



On-the-Job Training (OJT/OJL)

MEDICAL ASSISTANT – Accelerated Basic Technical Certificate

Job Description: The Medical Assistant – Accelerated Basic Technical Certificate (BTC) program provides students with instruction, practical experience, and related theory in gaining mastery of administrative and clerical skills needed to provide quality healthcare. Students gain a basic understanding of human structure and function, administration of medications via different routes, medical terminology, sterile procedures, clinical skills, and professional competencies needed to be successful in the medical assistant profession.

Perform administrative and certain clinical duties under the direction of a physician. Administrative duties may include scheduling appointments, maintaining medical records, billing, and coding information for insurance purposes. Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood, and administering medications as directed by physician.

| | |
|--|-------------------------------|
| RAPIDS Code: 1085CB | O*NET Code: 31-9092.00 |
| Estimated Program Length: The term of the occupation shall be competency-based, supplemented by the minimum recommended 8 months of related instruction by the College of Western Idaho's (CWI) Medical Assistant – Accelerated Basic Technical Certificate (BTC) program. In addition to the specified length, the apprentice must successfully complete 160 hours of hands-on skills practice in the field. | |

Apprenticeship Type: Competency-Based Time-Based Hybrid

On-the-Job Training Outline

| Competencies | Novice | Competent |
|---------------------------------------|--------|-----------|
| Anatomy & Physiology | | |
| Applied Mathematics | | |
| Infection Control | | |
| Nutrition | | |
| Applied Communication | | |
| Administrative Functions | | |
| Basic Practice Finances | | |
| Third Party Reimbursement | | |
| Procedure & Diagnostic Coding | | |
| Legal Implications | | |
| Ethical & Professional Considerations | | |
| Protective Practices | | |

| Anatomy & Physiology | | |
|---|-----------------------|----------------|
| Competencies | Date Completed | Initial |
| A. Accurately measure and record: <ol style="list-style-type: none"> 1. blood pressure 2. temperature 3. pulse 4. respirations 5. height 6. weight (adult and infant) 7. length (infant) 8. head circumference (infant) 9. oxygen saturation | | |
| B. Perform the following procedures: <ol style="list-style-type: none"> 1. Electrocardiography 2. Venipuncture 3. Capillary puncture 4. Pulmonary function testing | | |
| C. Perform patient screening following established protocols | | |
| D. Verify the rules of medication administration: <ol style="list-style-type: none"> 1. Right patient 2. Right medication 3. Right dose 4. Right route 5. Right time 6. Right documentation | | |
| E. Select proper sites for administering parenteral medications | | |
| F. Administer oral medications | | |
| G. Administer parenteral (excluding IV) medications | | |
| H. Instruct and prepare a patient for a procedure or treatment | | |

| | | |
|--|--|--|
| I. Assist provider with a patient exam | | |
| J. Perform a quality control measure | | |
| K. Collect specimens and perform the following: | | |
| 1. CLIA waived hematology test | | |
| 2. CLIA waived chemistry test | | |
| 3. CLIA waived urinalysis | | |
| 4. CLIA waived immunology test | | |
| 5. CLIA waived microbiology test | | |
| L. Provide up-to-date documentation of current provider/professional level CPR | | |
| M. Perform first aid procedures for: | | |
| 1. Bleeding | | |
| 2. Diabetic coma or insulin shock | | |
| 3. Stroke | | |
| 4. Seizures | | |
| 5. Environmental emergency | | |
| 6. Syncope | | |

| Applied Mathematics | | |
|--|-----------------------|----------------|
| Competencies | Date Completed | Initial |
| A. Calculate proper dosages of medication for administration | | |
| B. Record laboratory test results into the patient's records | | |
| C. Document on growth chart | | |
| D. Apply mathematical computations to solve equations | | |
| E. Convert among measurement systems | | |

| Infection Control | | |
|---|-----------------------|----------------|
| Competencies | Date Completed | Initial |
| A. Participate in bloodborne pathogen training | | |
| B. Select appropriate barrier/personal protective equipment (PPE) | | |
| C. Perform hand washing | | |
| D. Prepare items for autoclaving | | |
| E. Perform sterilization procedures | | |
| F. Prepare a sterile field | | |
| G. Perform within a sterile field | | |
| H. Perform wound care | | |
| I. Perform dressing change | | |
| J. Demonstrate proper disposal of biohazardous material: <ol style="list-style-type: none"> 1. Sharps 2. Regulated wastes | | |

| Nutrition | | |
|--|-----------------------|----------------|
| Competencies | Date Completed | Initial |
| A. Instruct a patient according to a patient's special dietary needs | | |

| Applied Communication | | |
|--|-----------------------|----------------|
| Competencies | Date Completed | Initial |
| A. Respond to nonverbal communication | | |
| B. Correctly use and pronounce medical terminology in health care interactions | | |
| C. Coach parent regarding: 1. Office policies 2. Medical encounters | | |
| D. Demonstrate professional telephone techniques | | |
| E. Document telephone messages accurately | | |
| F. Using technology, compose clear and correct correspondence | | |
| G. Use a list of community resources to facilitate referrals | | |
| H. Participate in telehealth interaction with a patient | | |

| Administrative Functions | | |
|---|-----------------------|----------------|
| Competencies | Date Completed | Initial |
| A. Manage appointment schedule using established priorities | | |
| B. Schedule a patient procedure | | |
| C. Input patient data using an electronic system | | |
| D. Perform an inventory of supplies | | |

| Basic Practice Finances | | |
|--|-----------------------|----------------|
| Competencies | Date Completed | Initial |
| A. Perform accounts receivable procedures to patient accounts, including posting: 1. Charges 2. Payments 3. Adjustments | | |
| B. Input accurate patient billing information in an electronic system | | |
| C. Inform a patient of financial obligations for services rendered | | |

| Third Party Reimbursement | | |
|---|-----------------------|----------------|
| Competencies | Date Completed | Initial |
| A. Interpret information on an insurance card | | |
| B. Verify eligibility for services | | |
| C. Obtain precertification or preauthorization with documentation | | |
| D. Complete insurance claim form | | |
| E. Assist a patient in understanding an Explanation of Benefits (EOB) | | |

| Procedure & Diagnostic Coding | | |
|--|-----------------------|----------------|
| Competencies | Date Completed | Initial |
| A. Perform procedural coding | | |
| B. Perform diagnostic coding | | |
| C. Utilize medical necessity guidelines | | |

| Legal Implications | | |
|--|-----------------------|----------------|
| Competencies | Date Completed | Initial |
| A. Locate a state's legal scope of practice for medical assistants | | |
| B. Apply HIPAA rules in regard to: 1. Privacy 2. Release of information | | |
| C. Document patient care accurately in the medical record | | |
| D. Complete compliance reporting based on public health statutes | | |
| E. Report an illegal activity following the protocol established by the healthcare setting | | |
| F. Complete an incident report related to an error in patient care | | |

| Ethical & Professional Considerations | | |
|---|-----------------------|----------------|
| Competencies | Date Completed | Initial |
| A. Demonstrate professional response(s) to ethical issues | | |

| Protective Practices | | |
|--|-----------------------|----------------|
| Competencies | Date Completed | Initial |
| A. Comply with safety practices | | |
| B. Demonstrate proper use of: 1. Eyewash equipment 2. Fire extinguishers | | |
| C. Use proper body mechanics | | |
| D. Evaluate the environment to identify unsafe working conditions | | |

Related Instruction Provider

| Provider | |
|---|-----------------------------------|
| Name: College of Western Idaho | |
| Address: 6042 Birch Lane, Nampa, ID 83687 MS 1300 | |
| Email: wblc@cwi.edu | Phone Number: 208-562-2562 |
| Suggested Related Instruction Hours: 32 Credit Hours | |