

Medical Assistant Competencies

1. Medical Terminology
 - a. Spells and pronounces medical terms correctly.
 - b. Defines, pronounces, and spells all of the key terms.
 - c. Defines the basic structure of the human body.
 - d. Translates from lay term to medical term.
 - e. Identifies and demonstrates locations with consistency.
2. Professional and Career Responsibilities as a Medical Assistant
 - a. Understands a career as a Medical Assistant.
 - b. Demonstrates knowledge in the Health Care Environment.
 - c. Understands Medical Legal and Ethical Responsibilities.
 - d. Understands Laws pertaining to the Health Care Industry including but not limited to HIPAA.
 - e. Defines business ethics and explain the importance of ethical standards in the business environment.
 - f. Demonstrates knowledge of the laws that apply to sexual harassment and tactics for handling harassment situations.
 - g. Provides examples of situations that might result in legal action of each of the following: malpractice; negligence; assault and battery; invasion of privacy; false imprisonment; abuse; and defamation.
3. Interpersonal Communications
 - a. Demonstrates knowledge of good communication skills in class and the office.
 - b. Demonstrates knowledge of the dynamics of conflict resolution and negotiation and their importance within the business environment.
 - c. Understands the various behavior patterns that a patient may demonstrate and how to deal with them.
 - d. Works cooperatively, shares responsibilities, accepts supervision, and assumes leadership roles.
 - e. Understands the importance of good academic skills, critical thinking and problem-solving skills in the workplace.
 - f. Demonstrates proper etiquette in business communications.
 - g. Identifies and demonstrates scheduling appointments.
4. Records Management
 - a. Identifies and demonstrates proper filing procedures.
 - b. Identifies and demonstrates medical records management.
 - c. Identifies and demonstrates drug and prescription processing and recording.
5. Writing Communications
 - a. Demonstrates writing/editing skills and edit business correspondence; use correct grammar, punctuation, capitalization, vocabulary and spelling; and select appropriate forms of technology for communication.
 - b. Identifies and demonstrates processing mail.
6. Employability Skills/Career Preparation Standards
 - a. Understands how personal skill development affects employability (positive attitude, honesty, self-confidence, time management).
 - b. Understands principles of effective interpersonal skills (group dynamics, conflict resolution, negotiations).
 - c. Understands the importance of good academic skills, critical thinking, and problem-solving in the workplace.
 - d. Understands principles of effective communication.
 - e. Understands occupational safety issues and observe all safety rules.
 - f. Understands career awareness, paths, and strategies for obtaining employment.
 - g. Understands and adapt to changing technology.
 - h. Understands and prepare for employment (resume, job application, job interview, portfolio development).