

Name: _____

Medical/Clinical Assistant

Directions:

Evaluate the student by entering the appropriate number to indicate the degree of competency. The rating for each task should reflect employability readiness rather than the grades given in class.

Student Rating Scale:

- 0 No Exposure** – no experience/knowledge in this area
- 1 Knowledge Received** – area is understood
- 2 Limited Skill** – has exposure, but additional training and supervision is required
- 3 Moderately Skilled** – limited training and supervision may be required, but progress is being made
- 4 Skilled** – no additional training is required; the competency has been mastered and knowledge can be transferred to other applications

CORE

0	1	2	3	4	A. Maintain Quality Assurance	Notes:
					1. Adhere to current Occupational Safety and Health Administration (OSHA) and Clinical Laboratory Implementation Act (CLIA) guidelines	
					2. Maintain an inventory (e.g., purchase and restock supplies)	
					3. Demonstrate proper record keeping of narcotic and medication records	
					4. Maintain the office and clinical equipment	
					5. Establish medical records	
					6. Maintain medical records including legal ownership	
					7. Adhere to infection control guidelines	
					Other:	

0	1	2	3	4	B. Develop Career Management Skills	Notes:
					1. Identify the need and responsibility for continuing education	
					2. Describe the functions of health care organizations	
					3. Identify the leadership roles and responsibilities of a Medical / Clinical Assistant	
					4. Demonstrate critical-thinking and problem solving skills	
					5. Delegate job tasks	
					6. Manage time effectively	
					7. Utilize motivational techniques	
					8. Utilize assertive behavior techniques	
					9. Describe methods for initiating change	
					10. Describe methods to deal with conflict	

					11. Discuss legal responsibilities of leadership	
					12. Direct team members	
					Other:	

0	1	2	3	4	C. Demonstrate Communication Skills	Notes:
					1. Demonstrate good oral communication skills (e.g., relate to staff and client in a knowledgeable manner)	
					2. Use therapeutic communication techniques	
					3. Respond to the holistic needs of the client and family/caregiver	
					4. Initiate written communication (e.g., business letters, memos, faxes, and email)	
					5. Manage a difficult client	
					6. Utilize effective interpersonal skills	
					7. Use proper grammar	
					8. Demonstrate proper spelling	
					9. Demonstrate proper speaking	
					10. Document medical records in a legal, professional, and accurate manner	
					11. Demonstrate proper writing skills	
					12. Use professional telephone etiquette	
					13. Communicate effectively with peers	
					Other:	

0	1	2	3	4	D. Apply Ethical Behavior	Notes:
					1. Adhere to federal, state, and local laws, guidelines, and regulations	
					2. Describe the legal, moral, and ethical aspects of medical assistance	
					3. Discuss current moral and ethical health issues	
					4. Demonstrate a professional work ethic (e.g., punctuality, positive attitude, and dress)	
					5. Define the Client's Bill of Rights	
					6. Differentiate between the proper procedures for handling medical records across all media	
					Other:	

0	1	2	3	4	E. Demonstrate Computer Skills	Notes:
					1. Demonstrate keyboarding skills	
					2. Demonstrate basic computer skills	

					3. Utilize current software (e.g., word processor, spreadsheet, database, medical, and email)	
					4. Demonstrate basic troubleshooting skills	
					5. Use the Internet as a resource	
					Other:	

0	1	2	3	4	F. Utilize General Medical Information	Notes:
					1. Use appropriate medical terminology and abbreviations	
					2. Describe normal anatomy and physiology of the nervous system	
					3. Describe normal anatomy and physiology of the muscular system	
					4. Describe normal anatomy and physiology of the special senses	
					5. Describe normal anatomy and physiology of the endocrine system	
					6. Describe normal anatomy and physiology of blood	
					7. Describe normal anatomy and physiology of the circulatory system	
					8. Describe normal anatomy and physiology of the respiratory system	
					9. Describe normal anatomy and physiology of the gastrointestinal system	
					10. Describe normal anatomy and physiology of the urinary system	
					11. Describe normal anatomy and physiology of the reproductive system	
					12. Describe physiological aspects of the life cycle	
					13. Demonstrate basic math skills (e.g., addition, subtraction, multiplication, division, fractions, ratios, and proportions)	
					14. Perform basic life support (BLS)	
					15. Fulfill externships / internships hours and skills	
					Other:	

ADMINISTRATION

0	1	2	3	4	G. Perform Clerical Functions	Notes:
					1. Schedule appointments	
					2. Manage appointments	
					3. Schedule inpatient admissions and procedures	
					4. Schedule outpatient admissions and procedures	
					5. Perform medical transcription	

					6. Organize medical records	
					7. File medical records properly	
					Other:	

0	1	2	3	4	H. Perform Bookkeeping Procedures	Notes:
					1. Prepare a bank deposit	
					2. Reconcile a bank statement	
					3. Post entries on a daysheet	
					4. Perform accounts receivable procedures	
					5. Perform accounts payable procedures	
					6. Perform billing procedures	
					7. Perform collection procedures	
					8. Prepare a check	
					9. Establish a petty cash fund	
					10. Maintain a petty cash fund	
					Other:	

0	1	2	3	4	I. Prepare Special Accounting Entries	Notes:
					1. Post adjustments	
					2. Process a credit balance	
					3. Process refunds	
					4. Post non-sufficient funds checks	
					5. Post collection agency payments	
					Other:	

0	1	2	3	4	J. Process Insurance Claims	Notes:
					1. Apply managed care policies and procedures	
					2. Apply third party guidelines	
					3. Obtain managed care referrals and pre-certifications	
					4. Perform procedural coding	
					5. Perform diagnostic coding	

					6. Complete insurance claim forms	
					7. Use a physician's fee schedule	
					Other:	

CLINICAL

0	1	2	3	4	K. Utilize Infection Control and Fundamental Principles	Notes:
					1. Perform hand washing	
					2. Wrap items for autoclaving	
					3. Perform proper sterilization techniques	
					4. Dispose of biohazardous materials properly	
					5. Practice universal and standard precautions (e.g., personal protective equipment)	
					6. Use equipment properly	
					7. Describe pathophysiology, medical treatment, and care for musculoskeletal disorders	
					8. Describe pathophysiology, medical treatment, and care for cardiovascular disorders	
					9. Describe pathophysiology, medical treatment, and care for integumentary disorders	
					10. Describe pathophysiology, medical treatment, and care for gastrointestinal disorders	
					11. Describe pathophysiology, medical treatment, and care for reproductive system disorders	
					12. Describe pathophysiology, medical treatment, and care for sensory system disorders	
					13. Describe pathophysiology, medical treatment, and care for nervous system disorders	
					14. Describe pathophysiology, medical treatment, and care for endocrine system disorders	
					15. Describe pathophysiology, medical treatment, and care for urinary system disorders	
					16. Describe pathophysiology, medical treatment, and care for respiratory system disorders	
					17. Describe pathophysiology, medical treatment, and care for blood and blood-forming organs	
					18. Describe pathophysiology, medical treatment, and care for immune system disorders	
					19. Describe pathophysiology, medical treatment, and care for infectious diseases	
					Other:	

0	1	2	3	4	L. Collect Specimens	Notes:
					1. Perform venipuncture	
					2. Perform capillary puncture	
					3. Obtain a throat specimen for microbiological testing	

					4. Collect body fluid for microbiological testing	
					5. Instruct the client in clean-catch, mid-stream urine specimen collection	
					6. Instruct the client in fecal specimen collection	
					7. Transport specimens properly	
					Other:	

0	1	2	3	4	M. Perform Diagnostic Testing	Notes:
					1. Use quality control methods	
					2. Perform urinalysis	
					3. Perform hematology testing	
					4. Perform chemistry testing	
					5. Perform immunology testing	
					6. Perform microbiology testing	
					7. Screen test results	
					8. Follow-up on test results	
					9. Perform electrocardiograms	
					10. Perform respiratory testing	
					11. Perform diagnostic testing	
					12. Perform client care	
					Other:	

0	1	2	3	4	N. Perform Client Care	Notes:
					1. Perform telephone and in-person screening	
					2. Measure vital signs	
					3. Obtain and record a client history	
					4. Prepare examination and treatment areas	
					5. Maintain examination and treatment areas	
					6. Prepare the client for routine and specialty examinations	
					7. Assist with routine and specialty examinations	
					8. Prepare the client for procedures, treatments, and minor office surgery	
					9. Assist with procedures, treatments, and minor office surgery	

					10. Prepare and administer oral and parenteral medications	
					11. Maintain medication and immunization records	
					12. Obtain CPR certification and first aid training	
					13. Provide appropriate care for the client in pain	
					Other:	

0	1	2	3	4	O. Leadership Competencies **	Notes:
					1. Demonstrate an understanding of SkillsUSA-VICA, its structure, and activities	
					2. Demonstrate an understanding of one's personal values	
					3. Perform tasks related to effective personal management skills	
					4. Demonstrate interpersonal skills	
					5. Demonstrate etiquette and courtesy	
					6. Demonstrate effectiveness in oral and written communication	
					7. Develop and maintain a code of professional ethics	
					8. Maintain a good professional appearance	
					9. Perform basic tasks related to securing and terminating employees	
					10. Perform basic parliamentary procedures in a group meeting	
					Other:	

****NOTE: These competencies are addressed in the Missouri SkillsUSA-VICA Curriculum Guide lessons**