

MA-2420: MEDICAL ASSISTING CERTIFICATION EXAM REVIEW

Cuyahoga Community College

Viewing: MA-2420 : Medical Assisting Certification Exam Review

Board of Trustees:

May 2024

Academic Term:

Fall 2024

Subject Code

MA - Medical Assisting

Course Number:

2420

Title:

Medical Assisting Certification Exam Review

Catalog Description:

Global review of general knowledge, administrative functions, and clinical skills in relation to medical assisting. Special focus on exam content outline topics to assist student preparing to take national credentialing examinations for medical assisting.

Credit Hour(s):

1

Lecture Hour(s):

1

Requisites

Prerequisite and Corequisite

Departmental approval.

Outcomes

Course Outcome(s):

Apply general knowledge concepts of medical assisting.

Objective(s):

1. Describe psychological theories to include human behaviors, human growth and development and death and dying.
2. Apply appropriate communication skills as they pertain to the communication aspects present in the medical office.
3. Discuss the medical assistants required level of professionalism in the medical office.
4. Describe professional behaviors.
5. Discuss how medical assistants perform as team members.
6. Explain and Define medical laws and regulatory guidelines.
7. Explain how medical ethics affects medical assistants in the medical office.
8. Define the ethical standards necessary for medical assistants.
9. Explain the factors that affect ethical decisions.
10. Describe how risk management, quality assurance and safety requirements affect the medical assistant in the medical office.
11. Discuss workplace accident prevention strategies.
12. Identify safety signs, symbols and labels.
13. Explain the concept of environmental safety.
14. Explain the rationale for compliance reporting.
15. Identify and define commonly used medical terminology in the medical office to include word parts.

Course Outcome(s):

Apply administrative knowledge of the medical office as it pertains to medical assisting.

Objective(s):

1. Describe the essential functions of the medical reception area of the physician's office.
2. Explain the concept of a patient navigator/advocate as a resource for information for patients.
3. Discuss medical business practices as they pertain to the medical assistant working in the front office.
4. Explain the process of establishing a patient medical record.
5. Recognize and interpret data commonly found in the medical record.
6. Compare and contrast various charting systems.
7. Discuss the proper method for scheduling patients.
8. Apply appropriate scheduling guidelines.
9. Describe the appropriate steps to take to deal with certain appointment protocols such as legalities of the scheduling system, physician referrals, cancellations, physician delay, and recall/reminder systems.
10. Discuss patient finance practices.

Course Outcome(s):

Apply clinical skills knowledge as it applies to the medical assistant performing duties in the physician's office.

Objective(s):

1. Describe the anatomy and physiology of the human body including body as a whole, body systems with normal structure and function across the lifespan, and pathophysiology and disease of body systems.
2. Describe the process of infection control.
3. Define infectious agents.
4. Describe the common modes of transmission.
5. Explain the chain of infection.
6. List the body's natural barriers to infection.
7. Compare and contrast medical versus surgical asepsis.
8. Define standard precautions and Blood-borne pathogens standards.
9. Explain proper biohazard disposal and regulated waste.
10. Accurately perform patient intake procedures and documentation of care.
11. Accurately document subjective data in the medical record.
12. Accurately document objective data in the medical record.
13. Discuss appropriate patient preparation and assisting the provider in the medical office.
14. Accurately perform vital signs/anthropometrics.
15. Recognize and report age-specific normal and abnormal values.
16. Accurately assist the provider during the examination by placing the patient in proper position.
17. Define specific methods of examination including auscultation, palpation, percussion, mensuration, manipulation, and inspection.
 - a. Describe procedures and the corresponding instrumentation commonly performed by medical assistants.
 - b. Discuss proper patient education and health coaching.
 - c. Explain wellness and preventative care.
18. Discuss the basic principles of nutrition.
19. Explain special dietary needs of patients.
20. Discuss common eating disorders.
21. Explain proper collection and processing of patient laboratory specimens.
22. Compare and contrast collection and processing techniques of various samples such as blood, urine and swabs.
23. Explain the proper processes of specimen preparation, processing and examination.
24. Compare and contrast the concepts of quality control versus quality assurance.
25. Describe the performance and reporting of results for selected tests.
26. Describe the process for accurately performing diagnostic testing.
27. Accurately distinguish between normal and abnormal diagnostic test results.
28. Demonstrate knowledge of common pharmacological concepts as they pertain to medical assistants.
29. Accurately describe the most commonly prescribed medications in the physician's office.
30. Discuss preparation and administration of oral and parenteral medications.
31. Calculate proper dosages.
32. Identify proper routes of administration.
33. Identify proper injection sites.
34. Describe common medication packaging and preparation.

35. List and describe the six rights of medication administration.
 36. Compare and contrast over-the-counter, prescription medications and controlled substances.
 37. Discuss appropriate medication record keeping.
 38. Describe proper procedures for administering immunizations across the lifespan.
 39. Discuss appropriate responses and treatment for basic first aid and emergency management.
 40. Discuss the assessment and screening of patients during emergency situations.
 41. Properly identify and discuss the response to common emergency situations requiring first aid.
 42. Describe the necessary equipment and emergency response plans necessary to increase safety in the medical office.
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Methods of Evaluation:

1. Quizzes
2. Exams
3. Practice examinations

Course Content Outline:

1. General
 - a. Psychology
 - i. Understanding Human Behavior
 1. Behavioral theories
 - a. Maslow
 - b. Erikson
 2. Defense mechanisms
 - a. Common types
 - b. Recognition and management
 - ii. Human Growth and Development
 1. Normal developmental patterns/milestones
 - iii. Death and Dying Stages
 - b. Communication
 - i. Therapeutic/Adaptive Responses to Diverse Populations
 1. Visually impaired
 2. Hearing impaired
 3. Age specific
 - a. Geriatric
 - b. Pediatric/adolescent
 4. Seriously/terminally ill
 5. Intellectual disability
 6. Illiterate
 7. Non-English speaking
 8. Anxious/angry/distraught
 9. Socially/culturally/ethnically diverse
 - ii. Nonverbal Communication
 1. Body language
 - a. Posture
 - b. Position
 - c. Facial expression
 - d. Territoriality/physical boundaries
 - e. Gestures
 - f. Touch
 - g. Mannerisms
 - h. Eye contact
 - iii. Communication Cycle
 1. Sender-message-receiver-feedback
 2. Listening skills
 - a. Active/therapeutic
 3. Assess level of understanding
 - a. Reflection
 - b. Feedback

- c. Clarification
- d. Restatement
- 4. Barriers to communication
 - a. Internal distractions
 - i. Pain
 - ii. Hunger
 - iii. Anger
 - b. External/environmental distractions
 - i. Temperature
 - ii. Noise
- iv. Collection of Data
 - 1. Types of questions
 - a. Exploratory
 - b. Open-ended
 - c. Closed/Direct
- v. Telephone Techniques
 - 1. Call management
 - a. Screening/gathering data
 - b. Emergency/urgent situations
 - 2. Messages
 - a. Taking messages
 - b. Leaving messages
- vi. Interpersonal Skills
 - 1. Displaying impartial conduct without regard to race, religion, age, gender, sexual orientation, socioeconomic status, physical challenges, special needs, lifestyle choices
 - 2. Recognizing stereotypes and biases
 - 3. Demonstrating empathy/sympathy/compassion
- c. Professionalism
 - i. Professional Behavior
 - 1. Professional situations
 - a. Displaying tact, diplomacy, courtesy, respect, dignity
 - b. Demonstrating responsibility, integrity/honesty
 - c. Responding to criticism
 - 2. Professional image
 - ii. Performing as a Team Member
 - 1. Principles of health care team dynamics
 - a. Cooperation for optimal outcomes
 - b. Identification of the roles and credentials of health care team members
 - 2. Time management principles
 - a. Prioritizing responsibilities
- d. Medical Law/Regulatory Guidelines
 - i. Advance Directives
 - 1. Living will
 - 2. Medical durable power of attorney
 - 3. Patient Self-Determination Act (PSDA)
 - ii. Uniform Anatomical Gift Act
 - iii. Occupational Safety and Health Administration (OSHA)
 - iv. Food and Drug Administration (FDA)
 - v. Clinical Laboratory Improvement Act (CLIA '88)
 - vi. Americans with Disabilities Act Amendments Act (ADAAA)
 - vii. Health Insurance Portability and Accountability Act (HIPAA)
 - 1. Health insurance portability access and renewal without preexisting conditions
 - 2. Coordination of care to prevent duplication of services
 - viii. Health Information Technology for Economic and Clinical Health (HITECH) Act
 - 1. Patient's right to inspect, amend, and restrict access to his/her medical record
 - ix. Drug Enforcement Agency (DEA)
 - 1. Controlled Substances Act of 1970
 - x. Medical Assistant Scope of Practice
 - 1. Consequences of failing to operate within scope
 - xi. Genetic Information Nondiscrimination Act of 2008 (GINA)

- xii. Centers for Disease Control and Prevention (CDC)
- xiii. Consumer Protection Acts
 - 1. Fair Debt Collection Practices Act
 - 2. Truth in Lending Act of 1968 (Regulation Z)
- xiv. Public Health and Welfare Disclosure
 - 1. Public health statutes
 - a. Communicable diseases
 - b. Vital statistics
 - c. Abuse/neglect/exploitation against child/elder
 - i. Domestic abuse
 - d. Wounds of violence
- xv. Confidentiality
 - 1. Electronic access audit/activity log
 - 2. Use and disclosure of personal/protected health information (PHI)
 - a. Consent/authorization to release
 - b. Drug and alcohol treatment records
 - c. HIV-related information
 - d. Mental health
- xvi. Health Care Rights and Responsibilities
 - 1. Patients' Bill of Rights/Patient Care Partnership
 - 2. Professional liability
 - a. Current standard of care
 - b. Standards of conduct
 - c. Malpractice coverage
 - 3. Consent to treat
 - a. Informed consent
 - b. Implied consent
 - c. Expressed consent
 - d. Patient incompetence
 - e. Emancipated minor
 - f. Mature minor
- xvii. Medicolegal Terms and Doctrines
 - 1. Subpoena duces tecum
 - 2. Subpoena
 - 3. Respondeat superior
 - 4. Res ipsa loquitur
 - 5. Locum tenens
 - 6. Defendant-plaintiff
 - 7. Deposition
 - 8. Arbitration-mediation
 - 9. Good Samaritan laws
- xviii. Categories of Law
 - 1. Criminal law
 - a. Felony
 - b. Misdemeanor
 - 2. Civil law
 - a. Contracts (physician-patient relationships)
 - i. Legal obligations to the patient
 - ii. Consequences for patient noncompliance
 - iii. Termination of medical care
 - 1. Elements/behaviors for withdrawal of care
 - 2. Patient notification and documentation
 - iv. Ownership of medical records
 - b. Torts
 - i. Invasion of privacy
 - ii. Negligence
 - iii. Intentional torts
 - 1. Battery
 - 2. Assault

- 3. Slander
 - 4. Libel
 - 3. Statutory law
 - a. Medical practice acts
 - 4. Common law (Legal precedents)
 - e. Medical Ethics
 - f. Factors Affecting Ethical Decisions
 - i. Ethical Standards
 - 1. Legal
 - 2. Moral
 - g. Risk Management, Quality Assurance, and Safety
 - i. Workplace Accident Prevention
 - 1. Slips
 - 2. Trips
 - 3. Falls
 - ii. Safety Signs, Symbols, Labels
 - iii. Environmental Safety
 - 1. Ergonomics
 - 2. Electrical safety
 - 3. Fire prevention/extinguisher use/regulations
 - iv. Compliance Reporting
 - 1. Reporting unsafe activities and behaviors
 - 2. Disclosing errors in patient care
 - 3. Insurance fraud, waste, and abuse
 - 4. Conflicts of interest
 - 5. Incident reports
 - h. Medical Terminology
 - i. Word Parts
 - 1. Basic structure
 - a. Roots/combining forms
 - b. Prefixes
 - c. Suffixes
 - ii. Definitions/Medical Terminology
 - 1. Diseases and pathologies
 - 2. Diagnostic procedures
 - 3. Surgical procedures
 - 4. Medical specialties
2. Administrative
- a. Medical Reception
 - i. Medical Record Preparation
 - ii. Demographic Data Review
 - 1. Identity theft prevention
 - 2. Insurance eligibility verification
 - iii. Handling Vendors/Business Associates
 - iv. Reception Room Environment
 - 1. Comfort
 - 2. Sanitation
 - 3. Safety
 - v. Practice Information Packet
 - 1. Office Policies
 - 2. Patient financial responsibilities
 - b. Patient Navigator/Advocate
 - i. Resource Information
 - 1. Provide information about community resources
 - 2. Facilitate referrals to community resources
 - 3. Referral follow-up
 - c. Medical Business Practices

- i. Written Communication
 - 1. Letters
 - 2. Memos/interoffice communication
 - 3. Reports
- ii. Business Equipment
 - 1. Routine maintenance
 - 2. Safety precautions
- iii. Office supply inventory
 - 1. Inventory control
 - 2. Record keeping
- iv. Electronic Applications
 - 1. Medical management systems
 - a. Database reports
 - b. Meaningful use regulations
 - 2. Spreadsheets, graphs
 - 3. Electronic mail
 - 4. Security
 - a. Password/screen saver
 - b. Encryption
 - c. Firewall
 - 5. Transmission of information
 - a. Facsimile/scanner
 - b. Patient portal to health data
 - 6. Social media
- d. Establish patient medical record
 - i. Recognize and interpret data
 - 1. History and physical
 - 2. Discharge summary
 - 3. Operative note
 - 4. Diagnostic test/lab report
 - 5. Clinic progress note
 - 6. Consultation report
 - 7. Correspondence
 - 8. Charts, graphs, tables
 - 9. Flow sheet
 - ii. Charting systems
 - 1. Problem-oriented medical record (POMR)
 - 2. Source-oriented medical record
- e. Scheduling Appointments
 - i. Scheduling guidelines
 - 1. Appointment matrix
 - 2. New patient appointments
 - a. Identify required information
 - 3. Established patient appointments
 - a. Routine
 - b. Urgent/emergency
 - 4. Patient flow
 - a. Patient needs/preference
 - b. Physician preference
 - c. Facility/equipment requirements
 - 5. Outside services (e.g. lab, x-ray, surgery, outpatient procedures, hospital admissions)
 - ii. Appointment protocols
 - 1. Legal aspects
 - 2. Physician referrals
 - 3. Cancellations/no-shows
 - 4. Physician delay/unavailability
 - 5. Reminders/recall systems

- a. Appointment cards
- b. Phone calls/text messages/e-mail notifications
- c. Ticket files
- f. Practice Finances
 - i. Financial Terminology
 - 1. Accounts receivable
 - 2. Accounts payable
 - 3. Assets
 - 4. Liabilities
 - 5. Aging of accounts
 - 6. Debits
 - 7. Credits
 - 8. Diagnosis Related Groups (DRGs)
 - 9. Relative Value Units (RVUs)
 - ii. Financial Procedures
 - 1. Payment receipts
 - a. Co-pays
 - 2. Data entry
 - a. Post charges
 - b. Post payments
 - c. Post adjustments
 - 3. Manage petty cash account
 - 4. Financial calculations
 - 5. Billing procedures
 - a. Itemized statements
 - b. Billing cycles
 - 6. Collection procedures
 - a. Aging of accounts
 - b. Preplanned payment options
 - c. Credit arrangements
 - d. Use of collection agencies
 - iii. Diagnostic and Procedural Coding Applications
 - 1. Current Procedural Terminology (CPT)
 - a. Modifiers
 - b. Upcoding
 - c. Bundling of charges
 - 2. International Classification of Diseases, Clinical Modifications (ICD-CM) (Current schedule)
 - 3. Linking procedure and diagnosis codes
 - 4. Healthcare Common Procedure Coding System (HCPCS Level II)
 - iv. Third-Party Payers/Insurance
 - 1. Types of plans
 - a. Commercial plans
 - b. Government plans
 - i. Medicare
 - 1. Advance Beneficiary Notice (ABN)
 - ii. Medicaid
 - iii. TRICARE/CHAMPVA
 - c. Managed care organizations (MCOs)
 - i. Managed care requirements
 - 1. Care referrals
 - 2. Precertification
 - a. Diagnostic and surgical procedures
 - 3. Prior authorization
 - a. Medications
 - 4. Workers' compensation
 - ii. Insurance claims
 - 1. Submission
 - 2. Appeals/denials
 - 3. Explanation of benefits (EOB)

3. Clinical

- a. Anatomy and Physiology
 - i. Body as a Whole
 - 1. Structural units
 - 2. Anatomical divisions, body cavities
 - 3. Anatomical positions and directions
 - 4. Body planes, quadrants
 - ii. Body Systems Including Normal Structure, Function, and Interrelationships Across the Life Span
 - 1. Integumentary
 - 2. Musculoskeletal
 - 3. Nervous
 - 4. Cardiovascular, hematopoietic, and lymphatic
 - 5. Respiratory
 - 6. Digestive
 - 7. Urinary
 - 8. Reproductive
 - 9. Endocrine
 - 10. Sensory
 - iii. Pathophysiology and Diseases of Body Systems
 - 1. Integumentary
 - 2. Musculoskeletal
 - 3. Nervous
 - 4. Cardiovascular, hematopoietic, and lymphatic
 - 5. Respiratory
 - 6. Digestive
 - 7. Urinary
 - 8. Reproductive
 - 9. Endocrine
 - 10. Sensory
- b. Infection Control
 - i. Infectious agents
 - 1. Bacteria
 - 2. Viruses
 - 3. Protozoa
 - 4. Fungi
 - 5. Parasites
 - ii. Modes of Transmission
 - 1. Direct
 - 2. Indirect
 - 3. Airborne
 - 4. Droplet
 - 5. Inhalation
 - iii. Infection cycle/Chain of infection
 - iv. Body's Natural Barriers
 - v. Medical Asepsis
 - 1. Hand hygiene
 - a. Hand washing
 - b. Alcohol-based hand rub
 - 2. Sanitization
 - 3. Disinfection
 - vi. Surgical Asepsis
 - 1. Surgical scrub
 - 2. Sterilization techniques/Autoclave
 - a. Preparing items
 - b. Wrapping
 - c. Sterilization indicators
 - vii. Standard Precautions/Blood-borne Pathogen Standards
 - 1. Body fluids
 - 2. Secretions
 - 3. Excretions

4. Blood
 - a. HIV-HBV-HCV
5. Mucous membranes
6. Personal protective equipment (PPE)
 - a. Gowns
 - b. Gloves
 - c. Masks
 - d. Caps
 - e. Eye protection
7. Post-exposure plan
- viii. Biohazard Disposal/Regulated Waste
 1. Sharps
 2. Blood and body fluids
 3. Safety data sheets (SDS)
 4. Spill kit
- c. Patient Intake and Documentation of Care
 - i. Medical Record Documentation
 1. Subjective data
 - a. Chief complaint
 - b. Present illness
 - c. Past medical history
 - d. Family history
 - e. Social and occupational history
 - f. Review of systems
 2. Objective data
 3. Making corrections
 4. Treatment/compliance
 - ii. Patient Preparation and Assisting the Provider
 - i. Vital Signs/Anthropometrics
 1. Blood pressure
 - a. Technique
 - b. Equipment
 - i. Stethoscope
 - ii. Sphygmomanometer
 2. Pulse
 - a. Technique
 - i. Pulse points
 - ii. Rate and rhythm
 3. Height/weight/BMI
 - a. Technique
 - b. Equipment
 4. Body temperature
 - a. Technique
 - b. Equipment
 5. Oxygen saturation/pulse oximetry
 - a. Technique
 - b. Equipment
 6. Respiration rate
 - a. Technique
 - ii. Recognize and Report Age-Specific Normal and Abnormal Vital Signs
 - iii. Examinations
 1. Methods
 - a. Auscultation
 - b. Palpation
 - c. Percussion
 - d. Mensuration
 - e. Manipulation
 - f. Inspection
 2. Body positions/draping

- a. Sims
 - b. Fowlers
 - c. Supine
 - d. Knee-chest
 - e. Prone
 - f. Lithotomy
 - g. Dorsal recumbent
 - 3. Pediatric exam
 - a. Growth chart
 - b. Measurements
 - c. Techniques
 - 4. OB-GYN exam
 - a. Pelvic exam/PAP smear
 - b. Prenatal/postpartum exams
 - iv. Procedures
 - 1. Procedure explanation and patient instructions
 - 2. Supplies, equipment, and techniques
 - a. Eye irrigation
 - b. Ear irrigation
 - c. Dressing change
 - d. Suture/staple removal
 - e. Sterile procedures
 - i. Surgical assisting
 - ii. Surgical tray prep
 - iii. Antiseptic skin prep
 - iv. Sterile field boundaries
 - v. Surgical instruments
 - 1. Classifications
 - 2. Instrument use
 - v. Patient Education/Health Coach
 - 1. Health maintenance and disease prevention
 - a. Diabetic teaching and home care
 - i. Home blood sugar monitoring
 - ii. Instruct on use of patient mobility equipment and assistive devices
 - b. Pre-/post-op care instructions
 - c. Patient administered medications
 - d. Home blood pressure monitoring and lifestyle controls
 - e. Home anticoagulation monitoring
 - f. Home cholesterol monitoring
 - i. Alternative medicine
 - vi. Wellness/Preventive Care
 - 1. Cancer screening
 - 2. Sexually transmitted infections
 - 3. Hygienic practices
 - a. Hand washing
 - b. Cough etiquette
 - 4. Smoking risks and cessation
 - 5. Recognition of substance abuse
 - 6. Osteoporosis screening/bone density scan
 - 7. Domestic violence screening and detection
- e. Nutrition
 - i. Basic Principles
 - 1. Food nutrients
 - a. Carbohydrates
 - b. Fats
 - c. Proteins
 - d. Minerals/electrolytes
 - e. Vitamins

- f. Fiber
 - g. Water
 - 2. Dietary supplements
 - ii. Special Dietary Needs
 - 1. Weight control
 - 2. Diabetes
 - 3. Cardiovascular disease
 - 4. Hypertension
 - 5. Cancer
 - 6. Lactose sensitivity/intolerance
 - 7. Gluten-free
 - 8. Food allergies
 - iii. Eating disorders
- f. Collecting and Processing Specimens
 - i. Methods of Collection
 - 1. Blood
 - a. Venipuncture
 - i. Site selection
 - ii. Site prep
 - iii. Equipment
 - 1. Evacuated tubes
 - 2. Tube additives
 - 3. Needles
 - b. Capillary/dermal puncture
 - 2. Urine
 - a. Random
 - b. Midstream/clean catch
 - c. Timed 24-hour collection
 - d. Catheterization
 - e. Pediatric urine collector
 - 3. Fecal specimen
 - 4. Sputum specimen
 - 5. Swabs
 - a. Throat
 - b. Genital
 - c. Wound
 - d. Nasopharyngeal
 - ii. Prepare, Process, and Examine Specimens
 - 1. Proper labeling
 - 2. Sources of contamination
 - 3. Specimen preservation
 - a. Refrigeration
 - b. Fixative
 - 4. Recordkeeping
 - 5. Incubator
 - 6. Centrifuge
 - 7. Microscope
 - 8. Inoculating a culture
 - 9. Microbiologic slides
 - a. Wet mount
 - iii. Laboratory Quality Control/Quality Assurance
 - 1. Testing protocols
 - 2. Testing records and performance logs
 - 3. Daily equipment maintenance
 - 4. Calibration
 - 5. Daily control testing
 - 6. Monitor temperature controls
 - 7. Reagent storage
 - 8. CLIA-waived tests

- iv. Laboratory Panels and Performing Selected Tests
 - 1. Urinalysis
 - a. Physical
 - b. Chemical
 - c. Microscopic
 - d. Culture
 - 2. Hematology panel
 - a. Hematocrit
 - b. Hemoglobin
 - c. Erythrocyte sedimentation rate
 - d. Automated cell counts
 - i. Red blood cell (RBC)
 - ii. White blood cell (WBC)
 - iii. Platelet
 - iv. Coagulation testing/INR
 - 3. Chemistry/metabolic testing
 - a. Glucose
 - b. Kidney function tests
 - c. Liver function tests
 - d. Lipid profile
 - e. Hemoglobin A1c
 - 4. Immunology
 - a. Mononucleosis test
 - b. Rapid Group A Streptococcus test
 - c. C-reactive protein (CRP)
 - d. HCG pregnancy test
 - e. H. pylori
 - f. Influenza
 - 5. Fecal occult blood/guaiac testing
- g. Diagnostic Testing
 - i. Cardiovascular Tests
 - 1. Electrocardiography (EKG/ECG)
 - a. Perform standard 12-lead
 - b. Lead placement
 - c. Patient prep
 - d. Recognize artifacts
 - e. Recognize rhythms, arrhythmias
 - f. Rhythm strips
 - 2. Holter monitors
 - 3. Cardiac stress test
 - ii. Vision Tests
 - 1. Color
 - 2. Acuity/distance
 - a. Snellen
 - b. E chart
 - c. Jaeger card
 - 3. Ocular pressure
 - 4. Visual fields
 - iii. Audiometric/Hearing Tests
 - 1. Pure tone audiometry
 - 2. Speech and word recognition
 - 3. Tympanometry
 - iv. Allergy Tests
 - 1. Scratch test
 - 2. Intradermal skin testing
 - v. Respiratory Tests
- h. Pharmacology
 - i. Medications For the 50 most commonly used medications, visit the AAMA website at <http://www.aama-ntl.org/cma-aama-exam/study>)

1. Classes of drugs
 2. Drug actions/desired effects
 3. Adverse reactions
 4. Physicians' Desk Reference (PDR)
 5. Storage of drugs
 - ii. Preparing and Administering Oral and Parenteral Medications
 1. Dosage
 - a. Metric conversion
 - b. Units of measurement
 - c. Calculations
 2. Routes of administration
 - a. Intramuscular
 - i. Z-tract
 - b. Subcutaneous
 - c. Oral/sublingual/buccal
 - d. Topical
 - e. Inhalation
 - f. Instillation (ear, nose, throat)
 - g. Intradermal
 - h. Transdermal
 - i. Vaginal
 - j. Rectal
 3. Injection site
 - a. Site selection
 - b. Needle length and gauge
 4. Medication packaging
 - a. Multidose vials
 - b. Ampules
 - c. Unit dose
 - d. Prefilled cartridge needle units
 - e. Powder for reconstitution
 5. Six rights of medication administration
 - a. Right patient
 - b. Right drug
 - c. Right route
 - d. Right time
 - e. Right dose
 - f. Right documentation
 - iii. Prescriptions
 1. Prescribing
 2. Controlled substance guidelines
 - iv. Medication Recordkeeping
 1. Reporting/documenting errors
 - v. Immunizations
 1. Childhood
 2. Adult
 3. Recordkeeping
 - a. Vaccine Information Statement
 4. Vaccine storage
4. Emergency Management/Basic First Aid
 - a. Assessment and Screening
 - i. Treatment algorithms/flow charts
 - ii. Triage algorithms/flow charts
 - b. Identification and Response to Emergencies
 - i. Bleeding/pressure points
 - ii. Burns
 - iii. Cardiac and respiratory arrest
 - iv. Foreign body obstruction
 - v. Choking

- vi. Diabetic ketoacidosis
 - vii. Insulin shock
 - viii. Bone fractures
 - ix. Poisoning
 - x. Seizures
 - xi. Shock
 - xii. Cerebral vascular accident (CVA)
 - xiii. Syncope
 - xiv. Vertigo
 - xv. Wounds
 - xvi. Cold exposure
 - xvii. Heat exposure
 - xviii. Joint dislocations/sprains/strains
 - xix. Asthmatic attack
 - xx. Hyperventilation
 - xxi. Animal bite
 - xxii. Insect bite
 - xxiii. Concussion
- c. Office Emergency Readiness
- i. Equipment
 - 1. Crash cart supplies
 - 2. Automated external defibrillator
 - ii. Emergency response plan
 - 1. Evacuation plan
 - iii. Safety Signs, Symbols, labels
 - iv. Environmental Safety

Resources

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J.P. Cody. *Comprehensive Medical Assisting Exam Review: Preparation for the CMA, RMA and CMAS Exams (Prepare Your Students For Certification Exams)*. 3rd. Delmar, Cengage, 2018.

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