

MXC Medical Assisting Program Technical Standards

To ensure safe and successful advancement through the Medical Assisting Program, students must possess the following technical standards necessary to complete the entire curriculum, with or without reasonable accommodations. These Technical Standards should be considered conditions for continuation in the Medical Assisting Program, as they reflect the characteristics necessary to succeed as a student and become a Credentialed Medical Assistant. These Technical Standards are based on CAAHEP/MAERB Standards and Guidelines and the profession's demands. Students must continually meet these standards throughout their course of study.

In accordance with the [Americans with Disabilities Act](#) and [Section 504 of the Federal Rehabilitation Act of 1973](#), the City Colleges of Chicago (CCC) makes every effort to integrate students with disabilities into all courses and programs. Accommodations, based on the documentation received and the needs of the student, are designed to ensure that students who are otherwise qualified receive equal access to all of CCC's programs and services. CCC does not alter fundamental academic requirements, but it makes reasonable accommodations for students with documented disabilities.

If you would like to request such accommodations, please get in touch with the Access Center. Students may stop by the Access Center in room 1302 at the main campus or call 312-850-7342.

Please visit the Access Services website to learn more:

<https://www.ccc.edu/colleges/malcolm-x/departments/pages/disability-access-center.aspx>

The Technical Standards for the Medical Assisting Program are categorized into the following categories: Physical Standards, Sensory/Observational Standards, Cognitive Standards, and Communication Standards.

Students are advised that the following is subject to being updated or revised, and this section may not be immediately revised; therefore, students should seek the updated revisions.

Physical-Technical Standards

Physical Essential Standards include but are not limited to:	Context and Reasoning Behind Physical Technical Standards
Walking and running	<ul style="list-style-type: none"> • Medical Assisting professionals/students must walk from room to room to aid in patient care and, under certain emergency circumstances, be able to run to perform specific required functions in the medical office • Per the Medical Assisting Education Review Board (MAERB), Students must pass all the psychomotor and affective competencies within each course to complete the program. • Sample of 2022 Curriculum Requirements (Standards and Guidelines) <p>I.P.13 Perform first aid procedures for</p> <ol style="list-style-type: none"> a. bleeding, b. diabetic coma or insulin shock

	<ul style="list-style-type: none"> c. stroke d. seizures e. environmental emergency f. syncope • American Association of Medical Assistants states: Job responsibilities include administrative and clinical duties (which require psychomotor skills) • CAAHEP states: Job responsibilities include administrative and clinical duties (which require psychomotor skills)
Twisting, Stooping, Squatting, and Bending	<ul style="list-style-type: none"> • Medical assisting professionals/students may be required to twist their bodies, stoop, squat, and bend during procedures that aid patient care. • Per the Medical Assisting Education Review Board (MAERB), Students must pass all the psychomotor and affective competencies within each course to complete the program. • Sample of 2022 Curriculum Requirements (Standards and Guidelines) XII.P.3 Use proper body mechanics • American Association of Medical Assistants states: Job responsibilities include administrative and clinical duties (which require psychomotor skills) • CAAHEP states: Job responsibilities include administrative and clinical duties (which require psychomotor skills)
Climbing stairs, lifting and supporting the weight of patients and objects, and enduring prolonged standing	<ul style="list-style-type: none"> • Medical Assisting professionals/students may be required to climb stairs, lift and support the weight of patients and objects, as well as endure prolonged standing during procedures which aid in patient care • Per the Medical Assisting Education Review Board (MAERB), Students must pass all the psychomotor and affective competencies within each course to complete the program. • Sample of 2022 Curriculum Requirements (Standards and Guidelines) XII.P.3 Use proper body mechanics • American Association of Medical Assistants states: Job responsibilities include administrative and clinical duties (which require psychomotor skills) • CAAHEP states: Job responsibilities include administrative and clinical duties (which require psychomotor skills)
Performing venipuncture and capillary puncture	<ul style="list-style-type: none"> • Medical Assisting professionals/students may be required to perform venipuncture and capillary puncture so as not to injure the patient with coordinated manipulative

	<p>dexterity on patients to aid in laboratory testing required by physicians for clinical diagnosis</p> <ul style="list-style-type: none"> • Per the Medical Assisting Education Review Board (MAERB), Students must pass all the psychomotor and affective competencies within each course to successfully complete the program. • Sample 2022 Curriculum Requirements (Standards and Guidelines) <p>I.P.2. Perform:</p> <ol style="list-style-type: none"> a. electrocardiography b. venipuncture c. capillary puncture d. pulmonary function testing <ul style="list-style-type: none"> • American Association of Medical Assistants states: Job responsibilities include administrative and clinical duties (which require psychomotor skills) • CAAHEP states: Job responsibilities include administrative and clinical duties (which require psychomotor skills)
<p>Performing administration of medications (including parenteral)</p>	<ul style="list-style-type: none"> • Medical Assisting professionals/students may be required to perform the administration of medications (including parenteral) so as not to injure patients during the procedure to aid in the treatment of the patient • Per the Medical Assisting Education Review Board (MAERB), Students must pass all the psychomotor and affective competencies within each course to successfully complete the program. • Sample of 2022 Curriculum Requirements (Standards and Guidelines) <p>I.P.6. Administer oral medications, I.P.7. Administer parenteral (excluding IV) medications</p> <ul style="list-style-type: none"> • American Association of Medical Assistants states: Job responsibilities include administrative and clinical duties (which require psychomotor skills) • CAAHEP states: Job responsibilities include administrative and clinical duties (which require psychomotor skills)
<p>Upper Body Strength</p>	<ul style="list-style-type: none"> • Medical Assisting professionals/students may be required to perform CPR and first aid procedures to safeguard a patient's life, which requires upper body strength. • Per the Medical Assisting Education Review Board (MAERB), students must pass all the psychomotor and affective competencies contained within each course to complete the program. • Sample of 2022 Curriculum Requirements (Standards and

	<p>Guidelines)</p> <p>I.P.12. Produce up-to-date- documentation of provider/professional level CPR</p> <p>I.P.13 Perform first aid procedures for:</p> <ul style="list-style-type: none"> a. bleeding b. diabetic coma or insulin shock c. fractures d. seizures e. shock f. syncope <ul style="list-style-type: none"> • American Association of Medical Assistants states: Job responsibilities include administrative and clinical duties (which require psychomotor skills) • CAAHEP states: Job responsibilities include administrative and clinical duties (which require psychomotor skills)
<p>Hand-Eye coordination</p>	<p>Medical Assisting professionals/students may be required to have hand-eye coordination during procedures which aid in patient care. Respond and react immediately to verbal instructions/requests and auditory signals from monitoring equipment; perform auditory auscultation without impediment. Physically close and distance visual activities involving objects, persons, and paperwork, as well as discriminate depth and color perception.</p> <p>Per the Medical Assisting Education Review Board (MAERB), students must pass all the psychomotor and affective competencies within each course to complete the program.</p> <ul style="list-style-type: none"> • Sample of 2022 Curriculum Requirements (Standards and Guidelines) <p>I.P.5. Select proper sites for administering parenteral medication,</p> <p>I.P.6. Administer oral medications,</p> <p>I.P.7. Administer parenteral (excluding IV) medications</p> <ul style="list-style-type: none"> • American Association of Medical Assistants states: Job responsibilities include administrative and clinical duties (which require psychomotor skills) • CAAHEP states: Job responsibilities include administrative and clinical duties (which require psychomotor skills)
<p>Practicum and Clinical Lab</p>	<ul style="list-style-type: none"> • Per Medical Assisting Education Review Board (MAERB). Students complete a 160-hour supervised practicum in an ambulatory healthcare setting. • Medical Assisting professionals/students may be required to work 8-12 hours daily to meet the profession's standards.

	<ul style="list-style-type: none"> • Medical Assisting students are required to participate as a patient in laboratory practice sessions to meet the standards of the accreditation body • Per the Medical Assisting Education Review Board (MAERB), Students must pass all the psychomotor and affective competencies within each course to complete the program. • American Association of Medical Assistants states: Job responsibilities include administrative and clinical duties (which require psychomotor skills) • CAAHEP states: Job responsibilities include administrative and clinical duties (which require psychomotor skills)
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Sensory Technical Standards

Sensory Technical Standards include but are not limited to:	Context and Reasoning Behind Sensory Essential Standards
<p>Identification and interpretation of blood pressure sounds and detection of both audible alarms and equipment</p>	<ul style="list-style-type: none"> • Medical Assisting professionals/students may be required to identify and interpret blood pressure sounds and detect audible alarms and equipment that aid in patient diagnosis. • Respond and react immediately to verbal instructions/requests and auditory signals from monitoring equipment; perform auditory auscultation without impediment. Physically close and distance visual activities involving objects, persons, and paperwork, as well as discriminate depth and color perception. • Medical Assisting Education Review Board (MAERB) Students must pass all the psychomotor and affective competencies within each course to complete the program. • Sample of 2022 Curriculum Requirements (Standards and Guidelines) <p>I.P.1.</p> <ol style="list-style-type: none"> a. blood pressure (may be electronic or manual) b. temperature, c. pulse d. respirations e. height f. weight (adult and children) g. length (infant) h. head circumference (infant) i. Oxygen saturation <ul style="list-style-type: none"> • American Association of Medical Assistants states: Job responsibilities include administrative and clinical duties (which require psychomotor skills) • CAAHEP states: Job responsibilities include administrative and clinical duties (which require psychomotor skills)

<p>Detection of Unusual Odors</p>	<ul style="list-style-type: none"> • MA professionals/students may be required to detect unusual odors, such as smoke, to safeguard the life of the patient and themselves. • Per the Medical Assisting Education Review Board (MAERB), Students must pass all the psychomotor and affective competencies within each course to successfully complete the program. • Sample of 2022 Curriculum Requirements (Standards and Guidelines) <p>XII.P.2. Demonstrate proper use of:</p> <ul style="list-style-type: none"> b. fire extinguishers, <p>XII.P.4. Evaluate the work environment to identify unsafe working conditions,</p> <p>XII.8. Identify critical elements of an emergency plan for response to a natural disaster or other emergency</p> <ul style="list-style-type: none"> • American Association of Medical Assistants states: Job responsibilities include administrative and clinical duties (which require psychomotor skills) • CAAHEP states: Job responsibilities include administrative and clinical duties (which require psychomotor skills)
<p>Detection of Changes in Skin Temperature</p>	<ul style="list-style-type: none"> • MA professionals/students may be required to detect changes in skin temperature to aid in patient care • Per the Medical Assisting Education Review Board (MAERB), students must pass all the psychomotor and affective competencies within each course to complete the program successfully. • Sample of 2022 Curriculum Requirements (Standards and Guidelines) <p>I.P.1 Accurately measure and record:</p> <ul style="list-style-type: none"> b. temperature <p>I.C.8. Identify common pathology related to each body system, including:</p> <ul style="list-style-type: none"> a. signs, b. symptoms c. etiology <p>I.C.9. Analyze pathology for each body system, including:</p> <ul style="list-style-type: none"> a. diagnostic measures <ul style="list-style-type: none"> • American Association of Medical Assistants states: Job responsibilities include administrative and clinical duties (which require psychomotor skills) • CAAHEP states: Job responsibilities include administrative and clinical duties (which require psychomotor skills)

<p>Palpation of Pulses and Recognition of Edema</p>	<ul style="list-style-type: none">• MA professionals/students may be required to detect palpation of pulses and recognition of edema to aid in patient care and life-saving techniques• Per Medical Assisting Education Review Board (MAERB), Students must pass all the psychomotor and affective competencies contained within each course to complete the course: 2022 Curriculum Requirements (Standards and Guidelines) <p>I.P.1. Accurately measure and record: c. pulse</p> <p>I.C.8. Identify common pathology related to each body system, including: a. signs b. symptoms c. etiology</p>
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	<p>I.C.9. Analyze pathology for each body system, including:</p> <ul style="list-style-type: none"> a. diagnostic measures • American Association of Medical Assistants states: Job responsibilities include administrative and clinical duties (which require psychomotor skills) • CAAHEP states: Job responsibilities include administrative and clinical duties (which require psychomotor skills)
<p>Visual Detection of Changes in Skin Color and Integrity</p>	<ul style="list-style-type: none"> • MA professionals/students may be required to detect changes in skin color and integrity to aid in patient care and life-saving techniques • Per the Medical Assisting Education Review Board (MAERB), Students must pass all the psychomotor and affective competencies in each course. • Sample 2022 Curriculum Requirements (Standards and Guidelines) <p>I.C.8. Identify common pathology related to each body system, including:</p> <ul style="list-style-type: none"> a. signs, b. symptoms, c. etiology, <p>I.C.9. Analyze pathology for each body system, including:</p> <ul style="list-style-type: none"> a. diagnostic measures • American Association of Medical Assistants states: Job responsibilities include administrative and clinical duties (which require psychomotor skills) • CAAHEP states: Job responsibilities include administrative and clinical duties (which require psychomotor skills)
<p>Ability to visualize and accurately read patient’s medical records (Electronic Health Records or Electronic Medical Record)</p>	<ul style="list-style-type: none"> • MA professionals/students may be required to visualize and accurately read patient’s medical records (electronic health records) to aid in patient care and safeguard the life of a patient • Per the Medical Assisting Education Review Board (MAERB), Students must pass all the psychomotor and affective competencies within each course to successfully complete the program. • Sample of 2022 Curriculum Requirements (Standards and Guidelines) <p>II.P.3. Document on a growth chart (part of the medical record)</p> <p>X.P.3 Document patient care accurately in the medical record</p> <p>VP.8 Participate in a telehealth interaction with a patient</p> <p>VI.P.3. Input patient data utilizing an electronic system</p> <ul style="list-style-type: none"> • The American Association of Medical Assistants states the job responsibilities include

	<p>administrative and clinical duties (which require psychomotor skills)</p> <ul style="list-style-type: none"> • CAAHEP states: Job responsibilities include administrative and clinical duties (which require psychomotor skills)
<p>Ability to Accurately Read Medication Vials</p>	<p>MA professionals/students may be required to visualize and accurately read medication vials to aid in patient care and safeguard a patient's life. Students must communicate effectively, orally and in writing, using appropriate grammar, vocabulary, word usage, and interpersonal skills.</p> <ul style="list-style-type: none"> • Per the Medical Assisting Education Review Board (MAERB), students must pass all the psychomotor and affective competencies within each course to successfully complete the program. • Example of 2022Curriculum Requirements (Standards and Guidelines) <p>I.C.12. Identify quality assurance practices in healthcare</p> <p>I.P.4. Verify the rules of medication administration:</p> <ol style="list-style-type: none"> a. right patient b. right medication, c. right dose d. right route, <p>II.P.1. Calculate proper dosages of medication for administration</p> <ul style="list-style-type: none"> • American Association of Medical Assistants states: Job responsibilities include administrative and clinical duties (which require psychomotor skills) • CAAHEP states: Job responsibilities include administrative and clinical duties (which require psychomotor skills)

<p>Ability to visualize and accurately read syringe calibrations</p>	<ul style="list-style-type: none"> • MA professionals/students may be required to visualize and accurately read syringe calibrations to aid in patient care and safeguard the life of a patient • Per the Medical Assisting Education Review Board (MAERB), Students must pass all the psychomotor and affective competencies within each course to successfully complete the program. • Sample of 2022 Curriculum Requirements (Standards and Guidelines) <p>I.C.12. Identify quality assurance practices in healthcare, I.P.4. Verify the rules of medication administration:</p> <ol style="list-style-type: none"> a. right patient b. right medication, c. right dose d. right route <p>II.P.1. Calculate proper dosages of medication for administration, I.P.7. Administer parenteral (excluding IV) medications</p> <ul style="list-style-type: none"> • American Association of Medical Assistants states: Job responsibilities include administrative and clinical duties (which require psychomotor skills) • CAAHEP states: Job responsibilities include administrative and clinical duties (which require psychomotor skills)
<p>Ability to visualize and read cardiac monitors</p>	<ul style="list-style-type: none"> • MA professionals/students may be required to visualize and accurately read cardiac monitors to aid in patient care and safeguard the life of a patient • Per the Medical Assisting Education Review Board (MAERB), Students must pass all the psychomotor and affective competencies within each course to complete the course. • Example if 2022 Curriculum Requirements (Standards and Guidelines) <p>I.P.2.a. Perform:</p> <ol style="list-style-type: none"> a. electrocardiography <ul style="list-style-type: none"> • American Association of Medical Assistants states: Job responsibilities include administrative and clinical duties (which require psychomotor skills) • CAAHEP states: Job responsibilities include administrative and clinical duties (which require psychomotor skills)
<p>Ability to visualize colors on testing equipment and reagents</p>	<ul style="list-style-type: none"> • MA professionals/students may be required to visualize and accurately visualize colors on testing equipment and reagents to aid the physician in accurate diagnosis

	<ul style="list-style-type: none"> • Per the Medical Assisting Education Review Board (MAERB), Students must pass all the psychomotor and affective competencies within each course to complete the course. • Sample of 2022 Curriculum Requirements (Standards and Guidelines) I.P.11. Obtain specimens and perform: <ul style="list-style-type: none"> a. CLIA waived hematology test, b. CLIA waived chemistry test, c. CLIA waived urinalysis, d. CLIA waived immunology tests, e. CLIA waived microbiology test • American Association of Medical Assistants states: Job responsibilities include administrative and clinical duties (which require psychomotor skills) • CAAHEP states: Job responsibilities include administrative and clinical duties (which require psychomotor skills)
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Cognitive Technical Standards

Cognitive Essential Standards include but are not limited to:	Context and Reasoning Behind Cognitive Essential Standards
Critical Thinking	<ul style="list-style-type: none"> • MA professionals/students must be able to assess and think critically to perform proper patient care techniques, sometimes during difficult circumstances. • To perform mathematical calculations for medication preparation and administration because per CAAHEP/AAMA/MAERB • Per the Medical Assisting Education Review Board (MAERB), Students must pass all the psychomotor and affective competencies within each course to complete the course. • Sample of 2022 Curriculum Requirements (Standards and Guidelines) A.1. Demonstrate critical thinking skills • American Association of Medical Assistants states: Job responsibilities include administrative and clinical duties (which require cognitive skills) • CAAHEP states: Job responsibilities include administrative and clinical duties (which require cognitive skills)
Ability to interpret and analyze	<ul style="list-style-type: none"> • MA professionals/students must have the ability to interpret and perform analysis for delivery of safe patient care

	<ul style="list-style-type: none"> • Students must be able to analyze how to properly apply and utilize diagnostic equipment and troubleshoot issues with improperly working equipment • Per the Medical Assisting Education Review Board (MAERB), Students must pass all the psychomotor and affective competencies within each course to complete the course. • Sample of 2022 Curriculum Requirements (Standards and Guidelines) <p>VIII.P.1. Interpret information on an insurance card VIII.P.5 Assist a patient in understanding an Explanation of Benefits (EOB)</p> <ul style="list-style-type: none"> • American Association of Medical Assistants states: Job responsibilities include administrative and clinical duties (which require cognitive skills) • CAAHEP states: Job responsibilities include administrative and clinical duties (which require cognitive skills)
<p>Ability to problem-solve and identify cause-and-effect relationships</p>	<ul style="list-style-type: none"> • MA professionals/students must have the ability to problem solve for the delivery of safe patient care. • Students must be able to problem solve when purchasing and utilizing equipment and supplies, time schedules, physician needs, etc. • Per the Medical Assisting Education Review Board (MAERB), students must pass all the psychomotor and affective competencies in each course. • American Association of Medical Assistants states: Job responsibilities include administrative and clinical duties (which require cognitive skills)

	<ul style="list-style-type: none"> CAAHEP states: Job responsibilities include administrative and clinical duties (which require cognitive skills)
Ability to make sound clinical judgments	<ul style="list-style-type: none"> MA professionals/students must be able to make clinical judgments and decisions to deliver safe patient care. Students must be able to identify an emergency and make a clinical judgment on what must be done first (i.e., alert the physician, call 911, start CPR, get O2, perform an EKG, get the crash cart, etc.) Per the Medical Assisting Education Review Board (MAERB), Students must pass all the psychomotor and affective competencies within each course to complete the course. 2022 Curriculum Requirements (Standards and Guidelines) I.P.12. Produce up-to-date- documentation of provider/professional level CPR I.P.13 Perform first aid procedures for: <ul style="list-style-type: none"> a. bleeding b. diabetic coma or insulin shock c. stroke d. seizures e. environmental emergency f. syncope I.C.13. List principles and steps of professional/provider CPR I.C.14. Describe basic principles of first aid as they pertain to an ambulatory healthcare setting American Association of Medical Assistants states: Job responsibilities include administrative and clinical duties (which require cognitive skills) CAAHEP states: Job responsibilities include administrative and clinical duties (which require cognitive skills)
Acquisition and Application of Knowledge/Skills	
Ability to gather, review, and understand relevant information	<ul style="list-style-type: none"> MA professionals/students must be able to gather relevant information and skills to meet program standards and competently perform in the field of medicine as a qualified medical assistant Students must be able to interview and gather information during patient screening to ensure that the physician has all pertinent information to make an accurate diagnosis Per the Medical Assisting Education Review Board (MAERB), Students must pass all the psychomotor and affective competencies within each course to complete the course. Sample of 2022 Curriculum Requirements (Standards and Guidelines) IV.C.3. Identify the special dietary needs for <ul style="list-style-type: none"> a. weight control, b. diabetes, c. cardiovascular disease, d. hypertension, e.

	<p>Cancer, f. lactose sensitivity, g. gluten-free, h. food allergies.</p> <p>IV.P.1. Instruct a patient according to the patient’s special dietary needs (students must review the information before instructing a patient),</p> <p>V.P.1. Use feedback techniques to obtain patient information, including a. reflection, b. restatement, c. clarification (these techniques require students to review the information provided by the patient), V.P.11. Report relevant information concisely and accurately.</p> <p>V.P.4. Coach patients regarding: a. office policies, b. health maintenance, c. disease prevention, d. treatment plan (students must understand this relevant information to coach patients in these areas),</p> <p>V.P.3. Use medical terminology correctly and pronounced accurately to communicate information to providers and patients,</p> <p>X.C.1. Differentiate between the scope of practice and standards of care for medical assistants, X.C.3. Describe components of the Health Insurance Portability and Accountability Act (HIPAA)</p> <ul style="list-style-type: none"> • American Association of Medical Assistants states: Job responsibilities include administrative and clinical duties (which require cognitive skills) • CAAHEP states: Job responsibilities include administrative and clinical duties (which require cognitive skills)
Adaptable	<ul style="list-style-type: none"> • MA professionals/students may be required to be flexible and capable of working in stressful situations while maintaining composure to aid in patient care and safeguard the life of a patient • Per the Medical Assisting Education Review Board (MAERB), students must pass all the psychomotor and affective competencies within each course to successfully complete the program. • Sample of 2022 Curriculum Requirements (Standards and Guidelines) • XII.A.1. Recognize the physical and emotional effects on persons involved in an emergency, • XII.A.2. Demonstrate self-awareness in responding to an emergency • American Association of Medical Assistants states: Job responsibilities include administrative and clinical duties (which require cognitive and affective skills) • CAAHEP states: Job responsibilities include administrative and clinical duties (which require cognitive and affective skills)

Communication Essential Standards

Communication Essential Standards include but are not limited to:	Context and Reasoning Behind Communication Essential Standards
Verbal	<ul style="list-style-type: none"> • MA professionals/students must be able to communicate effectively with both spoken English language in learning and patient care environments. Examples include, but are not limited to, communication with patients, families, health care professionals, patient and family teaching, documentation, and computer literacy to aid in patient care and safeguard a patient's life. • Per the Medical Assisting Education Review Board (MAERB), Students must pass all the psychomotor and affective competencies within each course to successfully complete the program. • Sample of 2022 Curriculum Requirements (Standards and Guidelines) V.C.1. Identify styles and types of verbal communication, V.P.6. Demonstrate professional telephone techniques • American Association of Medical Assistants states: Job responsibilities include administrative and clinical duties (which require affective skills) • CAAHEP states: Job responsibilities include administrative and clinical duties (which require psychomotor and affective skills)
Nonverbal	<ul style="list-style-type: none"> • MA professionals/students must be able to recognize types of nonverbal communication to assist patients effectively • Per the Medical Assisting Education Review Board (MAERB), Students must pass all the psychomotor and affective competencies within each course to successfully complete the program. • Sample of 2022 Curriculum Requirements (Standards and Guidelines) V.C.2. Identify types of nonverbal communication V.P.2. Respond to nonverbal communication, V.P.7. Document telephone messages accurately • American Association of Medical Assistants states: Job responsibilities include administrative and clinical duties (which require practical skills) • CAAHEP states: Job responsibilities include administrative and clinical duties (which require psychomotor and affective skills)
Writing	<ul style="list-style-type: none"> • MA professionals/students must communicate effectively with writing in learning and patient care environments. Examples include, but are not limited to, communication with patients, families, health care professionals, patient

	<p>and family teaching, documentation, and computer literacy to aid in patient care and safeguard the life of a patient</p> <ul style="list-style-type: none"> • Per the Medical Assisting Education Review Board (MAERB), Students must pass all the psychomotor and affective competencies within each course to successfully complete the program. • Sample of 2022. Curriculum Requirements (Standards and Guidelines) <ul style="list-style-type: none"> V.P.2. Respond to nonverbal communication V.P.7. Document telephone messages accurately, V.C.7. Recognize elements of fundamental writing skills • American Association of Medical Assistants states: Job responsibilities include administrative and clinical duties (which require psychomotor skills) • CAAHEP states: Job responsibilities include administrative and clinical duties (which require psychomotor and affective skills)
Interpersonal Skills	<ul style="list-style-type: none"> • MA professionals/students must have the ability to have positive professional interactions with patients, patients' families, coworkers, and other healthcare professionals from multicultural backgrounds. Examples include but are not limited to care without bias, excellent customer service, remaining calm in emergencies, accountability for personal actions, and working well with others to aid in patient care and safeguard the life of a patient • Per the Medical Assisting Education Review Board (MAERB), Students must pass all the psychomotor and affective competencies within each course to successfully complete the program. • Sample of 2022 Curriculum Requirements (Standards and Guidelines) <ul style="list-style-type: none"> I.A.3. Show awareness of a patient's concerns related to the procedure being performed, V.A.1. Demonstrate: <ul style="list-style-type: none"> a. empathy b. active listening c. nonverbal communication V.A.2. Demonstrate the principles of self-boundaries, V.A.3. Demonstrate respect for individual diversity, including: <ul style="list-style-type: none"> a. gender b. race c. religion d. age e. economic status f. appearance • American Association of Medical Assistants states: Job responsibilities include administrative and clinical duties (which

	<p>require psychomotor skills)</p> <ul style="list-style-type: none">• CAAHEP states: Job responsibilities include administrative and clinical duties (which require psychomotor affective skills)
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