Attachment A

On the Job Training Outcomes

(*AKA Work Process Schedule or Competency Outline*)

 and Related Instruction Outline

**Occupation Title**: \_\_Medical Assistant\_\_\_\_\_\_\_\_

O\*Net-SOC Code: \_31.9192.00\_\_

RAPIDS CODE: \_1085\_\_\_\_\_\_

*This Attachment is a part of the Standards for the above-identified occupation.*

1. Term of Apprenticeship

This program will be a time-based approach. The term of apprenticeship shall be 2000 hours of reasonably continuous employment, including the probationary period, plus a minimum of 144 hours of related technical instruction each year of the term.

The apprentice will receive a US Career Institute Certificate of Completion, and can then sit for the Certified Clinical Medical Assistant (CCMA) exam of the Certified Medical Administrative Assistant (CMAA) exam, both through the National Healthcare Association.

Sponsors may use alternate curriculum sources.

1. Ratio of Apprentices to Journey-workers, mentors or fully proficient workers

The apprentice to mentor ratio is: 4 apprentices to 1 mentor.

1. Apprentice Wage Schedule

Apprentices will be paid a progressively increasing schedule of wages based on a percentage or a dollar amount of the current hourly wage rate, as follows:

1st period: Start of apprenticeship $\_\_\_\_\_\_\_\_ Per Hour or % Wage rate

2nd period: Completion of apprenticeship- $\_\_\_\_\_\_\_\_ Per Hour or 100 % Wage rate

1. On the Job Training Outcomes – Competency Outline

The following competency areas have been identified to lend focus and direction to the professional development of this position. Basic mastery across the following competency areas will be learned and demonstrated during the course of the apprenticeship. The order in which competencies are learned may vary depending on trainer scheduling, cohort pacing, and the flow of work.

|  |  |
| --- | --- |
| **WORK PROCESSES** | **Approximate Hours** |
| 1. Patient Interaction
* Communication and Coordination
* Rooming and Vital Signs
* Phones/Triage/Scheduling
* Care Coordination
* Chronic Disease Management
* Preventive Care and Screenings
* Patient Self-Management and Health Coaching
* Health Benefit Enrollment
* Manage Voice Mail
* Recognize signs and symptoms of Abuse and Neglect
 | 150 |
| 1. Clinical Procedures and Diagnostic Tests
* Included but not limited to: Peak Flow, URI prep, STI/GU Preps, nebulizer, spirometry, urine analysis, pregnancy test, HGA1c, Autoclave and instrument cleaning, EKG, oxygen, Venipuncture and capillary blood collection, audiometry, injections including vaccines, aseptic technique, preparing sterile field, pulse oximetry
* Know which culture tubes are used for each test
 | 150 |
| 1. General Office Management
* Track license and certificate of health care personnel
* Coordinate patient/office communication
* Provide/coordinate office maintenance
* Coordinate /process incoming/outgoing mail
* Maintain account payable and receivables
* Maintain and update procedure manuals with team
* Inventory and order office equipment and supplies
* Maintain and control Medication inventory
* Data entry
* Run Charts/Pull Reports
* Interact with HER
* Medical Records
* Chart Prep and Organization
* Patient Flow
* Patient face sheet
* Task prioritization
 | 100 |
| 1. Misc. Procedures and Cleaning
* Stocking supplies and cleaning
* Reordering Supplies
* Refrigerator and Freezer check
 | 50 |
| 1. Quality Improvement
* Rapid-Cycle Change/PDSA and Problem Solving
* Improving Care Processses
* Innocative Models to increase Access
* Workflow
* Revenue Enhancement
* Implementation of and/or meetings regarding QI
 | 100 |
| 1. Care Team Interactions
* Population and Panel Management
* Team Huddles
 | 100 |
| 1. Coordinate and Schedule Appointments
* Patient Flow
* Coordinate physician’s schedule
* Triage patients
* Schedule patient’s appointments
 | 50 |
| 1. Administrative intake of Patient
* Obtain referrals/authorizations for treratment
* Coordinate insurance information
* Collect Co payments/payments on account
* Submit insurance claims
* Provide billing statements to patient
 | 50 |
| 1. Maintain Health Information
* Provide for patient confidentiality
* Obtain and file consents
* Document all patient information
* Document patient’s allergies
* Prepare patient chart of office visit
* File office data
* Transfer patient/client records
 | 50 |
| 1. Provide/Maintain Aseptic Environment
* Hand hygiene
* Maintain clean room environment
* Set up roo
* Sterilize instruments
* Use of autoclave
* Set up sterile tray
* Don gloves as appropriate
* Dispose of hazardous waste
 | 100 |
| 1. Prepare Patient for Examination
* Record patient’s weight/height/head circumference
* Obtain vital signs – temperature, pulse, respiration, blood pressure
* Obtain health history
* Set-up for exam and/or procedure
* Position/drape patient as appropriate
 | 150 |
| 1. Assist/Implement Physician/Providers Orders
* Set-up assist with minor surgical procedures
* Prescription refill
* Perform allergy tests
* Apply splints/support wraps
* Provide patient counseling/education
* Coordinate transportation of the patient
* Release patient
 | 150 |
| 1. Perform Clinical Procedures
* Remove wound/incision closures
* Perform EKGs
* Perform auditory screening
* Perform pulmonary function study
* Obtain venous and capillary specimens
* Measure visual acuity
* Perform ear lavage
* Use of audiometer
* Apply/change dressing
* Administer breath/alcohol test
* Administer test color blindness
* Crash cart and AED procedures
* Breathing Treatments
* Blood draws
* Use of liquid nitrogen
* Excisional Biopsy
* Joint Aspiration
* Toenail Removal
* Endometrial Biopsy
 | 250 |
| 1. Perform CLIA/State Approved in office lab procedures’
* Calibrate and standardize all equipment
* PPD test reading
* Collect/process lab specimen
* Perform blood glucose testing
* Perform stool testing for occult blood
* Perform hemoglobin determination
* Perform hematocrit determination
* Perform mono testing
* Perform cholesterol testing
* Perform pregnancy testing
* Perform urinalysis (dip stick)
* Eyewash station
 | 250 |
| 1. Maintain Professional Responsibilities
* Maintain personal hygiene
* Participate in continuing education classes
* Participate in community health activities
* Serve as mentor to other health care professionals
* Maintain basic life support certificate
* Maintain professional network
* Participate in performance improvement
* Perform within legal and ethical boundaries
 | 50 |
| 1. Medication Administration
* 5Rs of giving medication
* Documentation of giving medication
* Sublingual medications
* Controlled Medications
* Injections
* Post-injection care
* Mixing Medications
* Drug Samples
* Narcotic Prescriptions
* Immunizations
 | 250 |
|     Total Hours | 2000 |

1. Related Instruction Outline

The apprentice will receive a US Career Institute Certificate of Completion, and can then sit for the Certified Clinical Medical Assistant (CCMA) exam of the Certified Medical Administrative Assistant (CMAA) exam, both through the National Healthcare Association. It is recommended to review their Candidate’s Handbook and other study material they may provide.

Curriculum Provider: US Career Institute

<https://www.uscareerinstitute.edu/certificates/health-care-programs/medical-assistant>

Sponsors may use alternate curriculum sources.

### Unit 1

1. Welcome to the World of Healthcare
2. Work in the Medical Front Office
3. Introduction to Medical Terminology
4. What is a Medical Record?
5. Emergencies in the Medical Office
6. Medical Equipment and Supplies

### Unit 2

1. Introduction to Anatomy
2. The Anatomy of the Human Body
3. Vital Signs
4. Safety in the Medical Office
5. Communication Skills: Working with Patients
6. Medical Insurance 101

### Unit 3

1. Electronic Health Records
2. The Patient Exam
3. Medical Ethics and Legal Responsibilities
4. Blood Testing
5. Introduction to Bookkeeping Procedures
6. Technology and Healthcare
7. Bacterial Smears and Cultures

### Unit 4

1. Body Fluid Specimens
2. Patient Therapies
3. Pharmacology
4. Assisting with Special Examinations

### Unit 5

1. Minor Surgical Procedures
2. Preparing and Administering Medications
3. Testing Your Knowledge

## Additional Course

* Medical Assistant Virtual Lab
* First Aid Supplement