

Instructional Framework

Medical Assisting Services
51.0800.60



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| Domain 1: Clinical Skills | |
| Instructional Time: 35-45% | |
| STANDARD 1.0 PREPARE TREATMENT ROOM FOR EXAMINATION OF PATIENT | |
| 1.1 Disinfect and patient care areas prior to and after each patient encounter and at the end of the day | <ul style="list-style-type: none"> Disinfect area after each patient |
| 1.2 Check for safety hazards before each patient encounter and at the end of the day | <ul style="list-style-type: none"> Unsafe conditions for self and others <ul style="list-style-type: none"> Frayed cord All Spills |
| 1.3 Stock instruments and replenish all supplies | <ul style="list-style-type: none"> Fresh linens, paper supplies, and instruments/equipment between each patient |
| 1.4 Disinfect and ensure functionality of instrument and equipment and report any concern appropriately | <ul style="list-style-type: none"> Process for reporting non-functional equipment Opening/Closing clinical work day procedures Disinfect equipment after each use |
| 1.5 Prepare instrument and equipment needed for patient care | <ul style="list-style-type: none"> Position instruments (order of use, safety) Appropriate use/handling of instruments/ equipment Appropriate procedure tray set up |
| 1.6 Check expiration date of supplies and properly dispose of expired supplies | <ul style="list-style-type: none"> First in First Out (FIFO) Disposal of supplies according to OSHA |
| 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.) | <ul style="list-style-type: none"> ID patient |
| 6.2 Obtain and record accurate vital signs (including manual blood pressure) and report abnormal findings | <ul style="list-style-type: none"> Obtain vitals Vital signs ranges Communication skills |
| 6.3 Obtain and record reason for visit, allergies, medication history, pain level, and necessary screening tools | <ul style="list-style-type: none"> Chief complaint HIPAA regulations Five "C's of documentation" |
| 6.4 Collect patient weight, height, and BMI | <ul style="list-style-type: none"> Weight, height, and BMI <ul style="list-style-type: none"> Adult Pediatric (safety) |

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| 6.5 Measure chest and head circumference of pediatric patient | <ul style="list-style-type: none"> ● Pediatric measurements ● Growth charts |
| 6.6 Recognize changes in patient condition and report changes to licensed healthcare provider | <ul style="list-style-type: none"> ● Normal and abnormal patient conditions (ex; SOB, syncope, seizure) ● Emergency conditions/situations ● Communication skills |
| 6.7 Prepare patient for exam and procedure (gown/drape) | <ul style="list-style-type: none"> ● Gowning/draping instruction to patient ● Patient education |
| 6.8 Place patient in appropriate position for procedure (e.g., sitting, standing, supine, Sims, Fowler's, semi-Fowler, prone, Trendelenburg, and lithotomy) | <ul style="list-style-type: none"> ● Patient position(s) ● Communication skills |
| 6.9 Provide for patient comfort, safety, and privacy/modesty | <ul style="list-style-type: none"> ● Communication skills ● Assisting patient with physical limitations ● Patient position(s) and draping/gowning requirements |
| STANDARD 7.0 ADMINISTER SELECTED TREATMENTS AND MEDICATIONS | |
| 7.1 Change dressings or bandages | <ul style="list-style-type: none"> ● Types of dressings and bandages <ul style="list-style-type: none"> ○ Pressure ○ Packing ○ Wet to Dry ○ Sterile /Non sterile |
| 7.2 Perform wound care (e.g, sterile technique and cultures), and recognize changes in wound to be reported to licensed healthcare provider | <ul style="list-style-type: none"> ● Wound care ● Sterile technique ● Suture care/removal ● Pressure dressing ● Wound packing ● Wound culture collection procedures ● Report Anomaly |
| 7.3 Remove sutures and skin staples | <ul style="list-style-type: none"> ● Instruments needed for procedure ● Staple removal ● Suture removal |
| 7.4 Assist with physical modalities (e.g., application of heat/cold, splints/slings, ACE bandages, cast removal) | <ul style="list-style-type: none"> ● Application of heat/cold ● Splints/slings ● ACE bandages ● Canes ● Walkers |

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| | <ul style="list-style-type: none"> ● Crutches ● Cast application/removal |
| 7.5 Confirm written order, prepare, and administer correct medication according to use, dosage, side effects, contraindications, and patient education. | <ul style="list-style-type: none"> ● Medication to be administered for correct use, dosage range, side effects, contraindications, and patient education by using the PDR and VIS. ● 3 point check of medication |
| 7.6 Re-verify two patient identifiers and patient allergies prior to medication administration. | <ul style="list-style-type: none"> ● Verify patient name and DOB ● Patient to confirm any allergies (latex, drug, food) |
| 7.7 Perform dosage calculations and units of measurements. | <ul style="list-style-type: none"> ● Dosage calculations ● Conversions ● Reconstitution |
| 7.8 Administer provider-prescribed medication via specific routes applying to the "rights of medication administration". | <ul style="list-style-type: none"> ● 8 rights of medication administration <ul style="list-style-type: none"> ○ The Rights: <ul style="list-style-type: none"> ■ Patient ■ Medication ■ Dose ■ Time ■ Route <ul style="list-style-type: none"> ● Parenteral ● Oral ● Sublingual ● Inhalation ● Topical ● Mucus Membrane ● Transdermal ● Buccal ● Instillation ● IV ■ Documentation ■ Reason ■ Response |
| 7.9 Observe patient for adverse reactions prior to discharge and report changes to a licensed healthcare provider. | <ul style="list-style-type: none"> ● Post medication administration protocol |
| 7.10 Process prescription refill order as directed by licensed healthcare provider. | <ul style="list-style-type: none"> ● Prescription refills via EMR (E-scribe), phone and fax. ● DEA guideline compliance |

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| 7.11 Provide vaccination information sheet and obtain patient consent. | <ul style="list-style-type: none"> ● Types/use Administration ● Record keeping/documentation ● VIS sheet(patient education) ● Government/Private Stock |
| 7.12 Administer vaccination and complete necessary documentation. | <ul style="list-style-type: none"> ● Administer vaccinations per CDC Guidelines ● 8 Rights of Administration ● Proper route (needle gauge, length, route) ● Record in EMR or on vaccine record |
| STANDARD 8.0 ASSIST PROVIDER WITH PATIENT EXAMINATION | |
| 8.1 Provide instruments and materials as directed | <ul style="list-style-type: none"> ● Instrument and materials as directed by physician |
| 8.2 Assist physician in minor surgery | <ul style="list-style-type: none"> ● Assist physician in minor surgery ● Tray Setup <ul style="list-style-type: none"> ○ Suture removal tray ○ OBGYN tray ○ Incision and drainage tray ○ Excision tray ● Instrument positioning/ handling |
| 8.3 Collect and process specimens | <ul style="list-style-type: none"> ● Collect and process specimen ● Courier/Lock box ● OSHA guidelines ● Lab requisitions ● Correct equipment / supplies needed ● Chain of custody |
| 8.4 Recognize a medical emergency and assist in providing aid | <ul style="list-style-type: none"> ● Emergency/ first aid protocols ● Prioritize emergencies |
| 8.5 Explain and demonstrate cardiopulmonary resuscitation | <ul style="list-style-type: none"> ● CPR |
| 8.6 Perform CLIA-waived point-of-care testing | <ul style="list-style-type: none"> ● Perform CLIA Waived Testing <ul style="list-style-type: none"> ○ Quality Controls / Indicators ○ Pregnancy testing ○ Urinalysis (specimen shelf life) ○ Blood glucose ○ Hemoglobin A1c ○ Hemoglobin and hematocrit ○ Mono Testing |

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| | <ul style="list-style-type: none"> ○ Cholesterol ○ Strep Testing |
| 8.7 Employ principles of asepsis (e.g., sanitization, disinfection, sterilization) | <ul style="list-style-type: none"> ● Principles of asepsis <ul style="list-style-type: none"> ○ Sanitization ○ Disinfection ○ Sterilization |
| 8.8 Assist with patient education/instruction | <ul style="list-style-type: none"> ● Consent forms, pre and post instructions |
| STANDARD 10.0 APPLY STANDARD PRECAUTIONS AND SAFETY MEASURES | |
| 10.1 Use hand hygiene according to Center for Disease Control (CDC) | <ul style="list-style-type: none"> ● Proper hand hygiene according CDC (Center for Disease Control) |
| 10.2 Use Universal Precautions according to Occupational Safety and Health Administration (OSHA) and use transmission-based precautions according to CDC | <ul style="list-style-type: none"> ● Universal Precautions according to OSHA (Occupational Safety and Health Administration) ● Standard Precautions ● Transmission-based Precautions according to CDC (Center for Disease Control) |
| 10.3 Identify the procedure for the reporting of communicable diseases and bloodborne pathogens | <ul style="list-style-type: none"> ● County reporting requirements |
| 10.4 Don, remove and discard personal protective equipment (PPE) according to standard procedure including gloves, gowns, masks, lab coats, goggles and face shields | <ul style="list-style-type: none"> ● Don, remove, and discard PPE(personal protective equipment) according to standard procedure <ul style="list-style-type: none"> ○ Gloves ○ Gowns ○ Masks/Respirators ○ Lab coats ○ Goggles |
| 10.5 Demonstrate isolation technique and the use of isolation procedures | <ul style="list-style-type: none"> ● 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) | <ul style="list-style-type: none"> ● Biohazard symbol ● Radiation symbol ● Poison symbol |
| 10.7 Describe procedures for cleaning laboratory spills | <ul style="list-style-type: none"> ● Refer to OSHA guidelines ● Spills |
| 10.8 Handle and dispose of contaminated and hazardous items according to | <ul style="list-style-type: none"> ● Handle and dispose of contaminated and hazardous items |

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| OSHA guidelines | according to OSHA guidelines |
| 10.9 Use fire and chemical safety protocols (e.g Safety Data Sheets (SDSs) and the use of fire extinguishers) | <ul style="list-style-type: none"> ● Fire and chemical safety protocols <ul style="list-style-type: none"> ○ SDSs ○ Use of fire extinguishers ○ Types of fire extinguishers |
| 10.10 Describe disaster and fire evacuation plans used by various facilities and statewide alert codes | <ul style="list-style-type: none"> ● Evacuation plans used by various facilities ● Statewide alert codes |
| 10.11 Maintain a clean work area (e.g., cleaning agents, Clorox and other disinfectants) | <ul style="list-style-type: none"> ● Bleach to water ratio 1:10 for blood spills and bodily fluids |
| 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) | <ul style="list-style-type: none"> ● Safe work environment <ul style="list-style-type: none"> ○ Proper storage of equipment, materials, and chemicals ○ Proper containment of food and personal items ○ Hair tied back ○ Minimal jewelry |
| 10.13 Maintain environmental control for medications and supplies according to manufacturer specifications | <ul style="list-style-type: none"> ● Package inserts and labels |
| 10.14 Use and maintain equipment, material and chemicals according to manufacturer specifications | <ul style="list-style-type: none"> ● Use equipment, materials, and chemicals according to manufacturer guidelines |
| 10.15 Report and isolate unsafe conditions for self and others (e.g., frayed cords, spillages, puddles on floor, and bed rails down) | <ul style="list-style-type: none"> ● Unsafe conditions for self and others <ul style="list-style-type: none"> ○ Frayed cords ○ Spillages ○ Puddles on floor ○ Bed rails down |
| 10.16 Demonstrate proper body mechanics and lifting techniques | <ul style="list-style-type: none"> ● Proper body mechanics and lifting techniques per OSHA guidelines <ul style="list-style-type: none"> ○ Patient positioning ○ Proper patient lifting |
| 10.17 Demonstrate imaging safety | <ul style="list-style-type: none"> ● Imaging safety <ul style="list-style-type: none"> ○ Radiology badge ○ Room safety |
| 10.18 Practice National Patient Safety Goals (NPSG) (i.e., falls, patient medications, clinical alarm systems, etc) | <ul style="list-style-type: none"> ● NPSG (National Patient Safety Goals) <ul style="list-style-type: none"> ○ Two forms of ID (patient name and DOB) ○ Fall prevention |

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| 10.19 Define and utilize Safety Data Sheets (SDSs) | <ul style="list-style-type: none"> ● SDSs (Safety Data Sheets) <ul style="list-style-type: none"> ○ Location ○ Components ○ Comprehension |
| 10.20 Perform autoclaving following American National Standards Institute/Association for the Advancement of Medical Instrumentation (ANSI/AAMI) guidelines | <ul style="list-style-type: none"> ● Spore testing per manufacturer's requirements ● Manufacturer maintenance requirements |
| STANDARD 12.0 PERFORM CLINICAL SKILLS | |
| 12.1 Perform Venipuncture | <ul style="list-style-type: none"> ● Venipuncture per OSHA/CLSI (clinical laboratory standard institute) guidelines <ul style="list-style-type: none"> ○ Order of draw ○ Supplies and equipment ○ Safety (universal precautions) ○ Needle length and gauge ○ Winged collection method ○ Eclipse collection method ○ Patient communication/education ○ PHI ○ Collection, process and transport specimen ○ Lock box ○ Patient education ○ Venipuncture do's and don'ts ○ Collection sites (acceptable veins) ○ Tourniquet placement ○ Palpating ○ Bevel ○ Inversion of tubes ○ Centrifuge procedure |
| 12.2 Perform electrocardiograms | <ul style="list-style-type: none"> ● EKG <ul style="list-style-type: none"> ○ EKG controls and settings ○ EKG paper ○ Heart rate calculations ○ Artifacts ○ Cardiac cycle |

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| | <ul style="list-style-type: none"> ○ PQRST Waves ○ Arrhythmias ○ Lead placement ○ Einthoven's triangle ○ Patient preparation ○ Precordial leads ○ Bipolar leads ○ Augmented leads ● Holter Testing ● Stress Testing ● Echocardiography |
| 12.3 Perform visual acuity and color vision test | <ul style="list-style-type: none"> ● Snellen ● Ishihara ● Jaeger ● Tumbling-E |
| 12.4 Perform audiometry | <ul style="list-style-type: none"> ● Documentation (Left ear, Right ear, Both ears) (Joint Commission Do not use list) ● Check for obstruction |
| 12.5 Perform basic spirometry and peak flow | <ul style="list-style-type: none"> ● 3x for accuracy |
| 12.6 Administer small volume nebulizer (SVN) treatment | <ul style="list-style-type: none"> ● Preparation and administration of SVN ● Mask types (non-rebreather) |
| 12.7 Perform pulse oximetry | <ul style="list-style-type: none"> ● SPO2 ● Resting and exercise ● Normal Values |
| 12.8 Perform ear lavage | <ul style="list-style-type: none"> ● Adult and child ear canal position ● H2O temperature ● Equipment |
| 12.9 Perform capillary puncture | <ul style="list-style-type: none"> ● Capillary puncture per OSHA/CLSI (clinical laboratory standard institute) guidelines <ul style="list-style-type: none"> ○ Safety (universal precautions) ○ Supplies and equipment |

- Collection and process

Domain 2: Administrative Skills

Instructional Time: 25-35%

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).

- Appropriate terminology
- Insurance plans
- Current ICD/CPT codes
- HIPAA regulations

2.2 Differentiate among payer types and patient responsibilities

- Copay
- HMO,PPO,EPO,Medicare,Medicaid
- CHAMP VA, Tri- Care
- Workcomp (ICA)
- Deductibles
- Co-insurance
- Primary vs Secondary Insurance
- Self-pay
- ABN form (Advanced beneficiary Notice)

2.3 Explain Explanation of Benefits (EOB) to patients.

- Components of an EOB

2.4 Identify and enter diagnosis/procedure codes and charges accurately

- Current ICD/CPT codes
- Super bill
- Fee slip
- Encounter form

2.5 Perform bookkeeping procedure (e.g., post charges and reconcile daily receivables)

- EMR
- Charge posting
- Daily deposits / receivables

STANDARD 4.0 DEMONSTRATE COMMUNICATION SKILLS

4.1 Demonstrate appropriate written, verbal, and nonverbal communication skills

- Written Communication:
 - appropriate grammar context and format
- Verbal Communication

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| | <ul style="list-style-type: none"> ○ appropriate tone and professionalism ● Nonverbal Communication <ul style="list-style-type: none"> ○ professional/open body language |
| 4.2 Describe and explain coping skills (eg., trauma, dying, death) | <ul style="list-style-type: none"> ● Trauma, dying, death <ul style="list-style-type: none"> ○ Types of trauma ○ 5 stages of grief |
| 4.3 Applying coping skills (eg., trauma, dying, death) | <ul style="list-style-type: none"> ● Trauma, dying, death, <ul style="list-style-type: none"> ○ Communication skills |
| 4.4 Utilize screening tools (i.e., depression, abuse, pain, etc) | <ul style="list-style-type: none"> ● Depression, abuse, pain <ul style="list-style-type: none"> ○ Forms ○ Questionnaires ○ Pain scales |
| 4.5 Describe and explain cultural diversity in the healthcare setting | <ul style="list-style-type: none"> ● Language and Cultural beliefs |
| 4.6 Demonstrate telephone communication skills (e.g., answering, screening, and documenting) | <ul style="list-style-type: none"> ● Answering <ul style="list-style-type: none"> ○ Promptly ○ Prioritizing ○ Telephone etiquette ● Screening ● Documenting <ul style="list-style-type: none"> ○ Confidentiality ○ Security |
| 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.) | <ul style="list-style-type: none"> ● Obtain and verify patient information for scheduling registration and check-in ● ID patient via two forms of identification (i.e., state-issued driver's license, insurance card, photo ID, etc.) |
| 5.2 Practice confidentiality of patient data following HIPAA regulations | <ul style="list-style-type: none"> ● HIPAA Compliance <ul style="list-style-type: none"> ○ Electronic transactions and code sets standards requirements ○ Privacy requirements ○ Security requirements ○ National identifier requirements |

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| 5.3 Identify and use the correct chart forms (paper and electronic) | <ul style="list-style-type: none"> ● Correct chart forms (paper and electronic) <ul style="list-style-type: none"> ○ Informed consent ○ Medical records release ○ HIPAA forms ○ Office policy forms ○ Consent to treat forms ○ ABN forms (advanced beneficiary notice) |
| 5.4 Follow paper charting documentation procedures (e.g., note, date, time, and reason for visit) | <ul style="list-style-type: none"> ● Five “Cs” of documentation ● HPIP ● SOAP ● CHEDDAR ● POMR ● SOMR ● HIPAA |
| 5.5 Utilize data collection formats for record keeping (e.g., Subjective, Objective, Assessment, and Plan (SOAP); chief complaint, history, examination, details of complains, drugs and dosage, assessment, and return visit (CHEDDAR); medical record (POMR); and Situation-Background-Assessment-Recommendation (SBAR) | <ul style="list-style-type: none"> ● Five “Cs” of documentation ● SOAP ● CHEDDAR ● POMR ● SOMR ● HIPAA |
| 5.6 Sort and prioritize mail, email, and FAXES (paper and electronic) | <ul style="list-style-type: none"> ● Sort and prioritize mail, email, and FAXES (paper and electronic) |
| 5.7 Explain the use of patient portal | <ul style="list-style-type: none"> ● EHR ● PHI |
| 5.8 Prioritize and process telephone calls | <ul style="list-style-type: none"> ● Telephone etiquette ● Communication skills ● Triage |
| 5.9 Obtain prior authorization from insurance companies | <ul style="list-style-type: none"> ● Prior authorization protocols ● Communication skills |
| 5.10 Obtain eligibility benefits and process referrals | <ul style="list-style-type: none"> ● Insurance verification ● Online / Telephone |
| 5.12 Perform basic computer applications (i.e., word processing, email, spreadsheet, electronic health records, practice management software, etc.) | <ul style="list-style-type: none"> ● Basic computer applications <ul style="list-style-type: none"> ○ Letter formatting ○ Word processing vs practice management software |

STANDARD 9.0 MANAGE MEDICAL RECORDS

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| <p>9.1 Identify components of the medical records</p> | <ul style="list-style-type: none"> ● Components ● Medical History/Allergies (History & Physical) <ul style="list-style-type: none"> ○ Patient demographics ○ Chief Complaint ○ History of present illness (HPI) ○ Past Medical History (PMH) ○ Family History (FH) ○ Social History (SH) ○ Allergies ○ Medication History ○ Review of Systems (ROS) ○ Physical Examination (PE) ● Laboratory Test Results ● Diagnostic Test Results ● Problem List ● Clinical Notes <ul style="list-style-type: none"> ○ Progress Notes (PNs) ○ Consultation Notes ○ Discharge Summaries (D/C) ● Treatment Notes <ul style="list-style-type: none"> ○ Medication Orders ○ Surgical Procedures ○ Ancillary Practitioner Notes |
| <p>9.2 Ensure accuracy and completeness of the medical record</p> | <ul style="list-style-type: none"> ● Completeness of the medical record (Five “C’s”) <ul style="list-style-type: none"> ○ Clear ○ Concise ○ Complete ○ Concurrent ○ Confidential |
| <p>9.3 Maintain integrity and security of the medical record</p> | <ul style="list-style-type: none"> ● HIPAA ● Accuracy ● Safeguarding |
| <p>9.4 Identify medical filing systems (eg, numeric and alphabetic)</p> | <ul style="list-style-type: none"> ● Medical filing systems <ul style="list-style-type: none"> ○ Numeric ○ Alphabetical ○ Indexing |
| <p>9.5 Explain records retention practices</p> | <ul style="list-style-type: none"> ● 7-year retention ● 3-year from last visit stays in office <ul style="list-style-type: none"> ○ New versus Established patients |

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| | <ul style="list-style-type: none"> ● Pediatrics retention 7 years after the age of maturity (18 yo vs. 21 yo per state) |
| 9.6 Explain release of medical records and HIPAA requirements | <ul style="list-style-type: none"> ● Consent forms <ul style="list-style-type: none"> ○ Records release ○ Privacy practice (HIPAA acknowledgement form) |

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| <p>Domain 3: Anatomy, Physiology, and Medical Terminology</p> <p>Instructional Time: 15-25%</p> | |
| <p>STANDARD 3.0 UTILIZE MEDICAL TERMINOLOGY</p> | |
| 3.1 Identify and define medical terminology (e.g., root word, prefixes, suffixes) | <ul style="list-style-type: none"> ● Medical terminology <ul style="list-style-type: none"> ○ Root words ○ Prefixes ○ Suffixes ○ Combining form ○ Body planes and directions ○ Patient positioning |
| 3.2 Identify and use approved medical abbreviations | <ul style="list-style-type: none"> ● Approved medical abbreviations <ul style="list-style-type: none"> ○ Medical abbreviations (joint commission approved and not approved list) |
| <p>STANDARD 13.0 REVIEW FUNCTION OF BODY SYSTEMS</p> | |
| 13.1 Identify structure, function and disorders related to the Integumentary system | <ul style="list-style-type: none"> ● Integumentary System <ul style="list-style-type: none"> ○ Structure, function and disorders |
| 13.2 Identify structure, function and disorders related to the Musculoskeletal system | <ul style="list-style-type: none"> ● Musculoskeletal system <ul style="list-style-type: none"> ○ Structure, function and disorders |
| 13.3 Identify structure, function and disorders related to the Circulatory system | <ul style="list-style-type: none"> ● Circulatory system <ul style="list-style-type: none"> ○ Structure, function and disorders |
| 13.4 Identify structure, function and disorders related to the Respiratory system | <ul style="list-style-type: none"> ● Respiratory system <ul style="list-style-type: none"> ○ Structure, function and disorders |
| 13.5 Identify structure, function and disorders related to the Gastrointestinal system | <ul style="list-style-type: none"> ● Gastrointestinal system <ul style="list-style-type: none"> ○ Structure, function and disorders |

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| 13.6 Identify structure, function and disorders related to the Urinary system | <ul style="list-style-type: none"> ● Urinary system <ul style="list-style-type: none"> ○ Structure, function and disorders |
| 13.7 Identify structure, function and disorders related to the Nervous system | <ul style="list-style-type: none"> ● Nervous system <ul style="list-style-type: none"> ○ Structure, function and disorders |
| 13.8 Identify structure, function and disorders related to the Endocrine system | <ul style="list-style-type: none"> ● Endocrine system <ul style="list-style-type: none"> ○ Structure, function and disorders |
| 13.9 Identify structure, function and disorders related to the Reproductive system | <ul style="list-style-type: none"> ● Reproductive system <ul style="list-style-type: none"> ○ Structure, function and disorders |
| 13.10 Identify structure, function and disorders related to the Sensory system | <ul style="list-style-type: none"> ● Sensory system <ul style="list-style-type: none"> ○ Structure, function and disorders |
| 13.11 Identify structure, function and disorders related to the Lymphatic system | <ul style="list-style-type: none"> ● Lymphatic system <ul style="list-style-type: none"> ○ Structure, function and disorders |

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| Domain 4: Law and Ethics | |
| Instructional Time: 10-15% | |
| STANDARD 11.0 APPLY LEGAL AND ETHICAL PRACTICES | |
| 11.1 Follow local, state, and federal laws, rules, and regulations for Medical Assistants | <ul style="list-style-type: none"> ● Scope of Practice |
| 11.2 Explain HIPAA regulations and requirements (i.e., disclosure of information to a spouse, employer request for records, creation of NPI number, etc) | <ul style="list-style-type: none"> ● HIPAA regulations and requirements |
| 11.3 Adhere to organizational policy and procedures for Medical Assistants | <ul style="list-style-type: none"> ● Chain of Command |
| 11.4 Maintain positive professional relationships in the workplace | <ul style="list-style-type: none"> ● Professional Verbal Communication ● Professional Nonverbal Communication ● Professional Written Communication ● Professional boundaries ● Congeniality |
| 11.5 Perform professional responsibilities with honesty, reliability, and integrity | <ul style="list-style-type: none"> ● Discretion ● Thoroughness ● Honesty ● Accuracy ● Reliability ● Promptness ● Integrity |

11.6 Perform only those tasks within the Medical Assisting Scope of Practice

- Competency
- Scope of Practice