

# NHA Certified CCMA Exam Guide

*Updated September 2022*

## Overview

This document is designed to give instructors guidance on preparing student for the NHA Certified Clinical Medical Assistant exam.

The National Healthcareer Association (NHA) provides an industry certification in medical assisting that can be taken by high school students. NHA's certificate is called the **Certified Clinical Medical Assistant (CCMA)**.

*This document is based on the 2017 version of the NHA CCMA exam.*

## Outline

In this guide, you will find:

1. NHA CCMA exam eligibility requirements
2. Certification exam topic outline
3. HealthCenter21 modules recommended for CCMA exam prep
4. An in-depth crosswalk of HealthCenter21 to the NHA Test Plan

## 1. Eligibility Requirements for the NHA CCMA Exam

In order to sit for the NHA CCMA exam, students must have all of the following:

1. A high school diploma or GED/high school equivalency
2. Successful completion of a medical assistant training program within the last five (5) years – OR – one (1) year of supervised work experience in the medical assisting field within the last three (3) years

High school students may earn provisional certificates prior to graduation. Key information to note includes:

1. High school students who meet eligibility requirements must register for the exam within 12 months before graduation
2. A provisional certificate expires 12 months from the exam date
3. After graduation, graduates may apply to convert the active provisional certificate to a full certificate

## 2. NHA CCMA Exam Topic Outline

Core knowledge for a CCMA includes three parts:

1. Foundational Knowledge and Basic Science (15 Items, 10% of Exam)
2. Anatomy and Physiology (12 Items, 8% of Exam)
3. Clinical Patient Care (81 Items, 54% of Exam)
4. Patient Coordination and Education (7 or 8 Items, 5% of Exam)
5. Administrative Assisting (19 or 20 Items, 15% of Exam)
6. Communication and Customer Service (7 or 8 Items, 5% of Exam)
7. Medical Law and Ethics (7 or 8 Items, 5% of Exam)

Source: [NHA CCMA – Summary Test Plan](#)

### 3. HealthCenter21 Modules Recommended for CCMA Exam Prep

The chart below is an overview of modules that help prepare students for the CCMA certification exam:

<b>Health Care Foundations:</b> <ul style="list-style-type: none"> <li>• Anatomy and Physiology</li> <li>• Body Mechanics</li> <li>• Behavioral Health</li> <li>• Healthcare Systems</li> <li>• Human Growth and Development</li> <li>• Infection Control</li> <li>• Legal and Ethical Responsibilities</li> <li>• Medical Assistant Pharmacology</li> <li>• Medical Terminology</li> <li>• Medical Mathematics</li> <li>• Nutrition and Elimination</li> <li>• Wellness and Nutrition</li> <li>• Safety Precautions</li> <li>• The Health Assistant</li> </ul>	<b>Clinical Skills:</b> <ul style="list-style-type: none"> <li>• Ambulatory Surgery</li> <li>• Client Status</li> <li>• CPR and Basic Life Support</li> <li>• Electrocardiography</li> <li>• Emergency Care</li> <li>• Physical Exams</li> <li>• Phlebotomy</li> <li>• Specimen Collection and Testing</li> <li>• Special Populations</li> <li>• The Surgical Patient</li> </ul> <b>Soft Skills:</b> <ul style="list-style-type: none"> <li>• Communications</li> <li>• Cultural, Social, and Ethnic Diversity</li> <li>• Customer Service in Healthcare</li> <li>• Personal Qualities</li> <li>• Professionalism in Healthcare</li> </ul>	<b>Medical Office Skills:</b> <ul style="list-style-type: none"> <li>• Appointments</li> <li>• Accounting</li> <li>• EHR Simulation</li> <li>• Health Information Technology</li> <li>• Insurance and Coding</li> <li>• Medical Office Assistant</li> <li>• Medical Records</li> <li>• Office Environment</li> <li>• Office Equipment</li> <li>• Telephone Etiquette</li> <li>• Written Communication</li> </ul>
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**NOTE: The modules listed are strictly based on alignment with the CCMA test plan and do not depict a teaching sequence for one course. These recommendations are a starting point to help you develop your syllabus and teaching plan.**

Teachers often tell us that their CCMA programs include multiple courses across several years of education.

In some cases, your students may have worked through some of these modules in prior course. If that's the case, you may decide to not include them in your current class.

Additionally, you may choose to add other modules to your classes to meet your course requirements and needs of your students.

#### 4. Crosswalk Between NHA CCMA Test Plan & HealthCenter21

Domain 1: Foundational Knowledge and Basic Science	HealthCenter21 Location	HealthCenter21 Coverage
<b>A. Health care systems and settings</b>		
1. Role and responsibilities of the MA, other healthcare providers, and allied health personnel	<b>Module:</b> The Health Assistant Unit 1: Health Assisting, Lesson 1	High
2. Scope of practice	<b>Module:</b> Medical Assistant Unit 5: Legal Conduct, Lesson 2	High
3. Titles and credentials	<b>Module:</b> Health Assistant Unit 1: Health Assisting, Lesson 3	High
4. Licensing and certification	<b>Module:</b> Health Assistant Unit 1: Health Assisting, Lesson 3	High
5. Healthcare delivery models (HMOs, PPOs, POS, PCMH, accountable care organizations/payment for performance [ACOs], hospice, collaborative care model)	<b>Module:</b> Insurance and Coding Unit 1: Insurance, Lessons 1-5 Unit 2: Government Programs, Lessons 1-4	High
6. General versus specialties and services offered	<b>Module:</b> Healthcare Systems Unit 3: Health Care Delivery Systems, Lesson 1	High
7. Ancillary services; alternative therapies	<b>Module:</b> The Health Assistant Unit 1: Health Assisting, Lesson 1	High
8. Insurance fundamentals	<b>Module:</b> Insurance and Coding Unit 1: Insurance, Lessons 1 & 2	High

Domain 1: Foundational Knowledge and Basic Science	HealthCenter21 Location	HealthCenter21 Coverage
<b>B. Medical terminology</b>		
1. Common abbreviations, acronyms, and symbols	<b>Module:</b> Medical Terminology Unit 3: Anatomic References, Lessons 1 & 2	High
2. Conditions, procedures, and instruments	<b>Module:</b> Medical Terminology Unit 3: Anatomic References, Lessons 1 & 2	High
3. Medical word building (prefixes, suffixes, plurals)	<b>Module:</b> Medical Terminology Unit 2: Word Parts, Lessons 1 & 2	High
4. Positional and directional terminology	<b>Module:</b> Medical Terminology Unit 4: Anatomical References, Lessons 1 & 2	High
<b>C. Basic pharmacology</b>		
1. Commonly prescribed medications and common approved abbreviations	<b>Module:</b> Medical Assistant Pharmacology Unit 2: Abbreviations, Lesson 2	High
2. Drug classifications and drug schedules	<b>Module:</b> Medical Assistant Pharmacology Unit 2: Abbreviations, Lesson 1	High
3. Side effects, adverse effects, indications, and contra-indications	<b>Module:</b> Medical Assistant Pharmacology Unit 1: Intro to Pharmacology, Lesson 2	High
4. Measurement (for both metric and household systems), mathematical conversions, and dosage calculations	<b>Module:</b> Medical Mathematics Unit 1: Measurement Systems, Lessons 1-4 Unit 2: Medications, Lesson 2	High
5. Forms of medication (for example, pill, capsule, ointment)	<b>Module:</b> Medical Assistant Pharmacology Unit 1: Intro to Pharmacology, Lesson 2	High

Domain 1: Foundational Knowledge and Basic Science	HealthCenter21 Location	HealthCenter21 Coverage
6. Look alike/sound alike medications	<b>Module:</b> Medical Assistant Pharmacology Unit 1: Intro to Pharmacology, Lesson 1	High
7. Routes of administration	<b>Module:</b> Medical Assistant Pharmacology Unit 1: Intro to Pharmacology, Lesson 2	High
8. Pharmacokinetics (absorption, distribution, metabolism, excretion)	<b>Module:</b> Medical Assistant Pharmacology Unit 1: Intro to Pharmacology, Lesson 2	High
9. Rights of drugs/medication administration	<b>Module:</b> Medical Assistant Pharmacology Unit 3: Preparing & Administering Medications, Lesson 2	High
10. Physicians' Desk Reference and online resources	<b>Module:</b> Medical Assistant Pharmacology Unit 1: Intro to Pharmacology, Lesson 1	High
11. Principles of storage and disposal	<b>Module:</b> Medical Assistant Pharmacology Unit 2: Drug Safety, Lesson 1	High
<b>D. Nutrition</b>		
1. Dietary nutrients	<b>Module:</b> Nutrition and Elimination Unit 1: Optimal Nutrition, Lesson 1	High
2. Dietary needs and patient education (general, and related to diseases and conditions)	<b>Module:</b> Nutrition and Elimination Unit 1: Optimal Nutrition, Lesson: 2 Unit 2: Diets, Lessons 1 & 2	High
3. Vitamins and supplements	<b>Module:</b> Nutrition and Elimination Unit 2: Diets, Lessons 2 & 3	High

Domain 1: Foundational Knowledge and Basic Science	HealthCenter21 Location	HealthCenter21 Coverage
4. Eating disorders	<b>Module: Behavioral Health</b> Unit 2: Common Mental and Behavioral Disorders	High
5. Food labels	<b>Module: Nutrition and Elimination</b> Unit 2: Diets, Lesson 3	High
<b>E. Psychology</b>		
1. Developmental stages	<b>Module: Human Growth &amp; Development</b> Unit 2: Genetics, Lessons 1 & 2 Unit 3: Prenatal & Neonatal, Lessons 1 & 2 Unit 4: Childhood, Lessons 1-3-4	High
2. End-of-life and stages of grief	<b>Module: Human Growth and Development</b> Unit 5: Aging & Death, Lessons 1 & 2	High
3. Psychology of the physically disabled, developmentally delayed, and those with diseases	<b>Module: Special Populations</b> Unit 5: Physically & Developmentally Impaired Patients, Lessons 1 & 2	High
4. Environmental and socio-economic stressors	<b>Module: Behavioral Health</b> Unit 3: Managing Behavioral Health <b>Module: Medical Office Assistant</b> Unit 2: Professional Traits, Lesson 4	High
5. Mental health screening	<b>Not Covered</b>	Not covered
6. Defense mechanisms	<b>Module: Wellness &amp; Nutrition</b> Unit 4: Stress & Planning for Wellness, Lesson 1	High

2. Anatomy and Physiology	HealthCenter21 Location	HealthCenter21 Coverage
<b>A. Body structures and organ systems</b>		
1. Anatomical structures, locations, and positions	<b>Module:</b> Medical Terminology Unit 4: Anatomic References, Lessons 1 & 2 <b>Module:</b> A&P - Introduction Unit 6: Anatomical Terminology	High
2. Structure and function of major body systems, including organs and their locations	<b>Module:</b> A&P – Introduction Unit 2: Building Blocks of the Human Body  Modules: A&P – all system-specific modules	High
3. Interactions between organ systems, homeostasis	<b>Module:</b> A&P – Introduction Unit 5: Chemical Processes that Support Life Unit 7: The Body at Work	High
<b>B. Pathophysiology and disease processes</b>		
1. Signs, symptoms, and etiology of common diseases, conditions, and injuries	<b>Modules:</b> A&P – all system-specific modules Unit: Diseases and Disorders	High
2. Diagnostic measures and treatment modalities	<b>Modules:</b> A&P – all system-specific modules Unit: Diseases and Disorders	High
3. Incidence, prevalence, and risk factors	<b>Modules:</b> A&P – all system-specific modules Unit: Diseases and Disorders	High
4. Risk factors leading to high mortality and morbidity (for example, complications, accompanying diseases)	<b>Modules:</b> A&P – all system-specific modules Unit: Diseases and Disorders	High
5. Epidemics and pandemics	<b>Module:</b> Healthcare Systems Unit 1: History of Healthcare, Lesson 1	Low
<b>C. Microbiology</b>		

2. Anatomy and Physiology	HealthCenter21 Location	HealthCenter21 Coverage
1. Cell structure (for example, nucleus, cell wall, cell membrane, cytoplasm, ribosomes, mitochondria, lysosomes, nucleolus)	<b>Module:</b> A&P – Introduction Unit 3: Everything Begins with Cells	High
2. Common pathogens and non-pathogens	<b>Module:</b> Infection Control Unit 1: Intro to Infection Control, Lesson 1	High
3. Organisms and microorganisms	<b>Module:</b> Infection Control Unit 1: Intro to Infection Control, Lesson 1	High
4. Infectious agents; chain of infection; conditions for growth	<b>Module:</b> Infection Control Unit 1: Intro to Infection Control, Lesson 2	High

3. Clinical Patient Care	HealthCenter21 Location	HealthCenter21 Coverage
<b>A. General Patient Care - Tasks</b>		
T1. Identify patient	<b>Module:</b> Safety Precautions Unit 1: Safety Guidelines and Regulations, Lesson 2	High
T2. Prepare examination/procedure	<b>Module:</b> Physical Exams Unit 1: Intro to Physical Exams, Lesson 1	High
T3. Ensure patient safety within the clinical setting	<b>Module:</b> Safety Precautions Units 1-3, All Lessons	High
T4. Complete a comprehensive clinical intake process, including the purpose of the visit	<b>Module:</b> Communications Unit 5: Documentation, Lesson 1	High
T5. Measure vital signs	<b>Module:</b> Client Status Unit 1: Vital Signs & Body Measurements, Lesson 1	High

3. Clinical Patient Care	HealthCenter21 Location	HealthCenter21 Coverage
T6. Obtain anthropometric measurements	<b>Module:</b> Client Status Unit 1: Vital Signs & Body Measurements, Lesson 2 Unit 6: Reading Analog Devices	High
T7. Identify/document/report abnormal signs and symptoms	<b>Module:</b> Client Status Unit 1: Vital Signs & Body Measurements, Lesson 1	High
T8. Assist provider with general physical examination	<b>Module:</b> Physical Exams Unit 1: Intro to Physical Exams, Lesson 1	High
T9. Assist provider with specialty examinations	<b>Module:</b> Physical Exams Unit 3: Physical Exams, Lessons 3 & 4	High
T10. Prepare patient for procedures	<b>Module:</b> Safety Precautions Unit 1: Safety Guidelines & Regulations, Lesson 2	High
T11. Prepare and administer medications and/or injectables using non-parenteral and parenteral routes (excluding IV) (for example, oral, buccal, sublingual, intramuscular, intradermal, subcutaneous, topical, transdermal, and inhalation)	<b>Module:</b> Medical Assistant Pharmacology Unit 3: Preparing & Admin. Meds, Lessons 1&2 Unit 4: Parenteral Medications, Lessons 1&2	High
T12. Perform staple and suture removal	<b>Module:</b> Ambulatory Surgery Unit 4: Post-Op Procedures, Lesson 3	High
T13. Administer eye, ear, and topical medications	<b>Module:</b> Medical Assistant Pharmacology Unit 3: Preparing & Administering Medication, Lesson 2	High
T14. Perform ear and eye irrigation	<b>Module:</b> Physical Exams Unit 2: Eye & Ear Examinations, Lessons 1 & 2	High

3. Clinical Patient Care	HealthCenter21 Location	HealthCenter21 Coverage
T15. Administer first aid and basic wound care	<b>Module:</b> Emergency Care Unit 1: Intro to Emergency Care, Lesson 1 Unit 2: Injury Care Techniques, Lesson 1	High
T16. Identify and respond to emergency/priority situations	<b>Module:</b> Emergency Care Unit 1: Intro to Emergency Care, Lesson 1	High
T17. Perform CPR	<b>Module:</b> CPR and Basic Life Support Unit 1: Adult BLS Unit 2: Pediatric BLS Unit 5: Learning Activities	High
T18. Assist provider with patients presenting with minor and traumatic injury	<b>Module:</b> Emergency Care Units 1-4, all lessons	High
T19. Assist with surgical interventions (for example, sebaceous cyst removal, toenail removal, colposcopy, cryosurgery)	<b>Module:</b> Ambulatory Surgery Unit 1: Ambulatory Surgery, Lesson 1	High
T20. Review provider's discharge instructions/plan of care with patients	<b>Module:</b> Ambulatory Surgery Unit 4: Post-op Procedures, Lesson 1	High
T21. Follow guidelines for sending orders for prescriptions and refills by telephone, fax, or email	<b>Module:</b> Pharmacology Unit 2: Drug Safety, Lesson 2	High
T22. Document relevant aspects of patient care in patient record	<b>Module:</b> EHR Simulation Unit 3: Clinical Tasks <b>Module:</b> Communications Unit 5: Documentation, Lessons 1 & 2	High
T23. Operate basic functions of an EHR/EMR system	<b>Module:</b> EHR Simulation – all units <b>Module:</b> Health Information Technology Unit 2: Electronic Health Records, Lessons 1-5	High
T24. Enter orders into CPOE	<b>Not Covered</b>	Not Covered

3. Clinical Patient Care	HealthCenter21 Location	HealthCenter21 Coverage
<b>A. General Patient Care – Knowledge</b>		
K1. Patient identifiers	<b>Module:</b> Communications Unit 5: Documentation, Lesson 1	High
K2. Elements of a patient medical/surgical/family/social history	<b>Module:</b> Communications Unit 5: Documentation, Lesson 1	High
K3. Methods for obtaining vital signs (manual & electronic blood pressure; respiration, temperature, pulse, pulse oximetry)	<b>Module:</b> Client Status Units: 1-6, All Lessons	High
K4. Normal and abnormal vital signs	<b>Module:</b> Client Status Units: 1-5, All Lessons	High
K5. Methods for measuring height, weight, BMI; special considerations related to age, health, status, disability; growth chart	<b>Module:</b> Client Status Unit 1: Vital Signs & Body Measurements, Lesson 2 Unit 6: Reading Analog Devices	High
K6. Positioning and draping requirements for general and specialty examinations, procedures, and treatments	<b>Module:</b> Physical Exams Unit: Intro to Physical Exams, Lesson 2	High
K7. Equipment, instruments, and supplies necessary to prepare the examination or procedure room	<b>Module:</b> Physical Exams Unit 1: Intro to Physical Exams, Lesson 1	High
K8. Required equipment, supplies and instruments related to general physical examinations	<b>Module:</b> Physical Exams Unit 1: Intro to Physical Exams, Lesson 1	High

3. Clinical Patient Care	HealthCenter21 Location	HealthCenter21 Coverage
K9. Required equipment, supplies, and instruments related to specialty examinations	<b>Module:</b> Physical Exams Unit 1, Lesson 1 Unit 2, Lessons 1-3 Unit 3, Lesson 2 Unit 4, Lessons 1 & 2	High
K10. Patient instruction specific to procedures, including pre- and postprocedural instructions;	<b>Module:</b> The Surgical Patient Unit 2: Preoperative Care, Lessons 1&2 Unit 4: Postoperative Care, Lesson 1	High
K11. Modifications to patient care depending on patient needs (for example, assisting with ambulation and transfers for frail and disabled patients; using terms a child can understand for pediatric patients)	<b>Module:</b> Body Mechanics Unit 2: Moving Patients	High
K12. Consent requirements (written and verbal)	<b>Module:</b> Legal and Ethical Responsibilities Unit: Civil and Criminal Law, Lesson 3  <b>Module:</b> The Health Assistant Unit: Patient Rights and Code of Ethics, Lesson 1	High
K13. Immunization schedules and requirements	<b>Module:</b> Physical Exams Unit 3: Physical Examinations, Lesson 2	High
K14. Allergies (for example, common drug and non-drug allergies such as latex, bee stings; type of reactions [mild, moderate and severe] how to respond to allergic reactions or anaphylactic shock)	<b>Module:</b> A&P – Lymphatic System Unit 2: Diseases and Disorders	High
K15. Signs of infection	<b>Module:</b> Surgical Patient Unit 4: Postoperative Care, Lesson 1	High

3. Clinical Patient Care	HealthCenter21 Location	HealthCenter21 Coverage
K16. Sterile techniques related to examinations, procedures, injections and medication administration	<b>Module:</b> Infection Control Unit 4: Sterile Technique, Lessons 1&2	High
K17. Dosage calculations related to oral medications and injectables	<b>Module:</b> Medical Mathematics Unit 4: Medications, Lessons 2&3	High
K18. Commonly used oral and parenteral medications, including forms, packaging, routes of administration; rights of medication administration	<b>Module:</b> Medical Assistant Pharmacology Unit 2: Drug Safety Unit 4: Parenteral Medications	High
K19. Storage; labeling; and medication logs	<b>Module:</b> Medical Assistant Pharmacology Unit 2: Drug Safety, Lesson 1	High
K20. Techniques and injection sites	<b>Module:</b> Medical Assistant Pharmacology Unit 4: Parenteral Medications, Lesson 2	High
K21. Supplies and equipment related to injections	<b>Module:</b> Medical Assistant Pharmacology Unit 4: Parenteral Medications, Lesson 1	High
K22. Storage of injectables	<b>Module:</b> Medical Assistant Pharmacology Unit 2: Drug Safety, Lesson 1	High
K23. Techniques and instruments for suture and staple removal; types and sizes of sutures	<b>Module:</b> Ambulatory Surgery Unit 4: Postoperative Procedures, Lesson 3	High
K24. Methods of administration, techniques, procedures and supplies related to eye, ear, and topical medications	<b>Module:</b> Medical Assistant Pharmacology Unit 3: Preparing & Administering Medications, Lesson 2	High
K25. Instruments, supplies, and techniques related to eye and ear irrigation	<b>Module:</b> Physical Exams Unit 2: Eye & Ear Examinations, Lessons 1 & 2	High

3. Clinical Patient Care	HealthCenter21 Location	HealthCenter21 Coverage
K26. Commonly occurring types of injuries (for example, lacerations, abrasions, fractures, sprains)	<b>Module:</b> Emergency Care Unit 4: Wounds & Burns, Lesson 1  <b>Module:</b> A&P – Skeletal System Unit 9: Diseases and Disorders	High
K27. Treatment for commonly occurring types of injuries, (for example, bandaging, ice, elevation)	<b>Module:</b> Emergency Care Unit 2: Injury Care Techniques, Lesson 1	High
K28. Commonly occurring types of surgical interventions	<b>Module:</b> Surgical Patient Unit 1: Surgery, Lesson 1	High
K29. Signs and symptoms related to urgent and emergency situations (for example, diabetic shock, heat stroke, allergic reactions, choking, syncope, seizure)	<b>Module:</b> Emergency Care Unit 6: Extreme Temperatures, Lesson 1 Unit 7: Sudden Illnesses, Lesson 2, 4, 5	High
K30. Emergency action plans (for example, crash cart, emergency injectables)	<b>Not Covered</b>	Not Covered
K31. Procedures to perform CPR, basic life support and AED	<b>Module:</b> CPR and Basic Life Support – all units	High
K32. Computerized Physician Order Entry (CPOE)	<b>Module:</b> Medical Records Unit 1: Medical Records, Lesson 1	Low
K33. Referral authorizations; insurance authorizations	<b>Module:</b> Insurance and Coding Unit 1: Insurance, Lesson 5	High
K34. Legal requirements for content and transmission of prescriptions	<b>Module:</b> Medical Assistant Pharmacology Unit 2: Drug Safety, Lesson 2	High
K35. Prior authorizations for medication; electronic prescribing software	<b>Module:</b> Medical Assistant Pharmacology Unit 2: Drug Safety, Lesson 1	High

3. Clinical Patient Care	HealthCenter21 Location	HealthCenter21 Coverage
K36. Required components of medical records	<b>Module:</b> Medical Records Unit 1: Medical Records, Lessons: 1-3	High
K37. Medical necessity guidelines	<b>Module:</b> Insurance and Coding Unit 1: Insurance, Lesson 5	High
<b>B. Infection Control – Tasks</b>		
T1. Adhere to regulations and guidelines related to infection control	<b>Module:</b> The Health Assistant Unit 5: Legal Conduct, Lesson 1: Law	High
T2. Adhere to guidelines regarding hand hygiene	<b>Module:</b> Infection Control Unit: Intro to Infection Control, Lesson 4	High
T3. Perform disinfection/sanitization	<b>Module:</b> Infection Control Unit 1: Intro to Infection Control, Lesson 3	High
T4. Perform sterilization of medical equipment	<b>Module:</b> Infection Control Unit 1: Intro to Infection Control, Lesson 5	High
T5. Perform appropriate aseptic techniques for various clinical situations	<b>Module:</b> Infection Control Unit 1: Intro to Infection Control, Lesson 3	High
T6. Dispose of biohazardous materials as dictated by OSHA (for example, sharps containers, red bags)	<b>Module:</b> The Health Assistant Unit 4: Infection Control & Safety Precautions, Lesson 1	High
<b>B. Infection Control – Knowledge</b>		

3. Clinical Patient Care	HealthCenter21 Location	HealthCenter21 Coverage
K1. Universal precautions	<b>Module:</b> Infection Control Unit 2: Standard Precautions, Lesson 1	High
K2. Hand-washing techniques	<b>Module:</b> Infection Control Unit: Intro to Infection Control, Lesson 4	High
K3. Alcohol-based rubs/sanitizer	<b>Module:</b> Infection Control Unit 1: Intro to Infection Control, Lesson 5	High
K4. Infectious agents, modes of transmission, precautions for bloodborne pathogens	<b>Module:</b> Infection Control Unit 1: Intro to Infection Control, Lesson 2	High
K5. Personal protective equipment (PPE)	<b>Module:</b> Infection Control Unit: Standard Precautions	High
K6. Sterilization techniques (autoclave, instrument cleaner, germicidal disinfectants, disposables)	<b>Module:</b> Infection Control Unit 1: Intro to Infection Control, Lesson 3	High
K7. Techniques for medical and surgical asepsis	<b>Module:</b> Infection Control Unit 1: Intro to Infection Control, Lesson 3	High
K8. Order of cleaning and types of cleaning products	<b>Module:</b> Infection Control Unit 1: Intro to Infection Control, Lesson 5	High
K9. Safety Data Sheets (SDS)	<b>Module:</b> Safety Precautions Unit 3: Environmental Safety, Lesson 3	High
K10. Cautions related to chemicals	<b>Module:</b> Safety Precautions Unit 3: Environmental Safety, Lesson 3	High
K11. Disposal methods	<b>Module:</b> Safety Precautions Unit 3: Environmental Safety, Lesson 3	High
K12. Exposure control plan	<b>Module:</b> Safety Precautions Unit 3: Environmental Safety, Lesson 3	High

3. Clinical Patient Care	HealthCenter21 Location	HealthCenter21 Coverage
K13. Calibration of equipment	<b>Module:</b> Office Equipment Unit: Maintenance & Troubleshooting, Lesson 1	High
K14. Logs (for example, maintenance, equipment servicing, temperature (refrigerator), quality control)	<b>Module:</b> Office Equipment Unit: Maintenance & Troubleshooting, Lesson 1	High
<b>C. Testing and Laboratory Procedures - Tasks</b>		
T1. Collect non-blood specimens (for example, urine, stool, cultures, sputum)	<b>Module:</b> Specimen Collection & Testing Units 1-5	High
T2. Perform CLIA-waived testing (labs)	<b>Module:</b> Specimen Collection & Testing Unit 1: Policies & Practices for Specimens, Lesson 1	High
T3. Perform vision and hearing tests	<b>Module:</b> Physical Exams Unit 2: Eye & Ear Exams, Lessons 1&2	High
T4. Perform allergy testing	<b>Module:</b> A&P – Lymphatic System Unit 2: Diseases and Disorders	Low
T5. Perform spirometry/pulmonary function tests (electronic or manual)	<b>Module:</b> A&P – Respiratory System Unit 2: Diseases and Disorders  <b>Module:</b> Client Status Unit 4: Respiration, Lesson 1	Low
T6. Recognize, document, and report normal and abnormal laboratory and test values	<b>Module:</b> Phlebotomy Unit 4: Venipuncture, Lesson 5 <b>Module:</b> Specimen Collection and Testing Unit 1: Policies & Practices for Specimens, Lesson 1	Medium

3. Clinical Patient Care	HealthCenter21 Location	HealthCenter21 Coverage
T7. Match and label specimen to patient and completed requisition	<b>Module:</b> Specimen Collection and Testing Unit 1: Policies & Practices for Specimens, Lesson 2	High
T8. Process, handle, and transport collected specimens	<b>Module:</b> Specimen Collection and Testing Unit 1: Policies & Practices for Specimens, Lesson 2	High
<b>C. Testing and Laboratory Procedures - Knowledge</b>		
K1. Point of care testing	<b>Module:</b> Specimen Collection and Testing Unit 1: Policies & Practices for Specimens, Lesson 2	High
K2. Information required on provider request or requisition form	<b>Module:</b> Specimen Collection and Testing Unit 1: Policies & Practices for Specimens, Lesson 2	High
K3. Specimen collection techniques and requirements	<b>Module:</b> Specimen Collection and Testing Unit 1: Policies & Practices for Specimens, Lesson 2	High
K4. CLIA-waived testing regulations	<b>Module:</b> Specimen Collection and Testing Unit 1: Policies & Practices for Specimens, Lesson 1	High
K5. COLA accreditation standards	<b>Module:</b> Specimen Collection and Testing Unit 1: Policies & Practices for Specimens, Lesson 1	High
K6. Controls/calibration/quality control	<b>Module:</b> Specimen Collection and Testing Unit 1: Policies & Practices for Specimens, Lesson 1	High
K7. Normal and abnormal lab values and test volumes	<b>Module:</b> Phlebotomy Unit 4: Venipuncture, Lesson 5	High
K8. Elements related to vision and hearing tests including color, acuity/distance, visual fields; tone, speech and word recognition, tympanometry	<b>Module:</b> Specimen Collection and Testing Unit 1: Policies & Practices for Specimens, Lesson 2	High

3. Clinical Patient Care	HealthCenter21 Location	HealthCenter21 Coverage
K9. Peak flow rates	<b>Module:</b> A&P – Respiratory System Unit 2: Diseases and Disorders	Medium
K10. Common allergens	<b>Module:</b> A&P – Lymphatic System Unit 2: Diseases and Disorders	Medium
K11. Scratch test and intradermal allergy test	<b>Not Covered</b>	<b>Not Covered</b>
K12. Requirements for transportation, diagnosis, storage, and disposal of specimens, including patient identifiers, site or test	<b>Module:</b> Specimen Collection and Testing Unit 1: Policies & Practices for Specimens, Lesson 2	High
K13. Content of requisition, including date and time, and ICD-10	<b>Module:</b> Specimen Collection and Testing Unit 1: Policies & Practices for Specimens, Lesson 2	High
<b>D. Phlebotomy - Tasks</b>		
T1. Verify order details	<b>Module:</b> Phlebotomy Unit 1: Intro to Phlebotomy, Lesson 1	High
T2. Select appropriate supplies for test(s) ordered	<b>Module:</b> Phlebotomy Unit 4: Venipuncture, Lesson 1	High
T3. Determine venipuncture site accessibility based on patient age and condition	<b>Module:</b> Phlebotomy Unit 4: Venipuncture, Lesson 1	High
T4. Prepare site for venipuncture	<b>Module:</b> Phlebotomy Unit 4: Venipuncture, Lesson 1	High
T5. Perform venipuncture	<b>Module:</b> Phlebotomy Unit 4: Venipuncture, Lesson 1	High

3. Clinical Patient Care	HealthCenter21 Location	HealthCenter21 Coverage
T6. Perform capillary puncture	<b>Module:</b> Phlebotomy Unit 2: Skin Puncture, Lesson 1	High
T7. Perform post-procedural care	<b>Module:</b> Phlebotomy Units 2-4	High
T8. Handle blood samples as required for diagnostic purposes	<b>Module:</b> Specimen Collection and Testing Unit 1: Policies & Practices for Specimens, Lesson 2	High
T9. Process blood specimens for laboratory	<b>Module:</b> Specimen Collection and Testing Unit 1: Policies & Practices for Specimens, Lesson 2	High
T10. Match and label specimen to patient and completed requisition	<b>Module:</b> Specimen Collection and Testing Unit 1: Policies & Practices for Specimens, Lesson 2	High
T11. Recognize and respond to abnormal test results	<b>Module:</b> Phlebotomy Unit 1: Intro to Phlebotomy, Lesson 1	High
T12. Prepare samples for transportation to a reference (outside) laboratory	<b>Module:</b> Specimen Collection and Testing Unit 1: Policies & Practices for Specimens, Lesson 2	High
T13. Follow guidelines in distributing laboratory results to ordering providers after matching patient to provider	<b>Module:</b> Phlebotomy Unit 1: Intro to Phlebotomy, Lesson 2	High
<b>D. Phlebotomy – Knowledge</b>		
K1. Patient identifiers, including site or test; and content of requisition	<b>Module:</b> Specimen Collection and Testing Unit 1: Policies & Practices for Specimens Lesson 2	High
K2. Requirements related to patient preparation for phlebotomy, including fasting/non-fasting	<b>Module:</b> Phlebotomy Unit 1: Intro to Phlebotomy, Lesson 1	High

3. Clinical Patient Care	HealthCenter21 Location	HealthCenter21 Coverage
K3. Assessment of patient comfort/anxiety level with procedure	<b>Module:</b> Phlebotomy Unit 1: Intro to Phlebotomy, Lesson 2	High
K4. Blood vacuum tubes required for chemistry, hematology, and microbiology testing	<b>Module:</b> Phlebotomy Unit 1: Intro to Phlebotomy, Lesson 4	High
K5. Blood-borne pathogens	<b>Module:</b> Infection Control Unit 1: Intro to Infection Control, Lesson 1	High
K6. Medical conditions or history and medications impacting collection of blood order of draw for venipuncture	<b>Module:</b> Phlebotomy Unit 4: Venipuncture, Lesson 3	High
K7. Anatomy, skin integrity, venous sufficiency, contra-indications	<b>Module:</b> Phlebotomy Unit 4: Venipuncture, Lesson 1	High
K8. Phlebotomy site preparation including cleansing, wrapping, order of draw with micro-tubes	<b>Module:</b> Phlebotomy Unit 4: Venipuncture, Lesson 3	High
K9. Insertion and removal techniques	<b>Module:</b> Phlebotomy Unit 4: Venipuncture, Lesson 1	High
K10. Evacuated tube, syringe, and butterfly methods	<b>Module:</b> Phlebotomy Unit 4: Venipuncture, Lesson 1	High
K11.Types of tubes, tube positions, number of tube inversions, and fill level/ratios	<b>Module:</b> Phlebotomy Unit 4: Venipuncture, Lesson 1	High
K12. Additives and preservatives	<b>Module:</b> Phlebotomy Unit 4: Venipuncture, Lesson 3	High
K13. Bandaging procedures, including allergies and skin types	<b>Module:</b> Phlebotomy Unit 4: Venipuncture, Lesson 2	High
K14. Pre-analytical considerations pertaining to specimen quality and consistency	<b>Not Covered</b>	<b>Not Covered</b>

3. Clinical Patient Care	HealthCenter21 Location	HealthCenter21 Coverage
K15. Special collections (for example, timed specimens, drug levels, blood cultures, fasting)	<b>Module:</b> Phlebotomy Unit 4: Venipuncture, Lesson 1	High
K16. Centrifuge and aliquot	<b>Module:</b> Phlebotomy Unit 2: Skin Puncture-Microhematocrit & Hemoglobin, Lesson 2	High
K17. Normal and abnormal test values, control values	<b>Module:</b> Phlebotomy Unit 4: Venipuncture, Lesson 5	High
K18. Centrifuge and aliquot	<b>Module:</b> Phlebotomy Unit 4: Venipuncture, Lesson 3	High
K19. Storage conditions related to sensitivity to light and temperature	<b>Module:</b> Phlebotomy Unit 4: Venipuncture, Lesson 5	High
K20. Requirements for transportation, diagnosis, storage, disposal	<b>Module:</b> Specimen Collection and Testing Unit 1: Policies & Practices for Specimens, Lesson 2	High
K21. Processing and labeling requirements	<b>Module:</b> Specimen Collection and Testing Unit 1: Policies & Practices for Specimens, Lesson 2	High
K22. External databases (for example, outside labs, reference sources)	<b>Module:</b> Specimen Collection and Testing Unit 1: Policies & Practices for Specimens, Lesson 2	High
<b>E. EKG and Cardiovascular Testing - Tasks</b>		
T1. Prepare patients for procedure	<b>Module:</b> Electrocardiography Unit 3: Performing a Standard Resting ECG, Lesson 1	High

3. Clinical Patient Care	HealthCenter21 Location	HealthCenter21 Coverage
T2. Perform cardiac monitoring (EKG, ECG) tests	<b>Module:</b> Electrocardiography Unit 3: Performing a Standard Resting ECG, Lesson 1	High
T3. Ensure proper functioning of EKG equipment	<b>Module:</b> Electrocardiography Unit 3: Performing a Standard Resting ECG, Lesson 1	High
T4. Recognize abnormal or emergent EKG results (for example, dysrhythmia, arrhythmia, versus artifact)	<b>Module:</b> Electrocardiography Unit 4: Using ECG Recordings, Lesson 1	High
T5. Assist provider with non-invasive cardiovascular profiling (for example, stress test, Holter monitoring, event monitoring)	<b>Module:</b> Electrocardiography Unit 5: other Cardiac Tests & Equipment, Lesson 2	High
T6. Transmit results or report to patient's EMR or paper chart, and provider	<b>Module:</b> Electrocardiography Unit 3: Standard Resting ECG, Lesson 1	High
<b>E. EKG and Cardiovascular Testing - Knowledge</b>		
K1. Procedures and instructions to minimize artifacts	<b>Module:</b> Electrocardiography Unit 3: Performing Resting ECG, Lesson 3	High
K2. Artifacts, signal distortions, and electrical interference (for example, fuzz and wandering baseline)	<b>Module:</b> Electrocardiography Unit 3: Performing Resting ECG, Lesson 3	High
K3. Preparation, positioning, and draping of patient	<b>Module:</b> Electrocardiography Unit 3: Performing a Standard Resting ECG, Lesson 1	High

3. Clinical Patient Care	HealthCenter21 Location	HealthCenter21 Coverage
K4. Supplies (paper, proper leads)	<b>Module:</b> Electrocardiography Unit 3: Performing a Standard Resting ECG, Lesson 1	High
K5. Placement of limb and chest electrodes	<b>Module:</b> Electrocardiography Unit 2: The Science of the ECG, Lesson 2	High
K6. Techniques and methods for EKGs	<b>Module:</b> Electrocardiography Unit 3: Performing a Standard Resting ECG, Lesson 1	High
K7. Signs of adverse reaction during testing (for example, signs of distress, elevated BP and respiration)	<b>Module:</b> Electrocardiography Unit 4: Using ECG Recordings, Lesson 2	High
K8. Calibration of equipment	<b>Module:</b> Electrocardiography Unit 3: Performing a Standard Resting ECG, Lesson 2	High
K9. Abnormal rhythms or dysrhythmias associated with cardiovascular testing	<b>Module:</b> Electrocardiography Unit 4: Using ECG Recordings, Lesson 1	High
K10. Waveforms, intervals, segment	<b>Module:</b> Electrocardiography Unit 1: Anatomy & ECG, Lesson 2	High
<b>4. Patient Care Coordination and Education – Tasks</b>		
T1. Review patient record prior to visit to ensure health care is comprehensively addressed	<b>Module:</b> Physical Exams Unit 3: Physical Examinations, Lesson 1	High
T2. Collaborate with healthcare providers and community-based organizations	<b>Module:</b> Appointments Unit 4: Referrals, Lesson 1	High

3. Clinical Patient Care	HealthCenter21 Location	HealthCenter21 Coverage
T3. Assist providers in coordinating care with community agencies for clinical and non-clinical services	<b>Module:</b> Appointments Unit 4: Referrals, Lesson 1	High
T4. Facilitate patient compliance (for example, continuity of care, follow up, medication compliance) to optimize health outcomes	<b>Module:</b> Appointments Unit 4: Referrals, Lesson 1	High
T5. Participate in transition of care for patients	<b>Module:</b> Appointments Unit 4: Referrals, Lesson 1	High
T6. Participate in team-based patient care (for example, patient centered medical home [PCMH], Accountable Care Organization [ACO])	<b>Module:</b> Insurance and Coding Unit 1: Insurance, Lesson 4	Medium
<b>4. Patient Care Coordination and Education – Knowledge</b>		
K1. Preventive medicine and wellness	<b>Module:</b> Healthcare Systems Unit 1: Healthcare Delivery Systems, Lesson 4	High
K2. Education delivery methods and instructional techniques and learning styles	<b>Module:</b> Healthcare Systems Unit 1: Healthcare Delivery Systems, Lesson 4	High
K3. Resources and procedures to coordinate care outpatient services	<b>Module:</b> Appointments Unit 4: Referrals, Lesson 2	High
K4. Available resources for clinical services (for example, home health care)	<b>Module:</b> The Health Assistant Unit 1: Health Assisting, Lesson 2	High
K5. Available community resources for non-clinical services (for example, adult day care, transportation vouchers)	<b>Module:</b> Healthcare Systems Unit 1: Healthcare Delivery Systems, Lesson 2	High

3. Clinical Patient Care	HealthCenter21 Location	HealthCenter21 Coverage
K6. Specialty resources for patient/family medical and mental needs	<b>Module:</b> Behavioral Health Unit 3: Managing Behavioral Health <b>Module:</b> Health Care Systems Unit 1: Healthcare Delivery Systems, Lesson 2	High
K7. Referral forms and processes	<b>Module:</b> Appointments Unit 4: Referrals, Lesson 2	High
K8. Barriers to care (for example, socio-economic, cultural differences, language, education)	<b>Module:</b> Communications Unit 3: Communication Barriers, Lessons 1 & 2 <b>Module:</b> Behavioral Health Unit 1: Introduction to Behavioral Health Unit 3: Managing Behavioral Health	High
K9. Tracking and reporting technologies	<b>Module:</b> Medical Records Unit 1: Medical Records, Lesson 3	High
K10. Roles and responsibilities of team members involved in patient centered medical home	<b>Module:</b> The Health Assistant Unit 1: Health Assisting, Lesson 1	High
<b>5. Administrative Assisting - Tasks</b>		
T1. Schedule and monitor patient appointments using electronic and paper-based systems	<b>Module:</b> EHR Simulation Unit 1: Scheduling Appointments <b>Module:</b> Appointments All units	High
T2. Verify insurance coverage/financial eligibility	<b>Module:</b> Insurance and Coding Unit 1: Insurance, Lesson 4	High
T3. Identify and check patients in/out	<b>Module:</b> EHR Simulation Unit 1: Scheduling Appointments Unit 2: Other Front Office Tasks <b>Module:</b> Insurance and Coding Unit 1: Insurance, Lesson 4	High

3. Clinical Patient Care	HealthCenter21 Location	HealthCenter21 Coverage
T4. Verify diagnostic and procedural codes	<b>Module:</b> Insurance and Coding Unit 3: Coding, Lessons 1-4	High
T5. Obtain and verify prior authorizations and pre-certifications	<b>Module:</b> Insurance and Coding Unit 1: Insurance, Lesson 5	High
T6. Prepare documentation and billing requests using current coding guidelines	<b>Module:</b> Insurance and Coding Unit 3: Coding, Lessons 1-4	High
T7. Ensure that documentation complies with government and insurance requirements	<b>Module:</b> Insurance and Coding Unit 4: Claims, Lesson 1 Reinforce Project: Fill Out a Claim Form	High
T8. Perform charge reconciliation (for example, correct use of EHR software, entering charges, making adjustments, accounts receivable procedures)	<b>Module:</b> Insurance and Coding Unit 4: Claims, Lesson 3 & 4	High
T9. Bill patients, insurers, and third-party payers for services performed	<b>Module:</b> Insurance and Coding Unit 4: Claims, Lesson 2	High
T10. Resolve billing issues with insurers and third-party payers, including appeals and denials	<b>Module:</b> Insurance and Coding Unit 4: Claims, Lesson 2	High
T11. Manage electronic and paper medical records	<b>Module:</b> Medical Records Unit 1: Medical Records, Lesson 3	High
T12. Facilitate/generate referrals to other healthcare providers and allied healthcare professionals	<b>Module:</b> Appointments Unit 4: Referrals, Lesson 1	High
T13. Provide customer service and facilitate service recovery (for example, follow up patient calls, appointment confirmations, monitor patient flow sheets, collect on accounts, make up for poor customer service)	<b>Module:</b> Customer Service in Healthcare Unit 4: The Patient's Journey Reinforce for Unit 3: Customer Service Simulation	High

3. Clinical Patient Care	HealthCenter21 Location	HealthCenter21 Coverage
T14. Enter information into databases or spreadsheets (for example, Excel, EHR & EMR, billing modules, scheduling systems)	<b>Module:</b> Health Information Technology Unit: Electronic Health Records <b>Module:</b> EHR Simulation – all units	High
T15. Participate in safety evaluations and report safety concerns	<b>Module:</b> Safety Precautions	Medium
T16. Maintain inventory of clinical and administrative supplies	<b>Module:</b> Office Equipment Unit 4: Office Supplies, Lesson 1	High
<b>5. Administrative Assisting - Tasks</b>		
K1. Filing systems	<b>Module:</b> Medical Records Unit 2: Filing Equipment & systems, Lesson 2	High
K2. Scheduling software	<b>Module:</b> Appointments Unit 5: Managing Appts, Lesson 2 <b>Module:</b> EHR Simulation Unit 1: Scheduling Appointments	High
K3. Recognition of urgency of appointment needs	<b>Module:</b> Appointments Unit: Scheduling, Lesson 2 <b>Module:</b> EHR Simulation Unit 1: Scheduling Appointments	High
K4. Requirements related to duration of visits (for example, purpose of visit, physician preferences)	<b>Module:</b> Appointments Unit: Scheduling, Lesson 2	High
K5. Telephone etiquette	<b>Module:</b> Telephone Etiquette Unit 3: Following Through, Lessons 1 & 2	High
K6. Records management systems and software (for example, manual filing systems – alphabetical, numeric, office storage for archived files, EMR/EHR software applications)	<b>Module:</b> Medical Records Unit 1: Medical Records, Lesson 3 Unit 2: Filing System, Lesson 2 Unit 3: Alpha & Numeric Filing, Lessons 1-3	High

3. Clinical Patient Care	HealthCenter21 Location	HealthCenter21 Coverage
K7. Legal requirements related to maintenance, storage, and disposal of records	<b>Module:</b> Medical Records Unit 4: Medical Records Management, Lessons 2&3	High
K8. Categories of the medical record (for example, administrative, clinical, billing, procedural, notes, consents)	<b>Module:</b> Medical Records Unit 1: Medical Records, Lesson 2	High
K9. Required documentation for patient review and signature	<b>Module:</b> Medical Records Unit 4: Medical Records Management, Lesson 1	High
K10. Chart review	<b>Module:</b> Medical Records Unit: Medical Records Management, Lesson 2	High
K11. E-referrals (for example, how they are created, required information, how they are sent)	<b>Module:</b> Appointments Unit: Referrals, Lessons 1-3	High
K12. Financial eligibility, sliding scales, and indigent programs	<b>Module:</b> Insurance and Coding Unit 2: Government Programs, Lessons 1 & 2	High
K13. Government regulations (for example meaningful use, MACRA)	<b>Module:</b> Health Information Technology Unit 5: EHRs, Lesson 1	High
K14. CMS billing requirements	<b>Module:</b> Insurance and Coding Unit 4: Claims, Lesson 1	High
K15. Third party payer billing requirements	<b>Module:</b> Insurance and Coding Unit 4: Claims, Lesson 1	High
K16. Advanced Beneficiary Notice (ABN)	<b>Module:</b> Accounting Unit 2: Billing & Collections, Lesson 1	Medium
K17. Specialty pharmacies (for example, compounding & nuclear pharmacies; forms of medications available such as liquid, elixir, balm, ointment)	<b>Module:</b> Medical Assistant Pharmacology Unit 1: Intro to Pharmacology, Lesson 2	High

3. Clinical Patient Care	HealthCenter21 Location	HealthCenter21 Coverage
K18. Insurance terminology (for example, co-pay, co-insurance, deductible, tier levels, explanation of benefits)	<b>Module:</b> Healthcare Systems Unit 4: Health Insurance, Lesson 1	High
K19. Aging reports, collections due, adjustments and write-offs	<b>Module:</b> Insurance and Coding Unit 4: Claims, Lessons 2 and 3  <b>Module:</b> Accounting Unit 2: Billing & Collections, Lessons 3 & 4	High
K20. Online banking for deposits and electronic transfers	<b>Module:</b> Accounting Unit 5: Banking, Lesson 1	High
K21. Authorizations to approve payment processing	<b>Module:</b> Insurance and Coding Unit 4: Claims, Lesson 2	High
K22. Auditing methods, processes, and signoffs	<b>Module:</b> Insurance and Coding Unit 4: Claims, Lesson 2	High
K23. Data entry and data fields	<b>Module:</b> Health Information Technology Unit: Electronic Health Records <b>Module:</b> EHR Simulation, all units	High
K24. Equipment inspection logs, required schedules, and compliance requirements, including inspection by medical equipment servicers	<b>Module:</b> Office Equipment Unit 3: Maintenance & Troubleshooting, Lesson 1	High
<b>6. Communication and Customer Service - Tasks</b>		
T1. Modify verbal and non-verbal communication for diverse audiences (for example providers, coworkers, supervisors, patients and caregivers, external providers)	<b>Module:</b> Communications Unit 2: Interpersonal Communication, Lesson 2	High

3. Clinical Patient Care	HealthCenter21 Location	HealthCenter21 Coverage
T2. Modify verbal and non-verbal communications with patients and caregivers based on special considerations (for example pediatric, geriatric, hearing impaired, vision impaired, mentally handicapped or disabled)	<b>Module:</b> Communications Unit 2: Interpersonal Communication, Lesson 1	High
T3. Clarify and relay communications between patients and providers	<b>Module:</b> Communications Unit 4: communicate with patients, Lesson 1	High
T4. Communicate on the telephone with patients and caregivers, providers, third party payers	<b>Module:</b> Communications Unit 6: Communication Technology, Lesson 1	High
T5. Prepare written/electronic communications/business correspondence	<b>Module:</b> Communications Unit 5: Documentation, Lesson 1	High
T6. Handle challenging/difficult customer service occurrences	<b>Module:</b> Communications Unit 3: Communication Barriers <b>Module:</b> Customer Service in Healthcare Reinforce for Unit 3: Customer Service Simulation	High
T7. Engage in crucial conversations (with patients and caregivers/health care surrogates, staff, and providers)	<b>Module:</b> Communications Unit 2: Interpersonal Skills, Lesson 2	High
T8. Facilitate and promote teamwork and team engagement	<b>Module:</b> Communications Unit 2: Interpersonal Skills, Lesson 2	High
<b>6. Communication and Customer Service - Knowledge</b>		
K1. Communication styles	<b>Module:</b> Communications Unit 2: Interpersonal Skills, Lesson 2 <b>Module:</b> Customer Service in Healthcare Unit 2: Customer Service Skills	High

3. Clinical Patient Care	HealthCenter21 Location	HealthCenter21 Coverage
K2. Patient characteristics impacting communication (for example, cultural differences and language barriers, cognitive level, developmental stage; sensory and physical disabilities; age)	<b>Module:</b> Communications Unit 3: Communication Barriers, Lessons 2 & 3 <b>Module:</b> Customer Service in Healthcare Unit 2: Customer Service Skills	High
K3. Medical terminology and jargon, laymen's terms	<b>Module:</b> Customer Service in Healthcare Unit 2: Customer Service Skills Unit 4: The Patient's Journey	High
K4. Therapeutic communication	<b>Module:</b> Communications Unit: Basic Communication, Lesson 1	High
K5. Interviewing and questioning techniques, including screening, open-, closed-, and probing questions	<b>Module:</b> Communications Unit: Basic Communication, Lesson 1	High
K6. Scope of permitted questions and boundaries for questions	<b>Module:</b> Communications Unit: Basic Communication, Lesson 1	High
K7. Active listening	<b>Module:</b> Communications Unit 1: Basic Communication, Lesson 2	High
K8. Communication cycle (clear, concise message relay)	<b>Module:</b> Communications Unit 1: Basic Communication, Lesson 2	High
K9. Coaching and feedback, positive reinforcement of effective behavior	<b>Module:</b> Communications Unit 1: Basic Communication, Lesson 2	High
K10. Professional presence (for example, appearance, demeanor, tone)	<b>Module:</b> The Health Assistant Unit 3: Qualities of a Health Assistant, Lessons 1 & 2	High

3. Clinical Patient Care	HealthCenter21 Location	HealthCenter21 Coverage
K11. Patient satisfaction surveys	<b>Module:</b> Cultural, Social, and Ethnic Diversity Unit 1: Cultural, Social, & Ethnic Diversity, Lesson 4	High
K12. When to escalate problem situations	<b>Module:</b> Healthcare Systems Unit 3: Health Care Delivery Systems, Lesson 3	Medium
K13. Techniques to deal with patients (for example, irate clients, custody issues between parents, chain of command)	<b>Module:</b> Healthcare Systems Unit 1: Health Care Delivery Systems, Lesson 3	High
K14. Incident/event/unusual occurrence reports; documentation of event	<b>Module:</b> Communication Unit: Documentation	High
K15. Cause-and-effect analysis (for example, anxiety increases blood pressure or heart rate; risk management related to patient and employee safety [reviewing the design, setting/population, protocols, measurements of a facility to ensure overall patient and employee safety])	<b>Not Covered</b>	<b>Not Covered</b>
K16. Email etiquette	<b>Module:</b> Written Communication Unit 3: Types of Written Communication	High
K17. Business letter formats	<b>Module:</b> Written Communication Unit 3: Types of Written Communication, Lesson 2	High
K18. Telephone etiquette	<b>Module:</b> Telephone Etiquette Unit 1: Basic Telephone Etiquette, Lessons 1-3	High
<b>7. Medical Law and Ethics – Tasks</b>		
T1. Comply with legal and regulatory requirements	<b>Module:</b> Legal and Ethical Responsibilities Unit 3: Liability & Ethics	High

3. Clinical Patient Care	HealthCenter21 Location	HealthCenter21 Coverage
T2. Adhere to professional codes of ethics	<b>Module:</b> Legal and Ethical Responsibilities Unit 3: Liability & Ethics, Lesson 2	High
T3. Obtain, review, and comply with medical directives	<b>Module:</b> Legal and Ethical Responsibilities Unit 3: Advance Directive & Client Rights, Lesson 1	High
T4. Obtain and document healthcare proxies and agents	<b>Module:</b> Legal and Ethical Responsibilities Unit 3: Advance Directives & Client Rights, Lesson 1	High
T5. Provide, collect, and store MOLST forms (medical order for life sustaining treatment)	<b>Module:</b> Legal and Ethical Responsibilities Unit 3: Advance Directives & Client Rights, Lesson 1	High
T6. Protect patient privacy and confidentiality, including medical records	<b>Module:</b> Legal and Ethical Responsibilities Unit 2: Privacy & Security, Lesson 1	High
T7. Adhere to legal requirements regarding reportable violations or incidents	<b>Module:</b> Legal and Ethical Responsibilities Unit 4: Liability & Ethics, Lessons 1-3	High
T8. Identify personal or religious beliefs and values and provide unbiased care	<b>Module:</b> Communications Unit 3: Communication Barriers, Lesson 2	High
<b>7. Medical Law and Ethics –Knowledge</b>		
K1. Informed consent	<b>Module:</b> Legal and Ethical Responsibilities Unit 1: Civil & Criminal Law, Lesson 3	High

3. Clinical Patient Care	HealthCenter21 Location	HealthCenter21 Coverage
K2. Advanced directives (for example, living will, DNR/DNI)	<b>Module:</b> Legal and Ethical Responsibilities Unit 3: Advance Directives & Client Rights, Lesson 1	High
K3. Power of attorney	<b>Module:</b> Legal and Ethical Responsibilities Unit 3: Advance Directives & Client Rights, Lesson 1	High
K4. Storage of medical records	<b>Module:</b> Medical Records Unit: Medical Records Management, Lesson 2	High
K5. Conditions for sharing information/release of information	<b>Module:</b> Legal and Ethical Responsibilities Unit 2: Privacy & Security, Lesson 2	High
K6. Criminal and civil acts, and medical malpractice	<b>Module:</b> Legal and Ethical Responsibilities Unit 1: Civil & Criminal Law, Lessons 1-3	High
K7. Mandatory reporting laws, triggers for reporting and reporting agencies	<b>Module:</b> Domestic Violence Unit: Domestic Violence and the Healthcare Professional	Medium
K8. Hippocratic Oath	<b>Module:</b> Health Care Systems Unit 1: History of Healthcare, Lesson 1	High

<b>Core Knowledge and Skills</b>  The following sections do not represent standalone domains on the CCMA exam. Rather, these are fundamental skills and necessary knowledge for a medical assistant, which could be used in the context of an assessment item and are being provided for preparation and review purposes.	<b>HealthCenter21 Location</b>	<b>HealthCenter21 Coverage</b>
<b>1. Core Knowledge</b>		
A. Organizations and guidelines related to the medical profession, for example, CMS, CDC, OSHA, FDA, JC, National Committee for Quality Assurance (NCQA), CLIA, COLA	<b>Module:</b> Safety Precautions Unit 1: Safety Guidelines & Regulations, Lesson 3	High
B. Laws, for example, Affordable Care Act (ACA), Americans with Disabilities, Act (ADA), Health Insurance Portability and Accountability Act (HIPAA), Patients' Bill of Rights, Good Samaritan laws	<b>Module:</b> The Health Assistant Unit 6: Patient & Code of Ethics, Lesson 2  <b>Module:</b> Office Environment Unit 1: Office Environment & Reception Area, Lesson 2  <b>Module:</b> Insurance and Coding Unit 1: Insurance, Lesson 3  <b>Module:</b> Legal and Ethical Responsibilities Unit 2: Privacy & Security, Lesson 1	High
C. Scope of practice	<b>Module:</b> Legal and Ethical Responsibilities Unit 1: Civil & Criminal Law, Lesson 2	High
D. Standards of care	<b>Module:</b> Legal and Ethical Unit 4: Liability & Ethics, Lesson 2	High
E. Aseptic and sterile techniques	<b>Module:</b> Infection Control Unit 1: Intro to Infection Control, Lesson 3	High

Core Knowledge and Skills		
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F. Communication methods and techniques	<b>Module:</b> Communications Units 1-5, all lessons	High
G. Patient education methods, adult learning styles, and instructional techniques	<b>Module:</b> Communications Unit 4: Communicating with Patients, Lesson 2	High
H. Collaborative relationships with providers	<b>Module:</b> Personal Qualities Unit 2: HealthCare Team, Lesson 4	High
I. Electronic health records and electronic medical records (EHR/EMR); paper health records	<b>Module:</b> Medical Records Unit 1: Medical Records, Lesson 3 <b>Module:</b> Health Information Technology, all units <b>Module:</b> EHR Simulation, all units	High
J. Medical coding systems (diagnostic, procedures, and billing) and charting systems, including ICD-10-CM, ICD-10-PCS, and CPT	<b>Module:</b> Insurance and Coding Unit 3: Coding, Lessons 1 & 2	High
K. Patient portals and health system portals	<b>Not Covered</b>	<b>Not Covered</b>
<b>2. Core Skills</b>		
A. Basic arithmetic	<b>Module:</b> Medical Mathematics Unit 1: Number Basics, Lesson 2	High
B. Measurements and conversions	<b>Module:</b> Medical Mathematics Unit 3: Measurement Systems, Lessons 1-4	High

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C. Basic writing (grammar, spelling, punctuation)	<b>Module:</b> The Health Assistant Until 3: Qualities of Health Assistants, Lesson 2	High
D. Basic word processing and keyboarding	<b>Not Covered</b>	<b>Not Covered</b>
E. Basic computer literacy (for example, file directory structures, networks, information security, internet)	<b>Not Covered</b>	<b>Not Covered</b>
F. Using computers and general software programs (for example, MS Word, Excel, PowerPoint)	<b>Not Covered</b>	<b>Not Covered</b>
G. Using basic office equipment (for example, copier, scanner, fax, tablets, cameras)	<b>Module:</b> Office Equipment Unit 1: Computers Unit 2: Other Equipment Unit 3: Maintenance & Troubleshooting	High
H. Responsible behavior in social media	<b>Not Covered</b>	<b>Not Covered</b>

<b>Core Knowledge and Skills</b>  The following sections do not represent standalone domains on the CCMA exam. Rather, these are fundamental skills and necessary knowledge for a medical assistant, which could be used in the context of an assessment item and are being provided for preparation and review purposes.	<b>HealthCenter21 Location</b>	<b>HealthCenter21 Coverage</b>
I. Professionalism (for example, appropriate dress, personal telephone/text usage, punctuality, respect for boundaries, motivation, work ethic, integrity, accountability, flexibility, open-mindedness)	<b>Module:</b> Professionalism in Healthcare Unit 1: Presence Unit 2: Executive Function Unit 3: Collaboration Unit 4: Workplace Integrity, Lessons 1 & 2	High
J. Interpersonal skills (for example, establish rapport and display empathy)	<b>Module:</b> The Health Assistant Unit 3: Qualities of Health Assistants, Lesson 2 <b>Module:</b> Customer Service in Healthcare Unit 2: Customer Service Skills	High
K. Organization, time management, multi-tasking, and prioritization	<b>Module:</b> Professionalism in Healthcare Unit 2: Executive Function	High
L. Teamwork	<b>Module:</b> Professionalism in Healthcare Unit 3: Collaboration	High
M. Critical thinking and problem solving	<b>Module:</b> Professionalism in Healthcare Unit 2: Executive Function	Medium
N. Conflict management	<b>Module:</b> Professionalism in Healthcare Unit 3: Collaboration	High
O. Leadership	<b>Module:</b> Professionalism in Healthcare Unit 3: Collaboration	High
P. Cultural competence	<b>Module:</b> Cultural, Social, and Ethnic Diversity Unit 1: Cultural, Social & Ethnic Diversity, Lesson 3 <b>Module:</b> Professionalism in Healthcare Unit 4: Workplace Integrity	High

<b>Core Knowledge and Skills</b>  The following sections do not represent standalone domains on the CCMA exam. Rather, these are fundamental skills and necessary knowledge for a medical assistant, which could be used in the context of an assessment item and are being provided for preparation and review purposes.	<b>HealthCenter21 Location</b>	<b>HealthCenter21 Coverage</b>
Q. Interacting with patients and other healthcare professionals from diverse backgrounds	<b>Module:</b> Cultural, Social, and Ethnic Diversity Unit 1: Cultural, Social, & Ethnic Diversity, Lesson 3  <b>Module:</b> Professionalism in Healthcare Unit 4: Workplace Integrity	High