# ADMINISTRATIVE MEDICAL ASSISTING (AMA)

*N- Not exposed to the task*
*1- Exposed to the task*
*2- Accomplished task with help*
*3- Accomplished task to criteria*
*4- Able to teach task*

| 4 | 3 | 2 | 1 | N |
|---|---|---|---|---|

**1. Introduction to Administrative Medical Assisting**

1.1 Identify the roles and responsibilities of the Administrative Medical Assistant (AMA)
1.2 Identify the roles and responsibilities of other team members in the medical office
1.3 Identify the educational requirements and certifications for AMAs
1.4 Identify employment opportunities for AMAs
1.5 Identify and list the functions of the professional organization for AMAs (American Association of Medical Assistants – AAMA)
1.6 Identify various locations where AMAs may be employed
1.7 Follow a chain of command
1.8 Practice professional work habits
1.9 Comply with state regulations for AMAs
1.10 Locate OSHA poster(s) and MSDS(s) at the clinical site
1.11 Identify OSHA regulations that pertain to the clinical site
1.12 Identify biohazard labels
1.13 Identify different departments in the clinical site
1.14 Identify different tests that are commonly performed in each department at the clinical site
1.15 Apply ethical standards to the occupational area
1.16 Apply legal standards to the occupational area
1.17 Demonstrate confidentiality in the occupational area
1.18 Demonstrate various public relations and marketing techniques
1.19 Identify, define and use terminology specific to the occupation

**2. Oral Communication**

2.1 Greet clients properly
2.2 Use proper telephone techniques to place, receive, and document phone calls
2.3 Demonstrate special techniques used for communicating with:
a. pediatric clients
b. geriatric clients
c. clients who are visually impaired
d. clients who are hearing-impaired
e. clients with a speech disorder

**3. Written Communication**

3.1 Produce and process written communication using commonly accepted styles for letters, memos, etc.
3.2 Process incoming and outgoing mail

| 4 | 3 | 2 | 1 | N |
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**4. Safety**

4.1 Identify medical emergencies
4.2 Respond to medical emergencies as appropriate
4.3 Locate emergency equipment in the medical office
4.4 Follow standard precautions with body fluid contact

**5. Medical Office Management Techniques**

5.1 List the duties and responsibilities of the medical office manager
5.2 Describe processes and procedures followed in recruiting, hiring, and termination of employees
5.3 Prepare and maintain employee compensation records
5.4 Describe, use, and/or maintain employee procedure manual
5.5 Demonstrate appropriate patient reception duties
5.6 Use and maintain patient appointment systems
5.7 Describe procedures to be followed with non-patient office visitors
5.8 Use and maintain a patient medical record filing system
5.9 Operate common medical office equipment:
a. copy machines
b. computers
c. fax machines
d. transcription/dictating equipment
e. scanners
f. telephone systems
5.10 Use various medical reference books

**6. The Medical Record**

6.1 Identify the components of a medical record
6.2 Create and maintain a patient medical record
6.3 Describe techniques for protecting patient's medical records
6.4 Produce documents and records using medical transcription procedures

**7. Insurance Billing and Accounting Procedures**

7.1 Compare and contrast various billing systems in the medical office
7.2 Use the office billing system to bill patients and third-party payers
7.3 Identify various health care insurance plans
7.4 Process insurance claims
7.5 Use insurance coding systems
7.6 Manage accounts receivable
7.7 Manage accounts payable
7.8 Describe various methods used in the collection of special accounts
7.9 Reconcile bank statements
7.10 Manage cash flow, deposits and petty cash