

Arizona Department of Education

Career and Technical Education Technical Standards

MEDICAL ASSISTING SERVICES 51.0800.60

An Industry Technical Standards Validation Committee developed these standards with final approval on February 23, 2019. *The Arizona Career and Technical Education Quality Commission, the validating authority for the Arizona Skills Standards Assessment System*, endorsed these standards on July 14, 2019.

Note: Arizona's Professional Skills are taught as an integral part of the Medical Assisting Services program.

The Technical Skills Assessment for Medical Assisting Services is available SY2020-2021.

Note: In this document i.e. explains or clarifies the content and e.g. provides examples of the content that must be taught.

STANDARD 1.0 PREPARE EXAMINE ROOM FOR PATIENT

- 1.1 Disinfect and prepare patient care areas prior to and after each patient encounter and at the end of the day
- 1.2 Check for safety hazards before each patient encounter and at the end of day
- 1.3 Stock instruments and replenish all supplies
- 1.4 Disinfect and ensure functionality of instruments and equipment and report any concerns appropriately
- 1.5 Prepare instruments and equipment needed for patient care
- 1.6 Check expiration date of supplies and properly dispose of expired supplies

STANDARD 2.0 MANAGE FINANCIAL AND INSURANCE TRANSACTIONS

- 2.1 Review insurance claim forms for content (e.g., appropriate terminology, insurance plans, current ICD/CPT codes, and HIPAA regulations)
- 2.2 Differentiate among payer types and patient responsibilities [i.e., copay, co-insurance, deductible, self-pay, Advance Beneficiary Notice (ABN), etc.]
- 2.3 Explain Explanation of Benefits (EOB) to the patient
- 2.4 Identify and enter diagnosis/procedure codes and charges accurately
- 2.5 Perform bookkeeping procedures (e.g., post charges and reconcile daily receivables)

STANDARD 3.0 UTILIZE MEDICAL TERMINOLOGY

- 3.1 Identify and define medical terminology (e.g., root word, prefixes, and suffixes)
- 3.2 Identify and use approved medical abbreviations

STANDARD 4.0 DEMONSTRATE COMMUNICATION SKILLS

- 4.1 Demonstrate appropriate written, verbal, and nonverbal communication skills
- 4.2 Describe and explain coping skills (e.g., trauma, dying, and death)
- 4.3 Apply coping skills (e.g., trauma, dying, and death)
- 4.4 Utilize screening tools (i.e., depression, abuse, pain, etc.), document, and report patient status
- 4.5 Describe and explain cultural diversity in the healthcare setting
- 4.6 Demonstrate telephone communication skills (e.g., answering, screening, and documenting)

STANDARD 5.0 PERFORM SCHEDULING, CHARTING, AND OTHER OFFICE FUNCTIONS

- 5.1 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.)
- 5.2 Practice confidentiality of patient data following HIPAA regulations

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- 5.3 Identify and use the correct chart forms (paper and electronic)
- 5.4 Follow proper charting documentation procedures (e.g., note date, time, and reason for visit)
- 5.5 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)]
- 5.6 Sort and prioritize mail, email, and FAXES (paper and electronic)
- 5.7 Explain the use of the patient portal
- 5.8 Prioritize and process telephone calls
- 5.9 Obtain prior authorization from insurance companies
- 5.10 Obtain eligibility benefits and process referrals
- 5.11 Process patient for checkout and provide any additional instructions, and plan of care
- 5.12 Perform basic computer applications (i.e., word processing, email, spreadsheet, electronic health records, practice management software, etc.)

STANDARD 6.0 PREPARE PATIENT FOR PHYSICAL EXAMINATION

- 6.1 Request two identifiers from each patient (i.e., DOB, first and last name, passport, etc.)
- 6.2 Obtain and record accurate vital signs (including manual blood pressure) and report abnormal findings
- 6.3 Obtain and record reason for visit, allergies, medication history, pain level, and necessary screening tools
- 6.4 Collect patient weight, height, and BMI
- 6.5 Measure chest and head circumference of pediatric patient
- 6.6 Recognize changes in patient condition and report changes to licensed healthcare provider
- 6.7 Prepare patient for exam or procedure (gown/drape)
- 6.8 Place patient in appropriate position for procedure (e.g., sitting, standing, supine, Sims, Fowler's, semi-Fowler, prone, Trendelenburg, and lithotomy)
- 6.9 Provide for patient comfort, safety, and privacy/modesty
- 6.10 Instruct patients in preparation for examinations and procedures (e.g., routine physical exams and specialty exams)

STANDARD 7.0 ADMINISTER SELECTED TREATMENTS AND MEDICATIONS

- 7.1 Change dressings or bandages
- 7.2 Perform wound care (e.g., sterile technique and cultures), and recognize changes in wound to be reported to licensed healthcare provider
- 7.3 Remove sutures and skin staples
- 7.4 Assist with physical modalities (e.g., application of heat/cold, splints/slings, ACE bandages, and cast removal)
- 7.5 Confirm written order, prepare, and administer correct medication according to use, dosage, side effects, contraindications, and patient education
- 7.6 Re-verify two patient identifiers and patient allergies prior to medication administration
- 7.7 Perform dosage calculations and units of measurements
- 7.8 Administer provider-prescribed medication via specified routes applying the "rights of medication administration"
- 7.9 Observe patient for adverse reactions prior to discharge and report changes to licensed healthcare provider
- 7.10 Process prescription refill order as directed by licensed healthcare provider
- 7.11 Provide vaccination information sheet and obtain patient consent
- 7.12 Administer vaccination and complete necessary documentation

STANDARD 8.0 ASSIST PROVIDER WITH PATIENT PROCEDURES

- 8.1 Identify common instruments needed for procedures
- 8.2 Prepare and maintain a sterile field and assist provider as instructed
- 8.3 Assist provider in minor surgery or procedure
- 8.4 Collect, label, and process specimens
- 8.5 Recognize a medical emergency and assist in providing aid

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- 8.6 Perform and document Clinical Laboratory Improvement Amendments (CLIA)-waived point-of-care testing
- 8.7 Employ principles of asepsis (e.g., sanitization, disinfection, and sterilization)
- 8.8 Reinforce provider instructions with patient prior to discharge

STANDARD 9.0 MANAGE MEDICAL RECORDS

- 9.1 Identify components of the medical record
- 9.2 Ensure accuracy and completeness of the medical record
- 9.3 Maintain integrity and security of the medical record
- 9.4 Identify medical filing systems (e.g., numeric and alphabetical)
- 9.5 Explain record retention practices
- 9.6 Explain release of medical record and HIPAA requirements

STANDARD 10.0 APPLY STANDARD PRECAUTIONS AND SAFETY MEASURES

- 10.1 Use hand hygiene according to Center for Disease Control (CDC)
- 10.2 Use Universal Precautions according to Occupational Safety and Health Administration (OSHA) and use transmission-based precautions according to CDC
- 10.3 Identify the procedure for the reporting of communicable diseases and bloodborne pathogens
- 10.4 Don, remove, and discard personal protective equipment (PPE) according to standard procedure including gloves, gowns, masks, lab coats, goggles, and face shields
- 10.5 Demonstrate isolation technique and the use of isolation procedures
- 10.6 Comply with hazardous labeling requirements according to OSHA (e.g., safety signs, symbols, and special instructions)
- 10.7 Describe procedures for cleaning laboratory spills
- 10.8 Handle and dispose of contaminated and hazardous items according to OSHA guidelines
- 10.9 Use fire and chemical safety protocols [e.g., Safety Data Sheets (SDSs) and the use of fire extinguishers]
- 10.10 Describe disaster and fire evacuation plans used by various facilities and statewide alert codes
- 10.11 Maintain a clean work area (e.g., cleaning agents, Clorox, and other disinfectants)
- 10.12 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)
- 10.13 Maintain environmental control for medications and supplies according to manufacturer specifications
- 10.14 Use and maintain equipment, materials, and chemicals according to manufacturer specifications
- 10.15 Report and isolate unsafe conditions for self and others (e.g., frayed cords, spillages, puddles on floor, and bed rails down)
- 10.16 Demonstrate proper body mechanics and lifting techniques
- 10.17 Demonstrate imaging safety
- 10.18 Practice National Patient Safety Goals (NPSG) (i.e., falls, patient medication, clinical alarm systems, etc.)
- 10.19 Define and utilize Safety Data Sheets (SDSs)
- 10.20 Perform autoclaving following American National Standards Institute/Association for the Advancement of Medical Instrumentation (ANSI/AAMI) guidelines

STANDARD 11.0 APPLY LEGAL AND ETHICAL PRACTICES

- 11.1 Follow local, state, and federal laws, rules, and regulations for Medical Assistants
- 11.2 Explain HIPAA regulations and requirements (i.e., disclosure of information to a spouse, employer request for records, creation of NPI number, etc.)
- 11.3 Adhere to organizational policy and procedures for Medical Assistants
- 11.4 Maintain positive professional relationships in the workplace
- 11.5 Perform professional responsibilities with honesty, reliability, and integrity
- 11.6 Perform only those tasks within the Medical Assisting scope of practice

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STANDARD 12.0 PERFORM CLINICAL SKILLS

- 12.1 Perform venipuncture
- 12.2 Perform electrocardiograms
- 12.3 Perform visual acuity and color vision testing
- 12.4 Perform audiometry
- 12.5 Perform basic spirometry and peak flow testing
- 12.6 Administer small volume nebulizer (SVN) treatment
- 12.7 Perform pulse oximetry
- 12.8 Perform ear lavage
- 12.9 Perform capillary puncture

STANDARD 13.0 REVIEW BODY SYSTEMS

- 13.1 Identify structure, function, and disorders related to the Integumentary System
- 13.2 Identify structure, function, and disorders related to the Musculoskeletal System
- 13.3 Identify structure, function, and disorders related to the Circulatory System
- 13.4 Identify structure, function, and disorders related to the Respiratory System
- 13.5 Identify structure, function, and disorders related to the Gastrointestinal System
- 13.6 Identify structure, function, and disorders related to the Urinary System
- 13.7 Identify structure, function, and disorders related to the Nervous System
- 13.8 Identify structure, function, and disorders related to the Endocrine System
- 13.9 Identify structure, function, and disorders related to the Reproductive System
- 13.10 Identify structure, function, and disorders related to the Sensory System
- 13.11 Identify structure, function, and disorders related to the Lymphatic System

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