



NHA Certified Clinical Medical Assistant (CCMA 2017) NHA-CCMA-2017

This document provides the correlation between HealthCenter21 interactive e-learning curriculum, and the NHA Certified Clinical Medical Assistant (CCMA 2017) standards.



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HealthCenter21 Template

All NHA Certified Clinical Medical Assistant (CCMA 2017) NHA-CCMA-2017

The Health Assistant

Verbal and Nonverbal Communication
Health Assisting
Nursing
Qualities of Health Assistants
Infection Control and Safety Precautions
Legal Conduct
Patient Rights and Code of Ethics
Communication Exercise
Reflection Questions and Discussion
Job Search
Self-Portrait
Current Event

Legal and Ethical Responsibilities

Confidentiality Role Play
Civil and Criminal Law
Privacy and Security
Advance Directives and Client Rights
Liability and Ethics
Workplace Law
Reflection Questions and Discussion
Advanced Directives (Create a Living Will)
Ethics Debate
Code of Ethics
Scope of Practice
Current Event

Health Care Careers

Research Jobs Wanted Ads
Careers in Health Care
Choosing a Career in Health Care
Reflection Questions and Discussion
Career Research & Presentation
Career Profiles
Health Care Careers History
Professional Traits
Current Event

Health Care Systems

Analyze Health Care Facilities
History of Health Care
Systems in Health Care
Health Care Delivery Systems
Health Insurance
Reflection Questions and Discussion
Write a Goal Using System Theory
Talk Show
Health Care Innovations Debate
Comparison Infograph
Payment Methods
Current Event

Insurance and Coding

The Importance of Health Insurance
Insurance
Government Programs
Coding
Claims
Reflection Questions and Discussion
Insurance and Coding Scenario
Current Event

Medical Terminology

Word Search Puzzle
Word Parts: Roots
Word Parts: Suffixes and Prefixes
Abbreviations
Anatomic References
Reflection Questions and Discussion
Worksheet & Crossword Puzzle
Current Event

Medical Assistant Pharmacology

Substance Abuse and Health Risks
Introduction to Pharmacology
Drug Safety
Preparing and Administering Medication
Parenteral Medications
Reflection Questions and Discussion
Culture and Religious Research
Current Event



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Medical Mathematics

Basic Math Review Worksheet
Number Basics
Key Calculations
Measurement Systems
Medications
Temperature and Time
Charts and Graphs
Reflection Questions and Discussion
Review Worksheet
Current Event

Wellness and Nutrition

Wellness Role-play and Discussion
Wellness
Nutrition
Health Care
Stress and Planning for Wellness
Reflection Questions and Discussion
Wellness Campaign
Stress Reduction
Create a Board Game
Public Service Reminder
Current Event

Nutrition and Elimination

Bingo Game
Optimal Nutrition
Diets
Feeding Patients
Intake and Output
Assisting with Toileting
Urinary Catheters
Special Bowel Elimination Procedures
Reflection Questions and Discussion
Creating a Meal Plan
Patient Care Scenarios
Current Event

Human Growth and Development

Dealing with Death and Grief
Genetics
Prenatal and Neonatal
Childhood
Adolescence and Adulthood
Aging and Death

Reflection Questions and Discussion
Family Health Tree
Hierarchy of Needs
Information Brochure
Current Event

Anatomy and Physiology

Explore
Introduction to Anatomy and Physiology
Integumentary System
Skeletal System
Muscular System
Nervous System
Sensory System
Cardiovascular System
Lymphatic System
Respiratory System
Digestive System
Urinary System
Endocrine System
Reproductive System
Reflection Questions and Discussion
Informative Brochure
Body Function Worksheet
Current Event

Special Populations

Empathy for the Physically Impaired
Pediatric Patients
Elderly Patients
Dealing with Death
Cognitively-Impaired Patients
Physically & Developmentally Impaired Patients
Restraints
Communication Exercise
Reflection Questions and Discussion
Activity Calendar
Cultural Awareness Fair
Current Event

Diseases and Disorders

Module Introduction

Multiple Sclerosis

Parkinson's Disease

Diseases and Disorders Research

Current Event

1.	Foundational Knowledge and Basic Science	
I.	Knowledge of:	
A.	Health care systems and settings	8 / 8
1.	Role and responsibilities of the MA, other healthcare providers, and allied health personnel	The Health Assistant
2.	Scope of practice	Legal & Ethical Responsibilities
3.	Titles and credentials	Health Care Careers The Health Assistant
4.	Licensing and certification	Health Care Careers
5.	Healthcare delivery models (HMOs, PPOs, POS, PCMH, accountable care organizations/payment for performance [ACOs], hospice, collaborative care model)	Health Care Systems
6.	General versus specialties and services offered	Health Care Careers Health Care Systems
7.	Ancillary services; alternative therapies	The Health Assistant
8.	Insurance fundamentals	Insurance & Coding
B.	Medical terminology	4 / 4
1.	Common abbreviations, acronyms, and symbols	Medical Terminology
2.	Conditions, procedures, and instruments	Medical Terminology
3.	Medical word building (prefixes, suffixes, plurals)	Medical Terminology
4.	Positional and directional terminology	Medical Terminology
C.	Basic pharmacology	9 / 11
1.	Commonly prescribed medications and common approved abbreviations	Medical Assistant Pharmacology
2.	Drug classifications and drug schedules	Medical Assistant Pharmacology
3.	Side effects, adverse effects, indications, and contra-indications	Medical Assistant Pharmacology
4.	Measurement (for both metric and household systems), mathematical conversions, and dosage calculations	Medical Assistant Pharmacology Medical Mathematics
5.	Forms of medication (for example, pill, capsule, ointment)	Medical Assistant Pharmacology
6.	Look alike/sound alike medications	

7.	Routes of administration	Medical Assistant Pharmacology
8.	Pharmacokinetics (absorption, distribution, metabolism, excretion)	
9.	Rights of drugs/medication administration	Medical Assistant Pharmacology
10.	Physicians' Desk Reference and online resources	Medical Assistant Pharmacology
11.	Principles of storage and disposal	Medical Assistant Pharmacology
D.	Nutrition	4 / 5
1.	Dietary nutrients	Wellness & Nutrition
2.	Dietary needs and patient education (general, and related to diseases and conditions)	Nutrition & Elimination Wellness & Nutrition
3.	Vitamins and supplements	Nutrition & Elimination Wellness & Nutrition
4.	Eating disorders	Anatomy & Physiology Human Growth & Development Special Populations
5.	Food labels	
E.	Psychology	5 / 6
1.	Developmental stages	Human Growth & Development
2.	End-of-life and stages of grief	Human Growth & Development Special Populations
3.	Psychology of the physically disabled, developmentally delayed, and those with diseases	Special Populations
4.	Environmental and socio-economic stressors	Health Care Systems
5.	Mental health screening	
6.	Defense mechanisms	Wellness & Nutrition
2.	Anatomy and Physiology	
I.	Knowledge of:	
A.	Body structures and organ systems	3 / 3
1.	Anatomical structures, locations, and positions	Anatomy & Physiology
2.	Structure and function of major body systems, including organs and their locations	Anatomy & Physiology
3.	Interactions between organ systems, homeostasis	Anatomy & Physiology

B.	Pathophysiology and disease processes	4 / 5
1.	Signs, symptoms, and etiology of common diseases, conditions, and injuries	Anatomy & Physiology Diseases & Disorders
2.	Diagnostic measures and treatment modalities	Anatomy & Physiology Diseases & Disorders
3.	Incidence, prevalence, and risk factors	Anatomy & Physiology Diseases & Disorders
4.	Risk factors leading to high mortality and morbidity (for example, complications, accompanying diseases)	Anatomy & Physiology Diseases & Disorders
5.	Epidemics and pandemics	
C.	Microbiology	4 / 4
1.	Cell structure (for example, nucleus, cell wall, cell membrane, cytoplasm, ribosomes, mitochondria, lysosomes, nucleolus)	Anatomy & Physiology
2.	Common pathogens and non-pathogens	Infection Control
3.	Organisms and microorganisms	Infection Control
4.	Infectious agents; chain of infection; conditions for growth	Bloodborne Pathogens Infection Control
3.	Clinical Patient Care	
A.	General Patient Care	
I.	Tasks:	23 / 24
T1.	Identify patient	Office Environment Safety Precautions Telephone Etiquette
T2.	Prepare examination/procedure room	Ambulatory Surgery Physical Exams
T3.	Ensure patient safety within the clinical setting	Safety Precautions
T4.	Complete a comprehensive clinical intake process, including the purpose of the visit	Communications
T5.	Measure vital signs	Client Status
T6.	Obtain anthropometric measurements	Client Status
T7.	Identify/document/report abnormal signs and symptoms	Admissions, Transfers, & Discharges Patient Comfort
T8.	Assist provider with general physical examination	Physical Exams
T9.	Assist provider with specialty examinations	Physical Exams

T10.	Prepare patient for procedures	Ambulatory Surgery
T11.	Prepare and administer medications and/or injectables using nonparenteral and parenteral routes (excluding IV) (for example, oral, buccal, sublingual, intramuscular, intradermal, subcutaneous, topical, transdermal, and inhalation)	Medical Assistant Pharmacology
T12.	Perform staple and suture removal	Ambulatory Surgery
T13.	Administer eye, ear, and topical medications	Medical Assistant Pharmacology
T14.	Perform ear and eye irrigation	Physical Exams
T15.	Administer first aid and basic wound care	Emergency Care
T16.	Identify and respond to emergency/priority situations	Emergency Care
T17.	Perform CPR	CPR Methods 2015
T18.	Assist provider with patients presenting with minor and traumatic injury	Emergency Care
T19.	Assist with surgical interventions (for example, sebaceous cyst removal, toe nail removal, colposcopy, cryosurgery)	The Surgical Patient
T20.	Review provider's discharge instructions/plan of care with patients	Admissions, Transfers, & Discharges Ambulatory Surgery
T21.	Follow guidelines for sending orders for prescriptions and refills by telephone, fax, or email	Medical Assistant Pharmacology
T22.	Document relevant aspects of patient care in patient record	Communications
T23.	Operate basic functions of an EHR/EMR system	Health Information Technology
T24.	Enter orders into CPOE	
II.	Knowledge of:	34 / 37
K1.	Patient identifiers	Medical Records
K2.	Elements of a patient medical/surgical/family/social history	Communications
K3.	Methods for obtaining vital signs (manual & electronic blood pressure; respiration, temperature, pulse, pulse oximetry)	Client Status
K4.	Normal and abnormal vital signs	Client Status
K5.	Methods for measuring height, weight, BMI; special considerations related to age, health, status, disability; growth chart	Client Status
K6.	Positioning and draping requirements for general and specialty examinations, procedures, and treatments	Body Mechanics Physical Exams
K7.	Equipment, instruments, and supplies necessary to prepare the examination or procedure room	Ambulatory Surgery Physical Exams The Surgical Patient

K8.	Required equipment, supplies and instruments related to general physical examinations	Physical Exams
K9.	Required equipment, supplies, and instruments related to specialty examinations	Physical Exams
K10.	Patient instruction specific to procedures, including pre- and postprocedural instructions;	The Surgical Patient
K11.	Modifications to patient care depending on patient needs (for example, assisting with ambulation and transfers for frail and disabled patients; using terms a child can understand for pediatric patients)	Special Populations
K12.	Consent requirements (written and verbal)	Legal & Ethical Responsibilities The Health Assistant
K13.	Immunization schedules and requirements	Physical Exams
K14.	Allergies (for example, common drug and non-drug allergies such as latex, bee stings; type of reactions [mild, moderate and severe] how to respond to allergic reactions or anaphylactic shock)	Emergency Care
K15.	Signs of infection	Infection Control
K16.	Sterile techniques related to examinations, procedures, injections and medication administration	Infection Control
K17.	Dosage calculations related to oral medications and injectables	Medical Assistant Pharmacology Medical Mathematics
K18.	Commonly used oral and parenteral medications, including forms, packaging, routes of administration; rights of medication administration	Medical Assistant Pharmacology
K19.	Storage; labeling; and medication logs	Medical Assistant Pharmacology
K20.	Techniques and injection sites	Medical Assistant Pharmacology
K21.	Supplies and equipment related to injections	Medical Assistant Pharmacology
K22.	Storage of injectables	Medical Assistant Pharmacology
K23.	Techniques and instruments for suture and staple removal; types and sizes of sutures	Ambulatory Surgery
K24.	Methods of administration, techniques, procedures and supplies related to eye, ear, and topical medications	Medical Assistant Pharmacology
K25.	Instruments, supplies, and techniques related to eye and ear irrigation	Physical Exams
K26.	Commonly occurring types of injuries (for example, lacerations, abrasions, fractures, sprains)	Emergency Care

K27.	Treatment for commonly occurring types of injuries, (for example, bandaging, ice, elevation)	Emergency Care
K28.	Commonly occurring types of surgical interventions	The Surgical Patient
K29.	Signs and symptoms related to urgent and emergency situations (for example, diabetic shock, heat stroke, allergic reactions, choking, syncope, seizure)	CPR Methods 2015 Emergency Care
K30.	Emergency action plans (for example, crash cart, emergency injectables)	
K31.	Procedures to perform CPR, basic life support and AED	CPR Methods 2015
K32.	Computerized Physician Order Entry (CPOE)	
K33.	Referral authorizations; insurance authorizations	Appointments Insurance & Coding
K34.	Legal requirements for content and transmission of prescriptions	Medical Assistant Pharmacology
K35.	Prior authorizations for medication; electronic prescribing software	
K36.	Required components of medical records	Medical Records
K37.	Medical necessity guidelines	Insurance & Coding
B.	Infection control	
I.	Tasks:	6 / 6
T1.	Adhere to regulations and guidelines related to infection control	Infection Control
T2.	Adhere to guidelines regarding hand hygiene	Infection Control
T3.	Perform disinfection/sanitization	Infection Control
T4.	Perform sterilization of medical equipment	Infection Control
T5.	Perform appropriate aseptic techniques for various clinical situations	Infection Control
T6.	Dispose of biohazardous materials as dictated by OSHA (for example, sharps containers, red bags) Knowledge of:	Infection Control
II.	Knowledge of	14 / 14
K1.	Universal precautions	Bloodborne Pathogens Infection Control
K2.	Hand-washing techniques	Infection Control
K3.	Alcohol-based rubs/sanitizer	Infection Control
K4.	Infectious agents, modes of transmission, precautions for bloodborne pathogens	Infection Control
K5.	Personal protective equipment (PPE)	Infection Control

K6.	Sterilization techniques (autoclave, instrument cleaner, germicidal disinfectants, disposables)	Infection Control
K7.	Techniques for medical and surgical asepsis	Ambulatory Surgery Infection Control
K8.	Order of cleaning and types of cleaning products	Infection Control
K9.	Safety Data Sheets (SDS)	Safety Precautions
K10.	Cautions related to chemicals	Safety Precautions
K11.	Disposal methods	Infection Control Phlebotomy
K12.	Exposure control plan	Bloodborne Pathogens
K13.	Calibration of equipment	Infection Control
K14.	Logs (for example, maintenance, equipment servicing, temperature (refrigerator), quality control)	Office Equipment
C.	Testing and Laboratory Procedures	
I.	Tasks:	6 / 8
T1.	Collect non-blood specimens (for example, urine, stool, cultures, sputum)	Specimen Collection & Testing
T2.	Perform CLIA-waived testing (labs)	Specimen Collection & Testing
T3.	Perform vision and hearing tests	Physical Exams
T4.	Perform allergy testing	
T5.	Perform spirometry/pulmonary function tests (electronic or manual)	
T6.	Recognize, document, and report normal and abnormal laboratory and test values	Specimen Collection & Testing
T7.	Match and label specimen to patient and completed requisition	Specimen Collection & Testing
T8.	Process, handle, and transport collected specimens	Specimen Collection & Testing
II.	Knowledge of:	6 / 13
K1.	Point of care testing	
K2.	Information required on provider request or requisition form	Specimen Collection & Testing
K3.	Specimen collection techniques and requirements	Specimen Collection & Testing
K4.	CLIA-waived testing regulations	Specimen Collection & Testing
K5.	COLA accreditation standards	
K6.	Controls/calibration/quality control	

K7.	Normal and abnormal lab values and test values	
K8.	Elements related to vision and hearing tests including color, acuity/distance, visual fields; tone, speech and word recognition, typanometry	Physical Exams
K9.	Peak flow rates	
K10.	Common allergens	
K11.	Scratch test and intradermal allergy test	
K12.	Requirements for transportation, diagnosis, storage, and disposal of specimens, including patient identifiers, site or test	Specimen Collection & Testing
K13.	Content of requisition, including date and time, and ICD-10	Insurance & Coding Specimen Collection & Testing
D.	Phlebotomy	
I.	Tasks:	13 / 13
T1.	Verify order details	Phlebotomy
T2.	Select appropriate supplies for test(s) ordered	Phlebotomy
T3.	Determine venipuncture site accessibility based on patient age and condition	Phlebotomy
T4.	Prepare site for venipuncture	Phlebotomy
T5.	Perform venipuncture	Phlebotomy
T6.	Perform capillary puncture	Phlebotomy
T7.	Perform post-procedural care	Phlebotomy
T8.	Handle blood samples as required for diagnostic purposes	Phlebotomy
T9.	Process blood specimens for laboratory	Phlebotomy
T10.	Match and label specimen to patient and completed requisition	Phlebotomy
T11.	Recognize and respond to abnormal test results	Phlebotomy
T12.	Prepare samples for transportation to a reference (outside) laboratory	Phlebotomy
T13.	Follow guidelines in distributing laboratory results to ordering providers after matching patient to provider	Phlebotomy
II.	Knowledge of:	20 / 22
K1.	Patient identifiers, including site or test; and content of requisition	Phlebotomy
K2.	Requirements related to patient preparation for phlebotomy, including fasting/non-fasting	Phlebotomy
K3.	Assessment of patient comfort/anxiety level with procedure	Phlebotomy

K4.	Blood vacuum tubes required for chemistry, hematology, and microbiology testing	Phlebotomy
K5.	Blood-borne pathogens	Bloodborne Pathogens
K6.	Medical conditions or history and medications impacting collection of blood order of draw for venipuncture	Infection Control
K7.	Anatomy, skin integrity, venous sufficiency, contra-indications	Phlebotomy
K8.	Phlebotomy site preparation including cleansing, wrapping, order of draw with micro-tubes	Phlebotomy
K9.	Insertion and removal techniques	Phlebotomy
K10.	Evacuated tube, syringe, and butterfly methods	Phlebotomy
K11.	Types of tubes, tube positions, number of tube inversions, and fill level/ratios	Phlebotomy
K12.	Additives and preservatives	Phlebotomy
K13.	Bandaging procedures, including allergies and skin types	Phlebotomy
K14.	Pre-analytical considerations pertaining to specimen quality and consistency	
K15.	Special collections (for example, timed specimens, drug levels, blood cultures, fasting)	Phlebotomy
K16.	Centrifuge and aliquot	Phlebotomy
K17.	Normal and abnormal test values, control values	Phlebotomy
K18.	Equipment calibration	Phlebotomy
K19.	Storage conditions related to sensitivity to light and temperature	Phlebotomy
K20.	Requirements for transportation, diagnosis, storage, disposal	Phlebotomy
K21.	Processing and labeling requirements	Phlebotomy
K22.	External databases (for example, outside labs, reference sources)	
E.	EKG and Cardiovascular Testing	
I.	Tasks:	6 / 6
T1.	Prepare patients for procedure	Electrocardiography
T2.	Perform cardiac monitoring (EKG, ECG) tests	Electrocardiography
T3.	Ensure proper functioning of EKG equipment	Electrocardiography
T4.	Recognize abnormal or emergent EKG results (for example, dysrhythmia, arrhythmia, versus artifact)	Electrocardiography

T5.	Assist provider with non-invasive cardiovascular profiling (for example, stress test, Holter monitoring, event monitoring)	Electrocardiography
T6.	Transmit results or report to patient's EMR or paper chart, and provider	Electrocardiography
II.	Knowledge of:	10 / 10
K1.	Procedures and instructions to minimize artifacts	Electrocardiography
K2.	Artifacts, signal distortions, and electrical interference (for example, fuzz and wandering baseline)	Electrocardiography
K3.	Preparation, positioning, and draping of patient	Electrocardiography
K4.	Supplies (paper, proper leads)	Electrocardiography
K5.	Placement of limb and chest electrodes	Electrocardiography
K6.	Techniques and methods for EKGs	Electrocardiography
K7.	Signs of adverse reaction during testing (for example, signs of distress, elevated BP and respiration)	Electrocardiography
K8.	Calibration of equipment	Electrocardiography
K9.	Abnormal rhythms or dysrhythmias associated with cardiovascular testing	Electrocardiography
K10.	Waveforms, intervals, segment	Electrocardiography
4.	Patient Care Coordination and Education	
I.	Tasks:	6 / 6
T1.	Review patient record prior to visit to ensure health care is comprehensively addressed	Physical Exams
T2.	Collaborate with healthcare providers and community-based organizations	Appointments
T3.	Assist providers in coordinating care with community agencies for clinical and non-clinical services	Appointments
T4.	Facilitate patient compliance (for example, continuity of care, follow up, medication compliance) to optimize health outcomes	Appointments
T5.	Participate in transition of care for patients	Appointments
T6.	Participate in team-based patient care (for example, patientcentered medical home [PCMH], Accountable Care Organization [ACO])	Insurance & Coding
II.	Knowledge of:	10 / 10
K1.	Preventive medicine and wellness	Health Care Systems
K2.	Education delivery methods and instructional techniques and learning styles	Health Care Systems

K3.	Resources and procedures to coordinate care outpatient services	Appointments
K4.	Available resources for clinical services (for example, home health care)	Health Care Systems
K5.	Available community resources for non-clinical services (for example, adult day care, transportation vouchers)	Health Care Systems
K6.	Specialty resources for patient/family medical and mental needs	Health Care Systems
K7.	Referral forms and processes	Appointments
K8.	Barriers to care (for example, socio-economic, cultural differences, language, education)	Communications Cultural, Social & Ethnic Diversity
K9.	Tracking and reporting technologies	Medical Records
K10.	Roles and responsibilities of team members involved in patientcentered medical home	The Health Assistant
5.	Administrative Assisting	
I.	Tasks:	16 / 16
T1.	Schedule and monitor patient appointments using electronic and paper-based systems	Appointments Health Information Technology
T2.	Verify insurance coverage/financial eligibility	Insurance & Coding
T3.	Identify and check patients in/out	Appointments
T4.	Verify diagnostic and procedural codes	Insurance & Coding
T5.	Obtain and verify prior authorizations and pre-certifications	Insurance & Coding
T6.	Prepare documentation and billing requests using current coding guidelines	Accounting Insurance & Coding
T7.	Ensure that documentation complies with government and insurance requirements	Insurance & Coding
T8.	Perform charge reconciliation (for example, correct use of EHR software, entering charges, making adjustments, accounts receivable procedures)	Insurance & Coding
T9.	Bill patients, insurers, and third party payers for services performed	Accounting
T10.	Resolve billing issues with insurers and third party payers, including appeals and denials	Insurance & Coding
T11.	Manage electronic and paper medical records	Medical Records
T12.	Facilitate/generate referrals to other healthcare providers and allied healthcare professionals	Appointments

T13.	Provide customer service and facilitate service recovery (for example, follow up patient calls, appointment confirmations, monitor patient flow sheets, collect on accounts, make up for poor customer service)	Cultural, Social & Ethnic Diversity
T14.	Enter information into databases or spreadsheets (for example, Excel, EHR & EMR, billing modules, scheduling systems)	Excel 1: Essentials Excel 2: Fundamentals Health Information Technology
T15.	Participate in safety evaluations and report safety concerns	Safety Precautions
T16.	Maintain inventory of clinical and administrative supplies	Office Equipment
II.	Knowledge of:	22 / 24
K1.	Filing systems	Medical Records
K2.	Scheduling software	Appointments
K3.	Recognition of urgency of appointment needs	Appointments
K4.	Requirements related to duration of visits (for example, purpose of visit, physician preferences)	Appointments
K5.	Telephone etiquette	Telephone Etiquette
K6.	Records management systems and software (for example, manual filing systems – alphabetical, numeric, office storage for archived files, EMR/EHR software applications)	Health Information Technology Medical Records
K7.	Legal requirements related to maintenance, storage, and disposal of records	Medical Records
K8.	Categories of the medical record (for example, administrative, clinical, billing, procedural, notes, consents)	Medical Records
K9.	Required documentation for patient review and signature	Appointments
K10.	Chart review	Medical Records
K11.	E-referrals (for example, how they are created, required information, how they are sent)	Appointments
K12.	Financial eligibility, sliding scales, and indigent programs	Insurance & Coding
K13.	Government regulations (for example meaningful use, MACRA)	Insurance & Coding Legal & Ethical Responsibilities
K14.	CMS billing requirements	Insurance & Coding
K15.	Third party payer billing requirements	Insurance & Coding
K16.	Advanced beneficiary notice (ABN)	
K17.	Specialty pharmacies (for example, compounding and nuclear pharmacies; forms of medication available such as liquid, elixir, balm, ointment)	

K18.	Insurance terminology (for example, co-pay, co-insurance, deductible, tier levels, explanation of benefits)	Insurance & Coding
K19.	Aging reports, collections due, adjustments and write-offs	Accounting
K20.	Online banking for deposits and electronic transfers	Accounting
K21.	Authorizations to approve payment processing	Insurance & Coding
K22.	Auditing methods, processes, and sign-offs	Insurance & Coding
K23.	Data entry and data fields	Health Information Technology
K24.	Equipment inspection logs, required schedules, and compliance requirements, including inspection by medical equipment servicers	Office Equipment
6.	Communication and Customer Service	
I.	Tasks:	8 / 8
T1.	Modify verbal and non-verbal communication for diverse audiences (for example providers, coworkers, supervisors, patients and caregivers, external providers)	Communications
T2.	Modify verbal and non-verbal communications with patients and caregivers based on special considerations (for example pediatric, geriatric, hearing impaired, vision impaired, mentally handicapped or disabled)	Communications
T3.	Clarify and relay communications between patients and providers	Communications
T4.	Communicate on the telephone with patients and caregivers, providers, third party payers	Telephone Etiquette
T5.	Prepare written/electronic communications/business correspondence	Written Communication
T6.	Handle challenging/difficult customer service occurrences	Cultural, Social & Ethnic Diversity
T7.	Engage in crucial conversations (with patients and caregivers/health care surrogates, staff, and providers)	Communications
T8.	Facilitate and promote teamwork and team engagement	Personal Qualities
II.	Knowledge of:	17 / 18
K1.	Communication styles	Communications
K2.	Patient characteristics impacting communication (for example, cultural differences and language barriers, cognitive level, developmental stage; sensory and physical disabilities; age)	Cultural, Social & Ethnic Diversity
K3.	Medical terminology and jargon, laymen's terms	Medical Terminology
K4.	Therapeutic communication	Preparatory - EMT

K5.	Interviewing and questioning techniques, including screening questions, open-, closed-, probing questions	Preparatory - EMT
K6.	Scope of permitted questions and boundaries for questions	Preparatory - EMT
K7.	Active listening	Communications
K8.	Communication cycle (clear, concise message relay)	Communications
K9.	Coaching and feedback, positive reinforcement of effective behavior	The Health Assistant
K10.	Professional presence (for example, appearance, demeanor, tone)	Personal Qualities
K11.	Patient satisfaction surveys	Cultural, Social & Ethnic Diversity
K12.	When to escalate problem situations	Health Care Systems
K13.	Techniques to deal with patients (for example, irate clients, custody issues between parents, chain of command)	Health Care Systems
K14.	Incident/event/unusual occurrence reports; documentation of event	Communications
K15.	Cause-and-effect analysis (for example, anxiety increases blood pressure or heart rate; risk management related to patient and employee safety [reviewing the design, setting/population, protocols, measurements of a facility to ensure overall patient and employee safety])	
K16.	Email etiquette	Computing Systems Written Communication
K17.	Business letter formats	Written Communication
K18.	Telephone etiquette	Telephone Etiquette
7.	Medical Law and Ethics	
I.	Tasks:	8 / 8
T1.	Comply with legal and regulatory requirements	Health Information Technology Legal & Ethical Responsibilities
T2.	Adhere to professional codes of ethics	Legal & Ethical Responsibilities
T3.	Obtain, review, and comply with medical directives	Legal & Ethical Responsibilities
T4.	Obtain and document healthcare proxies and agents	Legal & Ethical Responsibilities
T5.	Provide, collect, and store MOLST forms (medical order for lifesustaining treatment)	Legal & Ethical Responsibilities
T6.	Protect patient privacy and confidentiality, including medical records	Health Information Technology Legal & Ethical Responsibilities

T7.	Adhere to legal requirements regarding reportable violations or incidents	Legal & Ethical Responsibilities
T8.	Identify personal or religious beliefs and values and provide unbiased care	Cultural, Social & Ethnic Diversity
II.	Knowledge of:	8 / 8
K1.	Informed consent	Legal & Ethical Responsibilities
K2.	Advanced directives (for example, living will, DNR/DNI)	Legal & Ethical Responsibilities
K3.	Power of attorney	Legal & Ethical Responsibilities
K4.	Storage of medical records	Medical Records
K5.	Conditions for sharing information/release of information	Health Information Technology Legal & Ethical Responsibilities
K6.	Criminal and civil acts, and medical malpractice	Legal & Ethical Responsibilities
K7.	Mandatory reporting laws, triggers for reporting and reporting agencies	Preparatory - EMT
K8.	Hippocratic Oath	Health Care Systems
8.	Core Knowledge and Skills	
1.	Core Knowledge	10 / 11
A.	Organizations and guidelines related to the medical profession, for example, CMS, CDC, OSHA, FDA, JC, National Committee for Quality Assurance (NCQA), CLIA, COLA	Safety Precautions 2018
B.	Laws, for example, Affordable Care Act (ACA), Americans with Disabilities Act (ADA), Health Insurance Portability and Accountability Act (HIPAA), Patients' Bill of Rights, Good Samaritan laws	Health Information Technology Insurance & Coding Legal & Ethical Responsibilities
C.	Scope of practice	Legal & Ethical Responsibilities The Health Assistant
D.	Standards of care	Legal & Ethical Responsibilities
E.	Aseptic and sterile techniques	Infection Control
F.	Communication methods and techniques	Communications
G.	Patient education methods, adult learning styles, and instructional techniques	Communications
H.	Collaborative relationships with providers	Personal Qualities

I.	Electronic health records and electronic medical records (EHR/EMR); paper health records	Health Information Technology
J.	Medical coding systems (diagnostic, procedures, and billing) and charting systems, including ICD-10-CM, ICD-10-PCS, and CPT	Insurance & Coding
K.	Patient portals and health system portals	
2.	Core Skills	17 / 17
A.	Basic arithmetic	Medical Mathematics
B.	Measurements and conversions	Medical Mathematics
C.	Basic writing (grammar, spelling, punctuation)	Written Communication
D.	Basic word processing and keyboarding	Word 1: Essentials Word 2: Fundamentals
E.	Basic computer literacy (for example, file directory structures, networks, information security, internet)	Computing Systems
F.	Using computers and general software programs (for example, MS Word, Excel, PowerPoint)	Excel 1: Essentials Excel 2: Fundamentals PowerPoint 1: Essentials PowerPoint 2: Fundamentals Word 1: Essentials Word 2: Fundamentals
G.	Using basic office equipment (for example, copier, scanner, fax, tablets, cameras)	Office Equipment
H.	Responsible behavior in social media	Digital Citizenship
I.	Professionalism (for example, appropriate dress, personal telephone/text usage, punctuality, respect for boundaries, motivation, work ethic, integrity, accountability, flexibility, open-mindedness)	Personal Qualities Professionalism
J.	Interpersonal skills (for example, establish rapport and display empathy)	Communications
K.	Organization, time management, multi-tasking, and prioritization	Personal Qualities
L.	Teamwork	Personal Qualities
M.	Critical thinking and problem solving	Personal Qualities
N.	Conflict management	Personal Qualities
O.	Leadership	Professionalism
P.	Cultural competence	Cultural, Social & Ethnic Diversity
Q.	Interacting with patients and other healthcare professionals from diverse backgrounds	Cultural, Social & Ethnic Diversity