

# **Clinical Medical Assistant Certification**

## **AMCA Study Guide**

Communication Methods Ans- • Listening

- Face the person
- Have good eye contact
- Lean toward the person
- Respond to the person
- Paraphrasing- in your own words (shows you're really listening)
- Clarifying
- Silence- don't always have to say something

Nonverbal Communication Ans- 1.) Kinesics- study of nonverbal communication

a.) kinesic slip- where verbal and nonverbal messages do not match

Zones of Comfort Ans- • Intimate space (18 in or closer)

- Personal space (18 in. to 4ft)
- Social space (4ft to 12ft)
- Public space (12ft or more)

Phone Etiquette Ans- • When speaking on the phone always identify yourself to the caller.

- Give your undivided attention and willingness to help.
- Listen w/o interrupting, provide reasonable alternatives and take a clear concise message in order for the call to be returned.

Answering the Phone Ans- • Answer promptly and kindly.

- NEVER ALLOW AN ANGRY OR AGGRESSIVE CALLER TO UPSET YOU; REMAIN CALM AND COMPOSED.
- Speak clearly and concisely
- Be sure to ask the callers permission before placing them on hold

# Certified Medical Assistant Study Guides

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**Medical Assistant Study Guide** Ascencia,2020-08-14      **Certified Medical Assistant Exam Secrets** Mometrix Media,2013-02 Includes Practice Test Questions Certified Medical Assistant Exam Secrets will help you pass the Certified Medical Assistant Exam without spending weeks and months on endless boring study Our comprehensive study guide is written by our exam experts They ve thoroughly researched every topic and concept that you need to know to ace your CMA Exam from the American Association of Medical Assistants Inside we reveal specific weaknesses of the exam that you can exploit to get a higher test score than you ve ever imagined Take a look for yourself at what s covered Comprehensive General Concept Review Medical Terminology Anatomy and Physiology Psychology Professionalism Communication Medicolegal Guidelines and Requirements Comprehensive Administrative Review Data Entry Equipment Computer Concepts Records Management Screening and Processing Mail Scheduling and Monitoring Appointments Resource Information and Community Services Maintaining the Office Environment Policies and Procedures Practice Finances Comprehensive Clinical Review Principles of Infection Control Treatment Area Patient Preparation Assisting the Physician Collecting and Processing Specimens Preparing and Administering Medications Emergencies First Aid Nutrition Five Test Taking Secrets Time Is Your Greatest Enemy Guessing Is Not Guesswork Practice Smarter Not Harder Prepare Don t Procrastinate Test Yourself and much more

**CMA Exam Preparation Study Guide** Trivium,2020-08-14      *Study Guide for Today's Medical Assistant - E-Book* Kathy Bonewit-West,Sue Hunt,Edith Applegate,2014-07-30 Use this study tool to master the content from your Today s Medical Assistant Clinical Administrative Procedures 2nd Edition textbook Corresponding to the chapters in the textbook by Kathy Bonewit West Sue Hunt and Edith Applegate this study guide helps you understand and apply the material with practical exercises activities flashcards checklists review questions and more Chapter assignment tables at the beginning of chapters guide you through textbook and study guide assignments and make it easy to track your progress Laboratory assignment tables list the procedures in each chapter including study guide page number references and indicate the procedures shown on the DVDs A pretest and posttest in each chapter measure your understanding with 10 true false questions Key term assessments include exercises to help in reviewing and mastering new vocabulary Evaluation of Learning questions let you assess your understanding evaluate progress and prepare for the certification examination Critical thinking activities let you apply your knowledge to real life situations Practice for Competency sections offer extra practice on clinical skills presented in the book Evaluation of Competency checklists evaluate your performance versus stated objectives and updated CAAHEP performance standards Updated content includes exercises for topics such as electronic medical records advanced directives HIPAA emergency preparedness ICD 10 coding documentation medical office technology medical asepsis vital signs pediatrics colonoscopy IV therapy and CLIA waived tests New activities provide practice for the Today s Medical Assistant textbook s newest and most up to date content New Emergency Protective Practices for the Medical Office chapter

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Brigitte Niedzwiecki, Julie Pepper, P. Ann Weaver, 2022-06-18 Designed to support the trusted content in Kinn's The Medical Assistant 14th Edition this study guide is the essential review and practice companion to reinforce key concepts encourage critical thinking and ensure that you learn to master and apply key medical assisting content This robust companion guide offers a wide range of exercises to reinforce your understanding of common administrative and clinical skills including new certification preparation questions that offer additional practice for certification exams a review of medical terminology and anatomy and need to know workplace applications Trusted for more than 60 years as a key part of the student journey from classroom to career it also features competency checklists to clearly assess your performance and progression from day one until you land your first job as a Medical Assistant Comprehensive coverage of all administrative and clinical procedures is built from Medical Assisting accreditation standards and competencies Hundreds of practice questions multiple choice true/false fill in the blank help students with essential content review and practice Skills practice workplace applications and online activities promote critical thinking before students enter practice Procedure checklists help students track their performance of every procedure included in the textbook Work products allows students to provide documentation of skills mastery for classroom or job searching requirements Chapter by chapter correlation with the textbook allows students to easily follow core textbook competencies Perforated pages for on the go study or turn in assignments and evaluations NEW Chapter reviews medical terminology anatomy and physiology and pathology to reinforce key foundational knowledge NEW Expanded content on medical office accounts collections banking and practice management prepares students to step into the role of a Medical Assistant NEW Certification Preparation questions help students focus on certification from the beginning of their studies NEW Streamlined presentation combines chapters and focuses on need to know content

**Certified Medical Assistant Exam Practice Questions**, 2018-04-11

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