

Name: \_\_\_\_\_

**Administrative Medical Assistant**

**Directions:**

Evaluate the student by entering the appropriate number to indicate the degree of competency.

**Rating Scale (0-6):**

- 0 No Exposure** – no experience/knowledge in this area; program/course did not provide instruction in this area
- 1 Unsuccessful Attempt** – unable to meet knowledge or performance criteria and/or required significant assistance
- 2 Partial Demonstration** – met some of the knowledge or performance criteria with or without minor assistance
- 3 Knowledge Demonstrated** – met knowledge criteria without assistance at least once
- 4 Performance Demonstrated** – met performance criteria without assistance at least once
- 5 Repetitive Demonstration** – met performance and/or knowledge criteria without assistance on multiple occasions
- 6 Mastered** – successfully applied knowledge or skills in this area to solve related problems independently

The student has successfully completed the Health Care Assistant Core Competencies.

0	1	2	3	4	5	6	<b>A. Identify and apply professional behavior, ethical and legal standards, and roles and functions of administrative medical assistants</b>	<b>Notes:</b>
							1. Identify medical office personnel and their roles and responsibilities.	
							2. Exhibit professional characteristics of the medical assistant.	
							3. Practice work ethics.	
							4. Apply medical, ethical, and legal standards to situations in the medical office.	
							5. Practice confidentiality in the office setting.	
							6. Use public relations techniques used in the medical office.	
							7. Identify places where medical assistants might be employed.	
							Other:	

0	1	2	3	4	5	6	<b>B. Demonstrate professional interpersonal and communication skills</b>	<b>Notes:</b>
							1. Use verbal and nonverbal communication to communicate effectively.	
							2. Demonstrate effective application of professional medical language.	
							3. Use proper telephone etiquette.	
							4. Place business calls.	
							5. Greet customer properly.	
							6. Identify the special techniques used for communicating with the pediatric client.	
							7. Identify special techniques used for communicating with the geriatric client.	
							8. Identify special techniques in communicating with clients with visual impairments or hearing impairments.	
							9. Respond to medical emergencies as appropriate.	
							Other:	

0	1	2	3	4	5	6	<b>C. Explain and demonstrate infection control and occupational safety procedures</b>	Notes:
							1. Identify the implications of OSHA directives to the medical office.	
							2. Follow body substance precautions.	
							3. Identify medical emergencies.	
							4. Respond appropriately to medical emergencies.	
							5. Locate emergency equipment in the medical office.	
							Other:	

0	1	2	3	4	5	6	<b>D. Demonstrate basic office operation procedures</b>	Notes:
							1. File medical records.	
							2. Schedule appointments.	
							3. Inventory and restock supplies.	
							4. Maintain the reception area of the medical office.	
							5. Operate and maintain common office machines.	
							6. Compose written communications.	
							7. Sort office mail.	
							Other:	

0	1	2	3	4	5	6	<b>E. Demonstrate maintaining legal and clinical records</b>	Notes:
							1. Identify the components of the medical record.	
							2. Review forms for completeness.	
							3. Measure height and weight and record on the medical record.	
							4. Use medical reference books.	
							5. Perform medical transcription.	
							Other:	

0	1	2	3	4	5	6	<b>F. Demonstrate insurance processing and bookkeeping procedures</b>	Notes:
							1. Identify health care insurance plans.	
							2. Process insurance claims.	
							3. Use insurance coding systems (CPT and ICD9).	
							4. Process client statements.	

									5. Manage accounts receivable.	
									6. Manage accounts payable.	
									7. Reconcile bank statements.	
									8. Write checks to pay office bills.	
									9. Make bank deposits.	
									10. Maintain a record of petty cash.	
									Other:	