



EMPLOYABILITY PROFILE

Medical Assisting Program

Industry Based Skill Standards



Proficiency Definitions

NA = Not Applicable

1 = Introduced

2 = Trained

3 = Trained/Skilled

4 = Industry Level Certification/ Mastery

Medical Assisting: Year One

Technical Skills	Proficiency
Understand and demonstrate state's scope of practice for Medical Assistants	
Understand and separate personal and professional ethics	
Understand and respond to nonverbal communication	
Coach patients on health maintenance, disease prevention, and treatment plans while considering cultural diversity, developmental life stages, and communication barriers	
Demonstrate professional telephone etiquette and techniques	
Accurately document a telephone message	
Telephone a patient with negative results	
Knowledge of community resources related to patient health care needs	
Use proper ergonomics	
Identify/understand HIPAA rules and guidelines related to healthcare	
Proper hand hygiene	
Properly apply nonsterile gloves	
Properly remove nonsterile gloves	
Knowledge and understanding of Personal Protective Equipment (PPE)	
Basic knowledge and understanding of Cardiovascular Pulmonary resuscitation (CPR)	

Medical Assisting: Year Two

Technical Skills	Proficiency
Knowledge/understanding of functions and structures of the of the Nervous System and medical terms	
Knowledge/understanding of functions and structures of the of the 5 Senses and the medical terms	
Knowledge/understanding of functions and structures of the of the Integumentary System and medical terms	
Knowledge/understanding of functions and structures of the of the Skeletal System and medical terms	
Knowledge/understanding of functions and structures of the of the Muscular System and medical terms	
Knowledge/understanding of functions and structures of the of the Respiratory System and medical terms	
Knowledge/understanding of functions and structures of the of the Circulatory/Cardiovascular System and medical terms	
Knowledge/understanding of functions and structures of the of the Immune System and medical terms	
Knowledge/understanding of functions and structures of the of the Digestive System and medical terms	
Knowledge/understanding of functions and structures of the of the Urinary System and medical terms	
Knowledge/understanding of functions and structures of the of the Endocrine System and medical terms	
Knowledge/understanding of functions and structures of the of the Reproductive Systems (male and female)	

Medical Assisting: Year Three

Technical Skill	Proficiency
Facilitate referrals to community resources in the role of patient navigator	
Compose professional correspondence utilizing electronic technology	

Open the office and evaluate environment to identify unsafe work conditions	
Perform an inventory of equipment and supplies with documentation	
Close the office and evaluate the environment for unsafe work conditions	
Perform routine maintenance of administrative/clinical equipment	
Manage the appointment schedule using established priorities	
Schedule a patient procedure	
Understand/apply HIPAA rules in regards to patient privacy and release of information when scheduling patient procedures	
Explain general office policies to patients	
Understand/apply HIPAA rules to release of patient information	
Perform compliance reports on public health statutes	
Report illegal activity in a health care setting following proper protocol	
Create and organize patient medical records	
Utilize an alphabetic filing system	
Utilize a numeric filing system	
Verify insurance coverage and eligibility for services	
Knowledge/understanding of precertification/preauthorization/predetermination process	
Understand procedural coding	
Understand HCPCS level II coding utilizing HCPCS manual	
Understand diagnostic coding	
Understand/utilize medical necessity guidelines	
Understand CPT, HCPCS, and ICD-10-CM coding	
Post charges/payments to patient account	
Inform patient of financial obligation for services rendered	
Knowledge/understanding of insurance claims process and forms	
Post nonsufficient funds (NSF) checks and collections agency payments utilizing practice management software	
Knowledge/understanding of credit balances and refunds	
Knowledge/understanding of preparing a check	
Knowledge/understanding of preparing a deposit slip	
Knowledge/understanding of establishing and maintaining a petty cash fund	

Medical Assisting: Year Four

Participate in bloodborne pathogens training	
Demonstrate proper Hand Hygiene soap and water/alcohol-based hand sanitizer	
Demonstrate hand washing for medical asepsis	
Properly apply nonsterile gloves	
Properly remove nonsterile gloves	
Choose, properly apply, and remove appropriate personal protective equipment (PPE)	
Properly sanitize instruments	
Properly wrap instruments for autoclaving	
Properly perform autoclave sterilization	
Perform patient screening	
Obtain and record patient history/family history	
Knowledge/understanding of telehealth visits	
Properly measure patients height and weight	

Properly obtain and record patient oral temperature	
Properly obtain and record axillary temperature	
Properly obtain and record tympanic temperature	
Properly obtain and record temporal temperature	
Measure and record radial pulse and respirations	
Measure and record blood pressure	
Prepare and maintain examination and treatment areas	
Prepare patient and assist with routine physical exam	
Properly irrigate the ears	
Perform audiometry screening	
Properly irrigate the eyes	
Properly screen visual acuity utilizing Snellen chart	
Properly screen visual acuity utilizing Jaeger chart	
Properly screen visual acuity utilizing Ishihara method	
Properly perform spirometry testing	
Properly perform peak flow testing	
Measure and record pulse oximetry testing	
Prepare patient for gynecological exam and pap test	
Measure length, weight, and head/chest circumference of an infant	
Accurately plot data on growth chart	
Measure and record rectal temperature of an infant	
Accurately screen pediatric visual acuity with modified Snellen chart	
Knowledge/understanding of safety signs, symbols, and labels	
Demonstrate proper use of eyewash equipment	
Knowledge/understanding of proper cleaning of a spill	
Knowledge/understanding of fire preparedness	
Accurately enter lab orders into electronic health record	
Screen and follow up negative test results	
Instruct patient on properly collecting clean-catch, midstream urine specimen	
Perform screening for pregnancy	
Test urine utilizing reagent strips	
Instruct patient to properly collect fecal/stool specimen	
Properly perform an occult blood test	
Instruct patient to properly collect sputum specimen	
Properly collect throat culture	
Properly perform rapid strep test	
Screen blood sugar (glucose) level	
Puncture skin with sterile lancet	
Perform hemoglobin A1C screening	
Perform rapid mono testing	
Perform electrocardiogram (ECG/EKG) 10 and 12 lead placement	
Properly instruct patient on use of Holter monitor	
Prepare and maintain sterile field	

Handwashing for surgical asepsis	
Prepare supplies for minor surgery	
Properly remove sutures	
Accurately record patient medication list	
Prepare a resume	
Prepare a cover letter	
Complete a job application on paper/online	
Prepare an interview follow up letter	

Internships	Hours
Syracuse Community Health Center: Administrative Hours	
Syracuse Community Health Center: Clinical Hours	

Industry Certifications Attained	Yes
National Health Association (NHA) Administrative Exam CMAA	
National Health Association (NHA) Clinical Exam CCMA	

College Credits Attained	
Onondaga Community College Medical Terminology HIT 120	
Bryant and Stratton College Medical Terminology AHLT 100	
Bryant and Stratton College Introduction to Healthcare AHLT 111	
Total	