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).