# **Work Process Schedule**

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| Medical Assistant | |
| **Job Description:** **Job Description:** Work with licensed heath care and allied health care providers, including doctors, optometrists, podiatrists, chiropractors, nurse practitioners, physician’s assistants, nurses, radiology technicians, respiratory therapists, and office support staff. | |
| **RAPIDS Code:** 1085CB | **O\*NET Code:** 31-9092.00 |
| **Estimated Program Length:** 2 year | |
| **Apprenticeship Type:**  Competency-Based  Time-Based  Hybrid | |

Suggested On-the-Job Learning Outline

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| Communicates with others to collect, share, record and report information properly | | |
| **Competencies** | **Date Completed** | **Initial** |
| 1. Schedules appointments |  |  |
| 1. Greets and logs in patients at office or clinic |  |  |
| 1. Determines and records medical history and reason for current appointment/visit/procedure |  |  |
| 1. Provides patient instructions, information and education |  |  |
| 1. Phones, faxes or uses electronic system to order or refill prescriptions |  |  |

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| Manages “front end” of medical office | | |
| **Competencies** | **Date Completed** | **Initial** |
| 1. Collects payments or co-payments and bills insurance companies |  |  |
| 1. Maintains office files |  |  |
| 1. Properly codes medical diagnoses, treatments and therapies for patient billing and third-party payer purposes |  |  |

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| Assists medical professionals and patients during examinations and procedures | | |
| **Competencies** | **Date Completed** | **Initial** |
| 1. Shows patient to examination or procedure room and prepares them for physician |  |  |
| 1. Hands instruments to care-providers, as needed, and assists in examinations, treatments and procedures, as needed |  |  |
| 1. Records notes during exam or procedure |  |  |

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| Carries out basic medical procedures | | |
| **Competencies** | **Date Completed** | **Initial** |
| 1. Gives injections based on care provider’s orders |  |  |
| 1. Cleans and dresses wounds |  |  |
| 1. Cleans and dresses wounds |  |  |
| 1. Removes sutures |  |  |
| 1. Performs irrigation techniques: ear, eyes, nose, medical tubing, wounds, medical pumps and devices |  |  |
| 1. Takes vital signs |  |  |

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| Collects and prepares samples for analysis | | |
| **Competencies** | **Date Completed** | **Initial** |
| 1. Collects samples using sterile techniques |  |  |
| 1. Performs in-office testing |  |  |
| 1. Properly labels and sends samples to analytical laboratory |  |  |
| 1. Records results of tests and analysis |  |  |

Suggested Related Instruction Outline

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| Provider | |
| **Name:** | |
| **Address:** | |
| **Email:** | **Phone Number:** |
| **Suggested Related Instruction Hours:** 288 | |

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| **Course Number** | **Course Title** | **Contact Hours** |
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