (CDC) and Personal Protective Equipment (PPE). 	<table border="1" style="width: 100%; text-align: center;"> <tr> <td style="width: 25%;">1</td> <td style="width: 25%;">2</td> <td style="width: 25%;">3</td> <td style="width: 25%;">4</td> </tr> </table>	1	2	3	4
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<ul style="list-style-type: none"> • Demonstrate application of personal safety procedures based on OSHA and CDC regulations and demonstrate principles of body mechanics. 	<table border="1" style="width: 100%; text-align: center;"> <tr> <td style="width: 25%;">1</td> <td style="width: 25%;">2</td> <td style="width: 25%;">3</td> <td style="width: 25%;">4</td> </tr> </table>	1	2	3	4	
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	<ul style="list-style-type: none"> Demonstrate and comply with workplace safety including an understanding of Occupational Exposure to Hazardous Chemical Standards and compliance with safety signs, symbols, labels, and storage special instructions 	<table border="1"> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> </table>	1	2	3	4
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	<ul style="list-style-type: none"> Demonstrate applications of emergency procedures and protocols; fire safety techniques and principles of basic emergency response procedures in natural and other emergencies. 	<table border="1"> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> </table>	1	2	3	4
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	<ul style="list-style-type: none"> Use equipment, materials, and chemicals according to manufacturer guidelines Safety Data Sheets (SDS). 	<table border="1"> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> </table>	1	2	3	4
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	<ul style="list-style-type: none"> Demonstrate imaging safety and practice National Patient Safety Goals (NPSG) and maintain SDS. 	<table border="1"> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> </table>	1	2	3	4
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6. Demonstrate understanding of accepted ethical practices with respect to cultural, social, and ethnic differences within the healthcare environment. ELA: 2, 3, 6, 7, 8 <i>Legal Implications</i> <i>Ethical Considerations</i>	<ul style="list-style-type: none"> Follow local, state, and federal laws and regulations for medical assistants by: <ul style="list-style-type: none"> <i>Differentiating between legal and ethical issues in healthcare and identify ethical issues and their implications related to healthcare</i> <i>Applying HIPAA rules in regard to privacy/release of information</i> 	<table border="1"> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> </table>	1	2	3	4
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7. Demonstrate understanding of the necessary employability and career readiness skills in order to achieve success in today's workplace. AAI:1-9 CRP: 1-13 http://www.education.nh.gov/career/career/documents/aai_crp_emp.pdf	<ul style="list-style-type: none"> Identify and explain all aspects of the medical industry (employer expectations, occupational information, current and projected employment, job options, roles and work conditions, etc.). 	<table border="1"> <tr> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> </table>	1	2	3	4
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