Clinical Medical Assistant Exam Content Outline According to Industry Standard Needs Study

Section 1: Clinical Medical Assistant Skills Exam Content Outline

TOPICS	Check
Examination Section - Medical Assistant	
Duties and role of Medical Assistant: Administrative & clinical responsibilities, managing the Medical Office, Patient education.	
Characteristics of Medical Assistants: personality, appearance & behavior	
Professionalism	
Credentials of Medical Assistants	
Ethics and Law for Medical Office: Ethical concepts & Conflicts, Difference between Public & Private laws, Lawsuits, Public—Criminal- Civil Laws, Law and Professional liability, Controlled substance & Prescriptions, Federal and State laws protecting employees, HIPAA Laws, identify & respond to issues of confidentiality, Mandatory Reporting	
Patient Interaction: Verbal & non-verbal communication with patient, listening skills, Interviewing Techniques, Barriers to Effective Communication, understanding the needs of the patient, professionalism.	
Examination Section - Anatomy and Physiology	
Human Body:	
Relationship between Anatomy & Physiology, List the 11 organ systems of the body, and briefly describe function of each, identify body planes, body regions and relative positions using anatomic terms.	
Tissues and membranes:	
List four different types of tissues, and their functions.	
Examination Section - Clinical Component:	
Sterilization and Disinfection:	
Hazard Communication Standard:	
Inventory and labeling of of hazardous chemicals, Material Safety Data Sheets, (MSDS)read and interpret an MSDS.	
Sanitization:	
Purpose of Sanitization, Guidelines for Sanitizing Instruments, Wrap items for autoclaving.	
Disinfection:	
Use of three levels of disinfection: high, intermediate, and low.	
List and describe the primary use of disinfectants in the medical field.	
Sterilization:	
Sterilization methods, Autoclave, Maintenance of the autoclave.	
Vital Signs:	
Define vital signs, explain the reason for taking vital signs	

Temperature:	
Explain how heat is produced and lost from the body, explain factors that can cause variations in the body temperature, list and describe three stages of a fever, list the sites for taking body temperature, and explain why these sites are used, regulation of body temperature, body temperature range, assessment of body temperature.	
Pulse:	
Mechanism of pulse, list factors that affect the pulse-rate, identify a specific use of each of the eight pulse sites, normal range of pulse rate for each age group, assessment of pulse	
Respiration:	
Explain purpose of respiration, mechanism of respiration, normal respiratory rate for each age group, factors affecting the respiratory rate.	
Pulse Oximetry:	
Explain purpose of pulse oximetry, state normal oxygen saturation level of a healthy individual, list and describe factors that may interfere with an accurate pulse oximetry reading.	
Blood Pressure:	
Define blood pressure, state normal range of blood pressure for an adult, list and describe factors affecting blood pressure, identify Korotkoff sounds, different parts of a stethoscope and a sphygmomanometer, explain how to prevent errors in blood pressure measurement.	
The Physical Examination:	
Definition of terms, preparation of examination room, preparation of the patient, measuring height and weight; explain the purpose of measuring height and weight and list the guidelines to be followed.	
Positioning and draping; explain purpose of positioning and draping, list one use of each patient positioning.	
Prepare patient for and assist physician with routine and specialty examinations and treatments and minor surgeries.	
Teach patients methods of health promotion and disease prevention.	
Eye and Ear Assessment and Procedures:	
Introduction to the Eye:	
Define Visual Acuity and perform assessment of Distance and Near Visual Acuity using Snellen Chart, Assessment of Color Vision using Ishihara test	
Eye Irrigation	
Eye Instillation.	
Introduction to Ear:	
Assessment of Hearing Acuity	
Types of hearing loss, hearing acuity tests	
Ear Irrigation	
Ear Instillation	
The Pediatric Examination	

Pediatric Office visits: Components and schedule of well-child visit.	
Developing a rapport with the patient	
Carrying the infant: cradle and upright position	
Growth Measurements:	
Weight	
Length and height	
Head and chest circumference	
Growth charts	
Pediatric Blood Pressure measurement:	
Special guidelines for children	
Proper cuff size	
Immunizations: schedule for immunizations of infants and children recommended by the American Academy of Pediatrics.	
Newborn screening Test:	
Know the purpose of screening test	
List the symptoms of phenylketonuria (PKU) and consequences if left untreated.	
Examination Section - Administrative Component:	
The Medical Record: Medical office Administrative, Clinical, Laboratory Diagnostic procedure, Therapeutic service, Hospital, Consent and Medical record documents.	
Preparing a Medical Record for a new patient	
Taking a health history	
Charting in the Medical Records	
Patient Reception:	
Preparing for patients; opening and closing the medical office	
Patient check-in maintaining confidentiality	
Patient orientation to the medical office	
Scheduling Appointments:	
Methods of scheduling	
Types of scheduling	
Knowledge to set up Appointment Matrix	
Medical Record Management:	
Paper based Medical Records	
Electronic Medical Records	
Filing system; Alphabetical, Numeric, Subject and Chronological Filing	
Storing Medical Records; Active - Inactive records, Storing computerized records.	

Section 2: Phlebotomy Exam Content Outline

TOPICS	COMMENT
Examination Section - Medical Terminology	
Word roots	
Combining forms	
Prefixes	
Suffixes	
Abbreviations- medical laboratory	
Examination Section - Anatomy and Physiology	
Cardiovascular system	
The heart & blood vessels and circulation	
The blood	
Coagulation/hemostasis	
Blood types	
Examination Section - Infection Control-Safety Procedures	
The infection cycle	
Breaking the chain of infection	
Isolation procedures	
Universal precautions versus standard precautions	
Isolation versus standard precautions	
Personal protective equipment (PPE)	
Gloves	
Masks, respiratory protection, protective eye wear, face shields	
Protective apparel	
Handwashing	
Medical/surgical asepsis	
Sterile techniques	
Opening a sterile package	
Laboratory safety	
Laboratory hazards	
Biological hazards	
Sharps	
Chemical, electrical, and radioactive hazards	
Blood-borne pathogens---OSHA regulations	
Prevention of occupational exposure	
Personal exposure control plan	
Follow-up treatment	
Precautions taken during follow-up period	

Examination Section- Documentation	
Laboratory requisition forms	
Computer requisition forms	
Manual requisition forms	
Generalities of laboratory requisition forms	
Transmission of laboratory requisition forms	
Client/patient charting	
Insurance billing/private pay	
Payment for services rendered	
Health care revisions	
Billing the insurance company	
Laboratory computer	
Laboratory information management systems (LIMS)	
Examination Section- Blood Collection Equipment and Supplies	
General blood collection equipment and supplies	
Gloves	
Goggles	
Antiseptics	
Gauze pads	
Bandages	
Needle disposal equipment	
Capillary puncture equipment and supplies	
Lancets	
Spring-loaded puncture devices	
Microhematocrit tubes	
Clay sealer trays	
Microcollection system	
Venipuncture equipment and supplies	
Syringe	
Butterfly collection devices	
Tourniquets	
Evacuated tubes	
Blood-drawing trays	
Blood-drawing chair	
Test orders	
Direct access testing	
Supplies and equipment	
Tubes and additives	
Needle selection	
Syringes, tubes holders, and winged collection sets	
Equipment assembly	
Tubes holders	
Syringes	
Winged collection sets	

Examination Section- Collection by Capillary Puncture	
Phlebotomy preparation-assembling and preparing equipment	
Client/patient identification and preparation	
Site identification	
Fingertips	
Heel and toes	
Performing the puncture	
Finger sticks	
Heel sticks	
Processing the specimen	
Order of draw	
Microcollection containers	
Blood smears	
Examination Section- Collection By Routine Venipuncture	
Preanalytical errors	
Patient identification	
Inpatient identification	
Outpatient identification	
Confirm test requests	
Position the patient	
Outpatient	
Inpatient	
Venipuncture procedures- assembling and preparing equipment	
Site selection	
Necessity for restraint	
Site identification	
Application of tourniquet	
Cleansing the venipuncture site	
Performing the puncture	
Mastectomy patients	
Availability of veins	
Collector's skill	
Presence of edema	
Injuries	
Infusion of intravenous fluids	
Vein selection	
Order of draw	
Recovering the failed venipuncture	
If using a tube holder	
If using a syringe	
If using a winged infusion set	
Specimen identification and tube labeling	
Failure to obtain blood and other considerations	
Collapsed vein	
Damaged or occluded veins	

Obesity	
Incorrect needle and/or tubes position	
Other considerations regarding routine venipuncture	
Specimen integrity-quality assurance	
Processing a blood specimen	
Stopper removal	
Separation of plasma and serum	
Specimen rejection	
Prioritizing patients	
Examination Section- Complications of Blood Collection	
Introduction	
Accidental artery puncture	
Collapsed vein	
Excessive bleeding at the site	
Fainting-seizures	
Hematoma	
Never damage	
Uncooperative patient	
Fainting and nausea	
Seizures	
Hematoma formation	
Pain	
Examination Section- Specialized Phlebotomy Techniques	
Pediatric collection	
Restraining the child patient	
Blood cultures	
Collections of nonblood specimens	
Throat cultures	
Fecal (stool) specimens	
Gastrointestinal secretions, amniotic fluids, cerebrospinal fluid, and nasopharyngeal specimens	
Urine Specimen Collection	
Blood donor collections	
Autologous blood donation	
Intraoperative blood collection	
Special situations	
Indwelling catheters	
Examination Section- Point-Of-Care Testing and Other Laboratory Tests	
Hematocrit	
Hemoglobin	
Blood glucose	
Glucose tolerance test (GTT)	
Cholesterol	

Coagulation monitoring	
Activated coagulation time (ACT)	
Prothrombin time (PT)	
Partial thromboplastin time (PTT) and	
Activated partial thomboplastin time (APTT)	
Bleeding time	
Examination Section- Difficult Draws, Alternative Sites, Pediatric Venipuncture	
Difficult draw	
Needle-phobic patients	
Age	
Mastectomy	
Skin injuries and disorders	
Edema/obesity	
Scarred and sclerosed veins	
Fistulas	
Heparin/saline locks	
IV therapy	
Drawing below an IV site	
Drawing above an IV site	
Language barriers	
Alternative sites	
Hand and wrist veins	
Veins of the ankles and feet	
Capillary blood collection	
Vascular access devices	
Femoral artery	
Arterial punctures	
Pediatric venipuncture	
Newborns and infants	
Iatrogenic anemia	
Age- 1to 3 years	
Calming fears	
Age- 4 years to adolescence	
Calming fears	
Examination Section- Special Collections- Capillary, and Blood Culture Collection	
Capillary blood collection	
Equipment	
Site selection	
Birth to 12 months	
1 year too adult	
Procedure	
Prewarming	

Perform the puncture	
Order of draw for capillary specimens	
Neonatal screening	
Blood culture collection	
Preventing false negatives	
Preventing false positives	
Designated blood culture collection team	
Commercial skin prep skin kits	
Disinfectants	
Collector feed back	
Specimen collection procedure	
Syringes draws	
Vacuum-assisted draws	
Draws through vascular access devices	
Examination Section- Specimen Handling, Storage and Transportation	
Handing	
Centrifugation	
Serum separators	
Transfer tubes	
Analytics unstable after separation	
Handling coagulation specimens	
Handling whole blood specimens	
Add-on tests	
Effects of light	
Storage and transportation	
On-site testing facilities	
Off-site testing facilities	
EDTA tubes	
Serum tubes	
Heparin tubes	
Sodium citrate tubes	
Specimen processing reminders	
Urine specimens	
Examination Section- Phlebotomy Liability	
Technical errors	
Administrative errors	
Training and evaluation	
Examination Section Managing Exposures to Bloodbrone Pathogens	
Preexposure management	
Understanding bloodborne pathogens	
Prevention	
Preexpousre immunizations	

Postexposure management	
Percutaneous wound care	
Exposure evaluation	
Postexpousure prophylaxis	
Hepatitis B	
Hepatitis C	
HIV	
Postexposure testing and counseling	
Texting the employee	
Counseling the employee	
Testing and counseling the source patient	
Summary of exposure protocol	
Hepatitis B	
Hepatitis C	
HIV	
Elements of a comprehensive and functional exposure	
Control plan	
Assessing effectiveness	
Examination Section- Quality Assurance/Control	
Quality assurance in phlebotomy	
Quality control in phlebotomy	
Risk management	

Section 3: EKG Technician Exam Content Outline

TOPICS	COMMENT
Exam Section: The Cardiovascular System	
Circulation and the ECG	
Anatomy of the heart	
Principles of circulation	
The cardiac cycle	
Conduction system of the heart	
Electrical stimulation and the ECG waveform	
Exam Section: The Electrocardiography	
Producing the ECG waveform	
ECG machines	
ECG controls	
Electrodes	
ECG graph paper	
Calculating heart rate	
Exam Section: Performing an ECG	
Preparation for the ECG procedure	
Communicating with the patient	

Identifying anatomical landmarks	
Applying the electrodes and leads	
Safety and infection control	
Operating the ECG machine	
Checking the ECG tracing	
Reporting ECG results	
Equipment maintenance	
Pediatric ECG	
Cardiac monitoring	
Special patient considerations	
Handling emergencies	
Procedure checklist 4.1 recording the electrocardiogram	
Procedure checklist 4.2 continuous cardiac monitoring	
Exam Section: Rhythm Strip Interpretation and Sinus Rhythms	
Rhythm interpretation	
Identifying the components of the rhythm	
Sinus Bradycardia	
Sinus dysrhythmia	
Sinus arrest	
Exam Section: Atrial Dysrhythmias	
Introduction to atrial dysrhythmais	
Premature atrial complexes	
Flutter	
Atrial fibrillation	
Exam Section: Junctional Dysrhythmais	
Introduction of Junctional dysrhythmais	
Premature Junctional complex	
Junctional escape rhythm	
Supraventricular tachycardia	
Exam Section: Heat Block Dysrhthmias	
Introduction to heart block dysrhthmias	
First degree atrioventricular (AV) block	
Second degree atrioventricular (AV) block, mobitz I (type I or wenckebach)	
Second degree atrioventricular (AV) block, type 2 (mobitz 2)	
Third degree atrioventricular (AV) block (complete)	
Exam Section: Rhythms Originating from the Ventricles	
Introduction to ventricular dysrhythmais	
Premature ventricular complexes (PVCs)	
Ventricular tachycardia	
Ventricular fibrillation	

Asystole	
Exam Section: Exercise Electrocardiography	
What is exercise electrocardiography?	
Why is exercise electrocardiography used?	
Variations of exercise electrocardiography	
Preparing the patient for exercise electrocardiography	
Providing safety	
Performing exercise electrocardiography	
Common protocols	
Following exercise electrocardiography	
Procedure checklist assisting with exercise electrocardiography (stress testing)	
Exam Section: Ambulatory Monitoring	
What is ambulatory monitoring?	
How is ambulatory monitoring used?	
Functions and variations	
Educating the patient	
Preparing the patient	
Appling the ambulatory monitor and reporting results	