



NOCTI Medical Assisting NOCTI-MA

This document provides the correlation between HealthCenter21 interactive e-learning curriculum, and the NOCTI Medical Assisting standards.



Engage.Learn.Succeed
www.aeseducation.com

312 E Walnut Street
Lancaster, PA 17602
1-800-220-2175



HealthCenter21 Template

All NOCTI Medical Assisting NOCTI-MA

Safety Precautions

Greet, Identify & Explain a Procedure
Body Mechanics
Safety Guidelines and Regulations
Environmental Safety
Reflection Questions and Discussion
Safety Guideline Poster
Current Event

Office Environment

Evacuation Plan
Office Environment and Reception Area
Responsibilities
Managing the Office Facility
Communication Exercise
Reflection Questions
Designing a Reception Area
Current Event

Communications

Communications Game
Basic Communication
Interpersonal Communication
Communication Barriers
Communicating with Patients
Documentation
Communication Technology
Reflection Questions and Discussion
Communication Skits
Culture/Religion Presentation
Taking Phone Messages
Communication Diversity Skit
Current Event

Admissions, Transfers, and Discharges

Empathy for a Patient's Anxiety
Patient Concerns
Admissions
Transfers and Discharges
Communication Exercise
Reflection Questions and Discussion
Admissions Facility Tour
Patient Care Scenarios
Current Event

Telephone Etiquette

Identifying Callers
Basic Telephone Communication
Managing Incoming Calls
Following Through
Special Features and Services
Reflection Questions
Handling Calls Skit
Current Event

Written Communication

Written Communication Activity
Processing Incoming Mail
Written Communication
Types of Written Communication
Outgoing Mail
Reflection Questions
Creating Written Communication Activity
Current Event

Appointments

Medical Appointment Role Play
Introduction to Appointments
Scheduling Systems
Routine Appointments
Referrals
Managing Appointments
Reflection Questions
Handling Appointments
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



HealthCenter21 Template

All NOCTI Medical Assisting NOCTI-MA

Medical Records

Medical Records Word Search
Medical Records
Filing Equipment and Systems
Alphabetical and Numerical Filing
Medical Records Management
Reflection Questions
Medical Records Practice
Current Event

Health Information Technology

Health Information Technology Overview
Electronic Health Records
Health Insurance Portability and Accountability Act (HIPAA)
Current Event

Accounting

Money Exchange Game
Introduction to Accounting
Billing and Collections
Bookkeeping
Disbursements
Banking
Reflection Questions
Current Event
Accounting Transaction Scenarios

Microsoft Word Fundamentals

Introduction to Microsoft Word
Paragraph & Document Formatting

Microsoft Excel Fundamentals

Introduction to Microsoft Excel
Microsoft Excel Formatting

Microsoft PowerPoint Fundamentals

Introduction to Microsoft PowerPoint
Text Boxes, Links & Graphics

Microsoft Access Fundamentals

Introduction to Microsoft Access
Database Tables
Queries & Reports

Electrocardiography

Use and Care of Equipment
Anatomy and the ECG
The Science of the ECG
Performing a Standard Resting ECG
Using ECG Recordings
Other Cardiac Tests and Equipment
Communication Exercise
Reflection Questions and Discussion
Healthy Heart Poster
Patient Care Scenarios
Current Event

Specimen Collection and Testing

Asking and Discussing Questions
Policies and Practices for Specimens
Collecting Urine Specimens
Straining and Testing Urine
Stool Specimen and Tests
Cultures and Smears
Reflection Questions and Discussion
Cleaning Experiment
Patient Care Scenarios
Current Event

Physical Exams

Use and Care of Lab Equipment

Introduction to Physical Exams

Eye and Ear Examinations

Physical Examinations

Gynecological and Obstetrical Exams

Reflection Questions and Discussion

Wellness Campaign

Current Event

A. Medical Office Procedures		9 / 9
1.	Greet, receive, and direct patients and visitors	Admissions, Transfers, & Discharges Communications Office Environment Safety Precautions
2.	Place, receive, and properly document and disseminate office telecommunications	Communications Telephone Etiquette Written Communication
3.	Obtain and record patient's demographic data and insurance information	Appointments Insurance & Coding Office Environment
4.	Schedule and maintain patient appointment log, including no-shows, call-backs, reschedules, and cancellations	Appointments
5.	Demonstrate knowledge about managed care and referrals	Appointments Insurance & Coding
6.	Prepare and manage medical records	Health Information Technology Medical Records
7.	Demonstrate knowledge of billing practices, including insurance forms and terminology	Accounting Insurance & Coding
8.	Identify and apply procedure and diagnosis coding	Insurance & Coding
9.	Demonstrate job-related computer applications (including word processing, database, presentation software)	Health Information Technology Microsoft Access Fundamentals Microsoft Excel Fundamentals Microsoft PowerPoint Fundamentals Microsoft Word Fundamentals
B. General Laboratory Procedures and Diagnostic Testing		6 / 8
1.	Demonstrate proper ECG procedures and other cardiovascular testing	Electrocardiography
2.	Collect and prepare specimens	Specimen Collection & Testing
3.	Demonstrate proficiency with laboratory procedures, such as urinalysis, (limited) blood tests, and cultures	Specimen Collection & Testing
4.	Perform and properly document vision and hearing tests	Physical Exams
5.	Demonstrate understanding of biomedical equipment usage and maintenance	
6.	Complete ancillary medical services requisitions and logs	
7.	Demonstrate knowledge of venipuncture procedures	Phlebotomy

8.	Demonstrate knowledge of pulmonary function testing/procedures	Electrocardiography
Clinical Practices		24 / 28
1.	Prepare examination room and organize equipment for patient procedures	Electrocardiography Physical Exams
2.	Assist with patient examinations, transfers, treatments, and minor surgeries	Admissions, Transfers, & Discharges Ambulatory Surgery Body Mechanics Physical Exams
3.	Set up and maintain a sterile field	Ambulatory Surgery Infection Control
4.	Sanitize, disinfect, and/or sterilize instruments and supplies	Ambulatory Surgery Infection Control
5.	Demonstrate knowledge of handling and disposal of contaminated materials or spills	Ambulatory Surgery Infection Control The Surgical Patient
6.	Obtain and record patient's height and weight	Client Status
7.	Measure and record vital signs and report abnormalities	Client Status
8.	Identify various documentation formats and procedures, including subjective/objective data	Communications
9.	Position and drape patient for examination and/or treatment	Admissions, Transfers, & Discharges
10.	Demonstrate proper handwashing techniques	Infection Control
11.	Measure and record an infant's height, weight, and head circumference	Client Status
12.	Identify basic medical instruments	
13.	Calculate medication dosages	Medical Assistant Pharmacology Medical Mathematics
14.	Demonstrate knowledge of intradermal testing (e.g., Mantoux, allergy, Tine tests)	
15.	Demonstrate knowledge of medication administration routes	Medical Assistant Pharmacology
16.	Identify various drugs, drug classifications, and clinical indications	Medical Assistant Pharmacology
17.	Perform ear irrigation and/or lavage	Physical Exams
18.	Perform suture or staple removal	Ambulatory Surgery
19.	Perform dressing changes	Ambulatory Surgery The Surgical Patient

20.	Demonstrate knowledge of nebulizer treatments/procedures	
21.	Perform basic first aid and identify CPR/AED basic principles	CPR Methods 2015
22.	Demonstrate knowledge of nutrition principles, therapeutic diets, and health and wellness practices	Wellness & Nutrition
23.	Acknowledge and demonstrate cultural awareness and holistic approaches	Cultural, Social & Ethnic Diversity Wellness & Nutrition
24.	Identify the stages of growth and development	Human Growth & Development
25.	Demonstrate knowledge of urinary catheterization procedures	Nutrition & Elimination
26.	Demonstrate knowledge of assistive devices	Rehabilitation & Restorative Care
27.	Demonstrate knowledge of cast care principles	
28.	Follow appropriate standard (universal) precautions	Bloodborne Pathogens Infection Control
Patient	Instruction	3 / 3
1.	Instruct patients in techniques for collection of specimens	Specimen Collection & Testing
2.	Instruct patients regarding preparations for diagnostic tests	Electrocardiography Phlebotomy
3.	Communicate discharge instructions	Admissions, Transfers, & Discharges
Foundations	for Healthcare	7 / 7
1.	Identify and adhere to legal documents, standards, statutes, and regulations	Legal & Ethical Responsibilities
2.	Identify and adhere to work ethics and professional standards	Legal & Ethical Responsibilities
3.	Identify and apply principles related to patient rights, including confidentiality, privacy, and security	Health Information Technology Legal & Ethical Responsibilities
4.	Identify and use medical terminology and approved abbreviations	Medical Terminology
5.	Identify the relationship between anatomy, physiology, and pathology	Anatomy & Physiology
6.	Display teamwork skills necessary for the medical field	Health Care Systems Personal Qualities
7.	Identify members of an interdisciplinary healthcare team	Personal Qualities