
Clinical Medical Assistant Certification

AMCA Study Guide

Communication Methods Ans- • Listening

- Face the person
- Have good eye contact
- Lean toward the person
- Respond to the person
- Paraphrasing- in your own words (shows you're really listening)
- Clarifying
- Silence- don't always have to say something

Nonverbal Communication Ans- 1.) Kinesics- study of nonverbal communication

a.) kinesic slip- where verbal and nonverbal messages do not match

Zones of Comfort Ans- • Intimate space (18 in or closer

- Personal space (18 in. to 4ft)
- Social space (4ft to 12ft)
- Public space (12ft or more)

Phone Etiquette Ans- • When speaking on the phone always identify yourself to the caller.

- Give your undivided attention and willingness to help.
- Listen w/o interrupting, provide reasonable alternatives and take a clear concise message in order for the call to be returned.

Answering the Phone Ans- • Answer promptly and kindly.

- NEVER ALLOW AN ANGRY OR AGGRESSIVE CALLER TO UPSET YOU; REMAIN CALM AND COMPOSED.
- Speak clearly and concisely
- Be sure to ask the callers permission before placing them on hold

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procedures in each chapter including study guide page number references and indicate the procedures shown on the DVDs A pretest and posttest in each chapter measure your understanding with 10 true false questions Key term assessments include exercises to help in reviewing and mastering new vocabulary Evaluation of Learning questions let you assess your understanding evaluate progress and prepare for the certification examination Critical thinking activities let you apply your knowledge to real life situations Practice for Competency sections offer extra practice on clinical skills presented in the book Evaluation of Competency checklists evaluate your performance versus stated objectives and updated CAAHEP performance standards Updated content includes exercises for topics such as electronic medical records advanced directives HIPAA emergency preparedness ICD 10 coding documentation medical office technology medical asepsis vital signs pediatrics colonoscopy IV therapy and CLIA waived tests New activities provide practice for the Today s Medical Assistant textbook s newest and most up to date content New Emergency Protective Practices for the Medical Office chapter includes procedures critical thinking questions and other activities to help you understand emergency preparedness New Wheelchair Transfer Procedure and Evaluation of Competency checklist includes a step by step guide to this important procedure New video evaluation worksheets on the Evolve companion website reinforce the procedures demonstrated on the textbook DVDs New practicum and externship activities on Evolve provide practice with real world scenarios **Medical Assistant Study**

Guide Ascencia,2020-08-14 **Medical Assistant Exam Prep 2020-2021** Ascencia Medical Exam Prep Team,2020-01-17

Study Guide for Today's Medical Assistant - E-Book Kathy Bonewit-West,Sue Hunt,Edith Applegate,2015-11-12 Corresponding to the chapters in the main Bonewit text Study Guide for Today s Medical Assistant Clinical Administrative Procedures 3rd Edition features a variety of practical exercises activities checklists review questions and more to elp users master important medical assisting knowledge and skills This comprehensive study guide has been thoroughly updated to reflect the 2015 CAAHEP competencies and key areas of practice such as electronic medical records HIPAA regulations advanced directives emergency preparedness ICD 10 coding billing documentation medical office technology medical asepsis vital signs pediatric immunizations and injections colonoscopy procedures IV therapy and CLIA waived tests Consistent meticulous study guide coverage aligns seamlessly with the main Bonewit text and all other Bonewit solution learning products Evaluation of Competency checklists assess readers performance versus stated objectives and performance standards Critical thinking activities encourage readers to think outside the box and imagine what they would do in real life situations Laboratory assignments at the beginning of each chapter give readers a guide on each chapter s procedures including guidelines on how many practices are required which study guide pages correlate to the procedure and which procedures are also in the procedural videos Key term assessment tests readers knowledge of the terms presented in the main text Evaluation of Learning questions assess readers progress and are an excellent tool to prepare for the certification exam Practice for Competency checklists help readers practice each of their clinical skills Pharmacology math exercises give

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