

ARIZONA CTE PROGRAM STANDARDS & MEASUREMENT CRITERIA

MEDICAL ASSISTING SERVICES, 51.0800.60	
1.0	PREPARE TREATMENT ROOM FOR EXAMINATION OF PATIENT
1.1	Clean and arrange patient care areas and check for safety hazards before rooming each patient and at end of day
1.2	Stock instruments and replenish supplies
1.3	Supply fresh linens and paper supplies
1.4	Ensure functionality of all exam room equipment
1.5	Position instruments and equipment
1.6	Check dated supplies for expiration; properly dispose of expired supplies
2.0	MANAGE FINANCIAL AND INSURANCE TRANSACTIONS
2.1	Complete insurance claim forms correctly (appropriate terminology, insurance plans, current ICD/CPT codes and HIPAA regulations)
2.2	Read, process, apply, and file the explanation of benefits (EOB)
2.3	Enter procedure codes and charges accurately
3.0	DEMONSTRATE BASIC MEDICAL KNOWLEDGE AND COMMUNICATION SKILLS
3.1	Identify and define commonly used root word, prefixes, and suffixes
3.2	Identify and use commonly used medical abbreviations
3.3	Demonstrate appropriate verbal and nonverbal communication skills
3.4	Demonstrate coping skills (e.g., trauma, dying, death)

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3.5	Demonstrate telephone communication skills (e.g., answering, screening, documenting)
4.0	ASSIST WITH CHARTING PROCEDURES
4.1	Complete patient registration forms
4.2	Register patient on arrival and verify patient and chart using two patient identifiers
4.3	Practice confidentiality of patient data following HIPAA regulations
4.4	Identify and use the correct chart forms (paper and electronic)
4.5	Note date, time, and reason for visit
4.6	Demonstrate knowledge of data collection formats for record keeping (e.g., SOAP, CHEDDAR, HPIP, POMR)
5.0	PERFORM SCHEDULING AND OTHER OFFICE FUNCTIONS
5.1	Obtain and verify patient information for scheduling registration and check-in
5.2	Schedule patient appointments (paper and electronic); provide patients with complete appointment information
5.3	Sort and prioritize mail, email, and FAXES
5.4	Prioritize and process telephone calls
5.5	Obtain prior authorization from insurance companies
5.6	Process referrals
5.7	Process patient for checkout and provide any additional instructions
5.8	Perform basic computer applications (word processing, spreadsheet, electronic health records, practice management software)

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6.0	PREPARE PATIENT FOR PHYSICAL EXAMINATION
6.1	Verify patient identification using two forms of identification
6.2	Check vital signs (including manual blood pressure); obtain chief complaint, allergies, medication history, and pain level; and record findings
6.3	Weigh and measure (standard and metric) height of patient
6.4	Measure chest and head circumference of pediatric patient
6.5	Recognize changes in patient condition and report changes to licensed health care provider
6.6	Prepare patient for exam or procedure (gown/drape)
6.7	Place patient in appropriate position for procedure (sitting, standing, supine, Sims, Fowler's, semi-Fowler, prone, Trendelenberg, lithotomy)
6.8	Provide for patient comfort, safety, and privacy/modesty
6.9	Instruct patients in preparation for examinations and procedures (e.g., routine physical exams and specialty exams)
7.0	ASSIST IN THE ADMINISTRATION OF SELECTED TREATMENTS AND MEDICATIONS
7.1	Change dressings or bandages
7.2	Perform wound care (e.g., sterile technique, cultures)
7.3	Recognize changes in wound and report to licensed health care provider
7.4	Remove sutures and skin staples
7.5	Assist with physical modalities (e.g., application of heat/cold, splints/slings, ACE bandages)
7.6	Analyze medication to be administered for correct use, dosage range, side effects, contraindications, and patient education

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7.7	Identify apothecary measurements
7.8	Perform dosage calculations
7.9	Calculate amount and prepare medication to be administered to patient
7.10	Administer provider-prescribed medication via specified routes applying the “eight rights”
7.11	Re-evaluate patient for adverse reactions and report changes to licensed health care provider
7.12	Perform prescription refills as directed by licensed health care provider
7.13	Explain vaccinations (e.g., types/use, administration, record keeping)
8.0	ASSIST PROVIDER WITH PATIENT EXAMINATION
8.1	Provide instruments and materials as directed
8.2	Assist physician in minor surgery
8.3	Collect and process specimens
8.4	Recognize a medical emergency and assist in providing aid
8.5	Explain and demonstrate cardiopulmonary resuscitation
8.6	Perform CLIA-waived point-of-care testing
8.7	Employ principles of asepsis (e.g., sanitization, disinfection, sterilization)
8.8	Assist with patient education/instruction
9.0	MANAGE MEDICAL RECORDS

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9.1	Identify components of the medical record
9.2	Ensure completeness of the medical record
9.3	Maintain integrity and security of the medical record
9.4	Explain medical filing systems (e.g., numeric, alphabetical)
9.5	Explain record retention practices
9.6	Explain release of medical record and HIPAA requirements
10.0	APPLY STANDARD PRECAUTIONS AND SAFETY MEASURES
10.1	Demonstrate knowledge of communicable diseases and bloodborne pathogens
10.2	Use Universal Precautions according to OSHA (Occupational Safety and Health Administration) and use Transmission-based Precautions according to CDC (Center for Disease Control)
10.3	Use proper hand hygiene according CDC (Center for Disease Control)
10.4	Don, remove, and discard PPE (personal protective equipment such as gloves, gowns, masks, lab coats, goggles, and face shields) according to standard procedure
10.5	Demonstrate knowledge of isolation 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., SDSs and the use of fire extinguishers)
10.10	Describe evacuation plans used by various facilities and statewide alert codes

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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	Use equipment, materials, and chemicals according to manufacturer guidelines
10.14	Report unsafe conditions for self and others (e.g., frayed cords, spillages, puddles on floor, bed rails down)
10.15	Demonstrate proper body mechanics and lifting techniques
10.16	Demonstrate imaging safety
10.17	Practice NPSG (National Patient Safety Goals)
10.18	Demonstrate understanding of and maintain SDSs (Safety Data Sheets)
11.0	APPLY LEGAL AND ETHICAL PRACTICES
11.1	Follow local, state, and federal laws and regulations for Medical Assistants
11.2	Explain HIPAA regulations and requirements
11.3	Adhere to organizational policy and procedures for Medical Assistants
11.4	Maintain positive professional relationships in the workplace
11.5	Understand and respect cultural differences
11.6	Perform professional responsibilities with honesty, reliability, and integrity
11.7	Perform only those tasks for which training has been received
12.0	PERFORM OTHER CLINICAL SKILLS

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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 SVN (small volume nebulizer) treatment
12.7	Perform pulse oximetry
12.8	Perform ear lavage
13.0	IDENTIFY STRUCTURE AND FUNCTION OF BODY SYSTEMS
13.1	Identify structure and function of the Integumentary System
13.2	Identify structure and function of the Musculoskeletal System
13.3	Identify structure and function of the Circulatory System
13.4	Identify structure and function of the Respiratory System
13.5	Identify structure and function of the Gastrointestinal System
13.6	Identify structure and function of the Urinary System
13.7	Identify structure and function of the Nervous System
13.8	Identify structure and function of the Endocrine System

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13.9	Identify structure and function of the Reproductive System
13.10	Identify structure and function of the Sensory System
13.11	Identify structure and function of the Lymphatic System