

Occupational Outline for:
Discipline D Challenge – **Medical Assistant**
(Administrative)

Category I – Healthcare Basics (Overview)

Sub-Cat 1 – The Professional Medical Assistant

- a. - definition, function, & purpose of medical assisting
- b. - professional attitude, ethics, behavior, appearance, & teamwork
- c. - spoken, written, and electronic communication with/during telephone, waiting room, exam room, home, ambulatory, interviewing, and the training of patients
- d. - verbal./non-verbal and positive/negative communication
- e. - posture, grooming, hygiene, and personal health
- f. - clothing and protective equipment
- g. - patient's perceptions, rights, family, friends, and issues
- h. - the physician
- i. - types of healthcare professionals
- j. - participate in appropriate continuing education

Sub-Cat 2 – Anatomy and Physiology

- a. - structural organization, anatomical divisions, positions and direction, and body planes
- b. - systems; digestive, genitourinary, nervous, cardiovascular and lymphatic, respiratory, skeletal, muscular, integumentary, endocrine, reproductive, and sensory
- c. - disorders; diseases, conditions, syndromes

Sub-Cat 3 – Terminology

- a. - basic word roots, prefixes, and suffixes
- b. - medical and office abbreviations
- c. - spelling, selection, and use
- d. - reference sources

Category II – Medicolegal and Regulatory Guidelines

Sub-Cat 1 – Medical Registries, Certifications, and Licenses

- a. - rationale and definitions
- b. - code of ethics
- c. - medical practice act
- d. - negligence, fraud, and abuse
- d. - revocation and suspension; criminal and unprofessional behavior or incapacity

Sub-Cat 2 – Legislation and Regulation

- a. - advanced directives, living wills, and anatomical gifts
- b. - reportable issues; communicable diseases, substance abuse, physical abuse, vital statistics, and wounds of violence
- c. - Occupational Safety and Health Act (OSHA)
- d. - Food and Drug Administration (FDA)
- e. - Clinical Laboratory Improvement Act (CLIA)
- f. - Americans with Disabilities Act (ADA)
- g. - Health Insurance Portability and Accountability Act (HIPPA)

Sub-Cat 3 – Releasing Medical Information and Maintaining Confidentiality

- a. - consent; written authorization and federal codes concerning privacy, substance abuse records, public health and welfare disclosures, HIV, and a legal subpoena
- b. - releasing patient information; acting as the physician's agent, patient rights
- c. - intentional tort; invasion of privacy and/or slander and libel

Sub-Cat 4 – Physician - Patient Relationship

- a. - contract; legal obligations and consequences for non-compliance
- b. - responsibility and rights; patient, physician, and agents of the physician
- c. - professional liability; informed consent and current standards of care
- d. - termination of medical care; reasons for withdrawal, notification and documentation

Category III – Medical Office Functions

Sub-Cat 1 – Records Management

- a. - filing guidelines; alphabetically, numerically, by subject, and by color
- b. - record storing, safekeeping, transferring, and destroying appropriately
- b. - organization of patient's medical records; problem oriented or source oriented
- c. - collecting information and documentation; health history questionnaire and signature stamp
- d. - making corrections and additions
- e. - chart management and preparation for external reviews and audits
- f. - observe and maintain confidentiality of records, charts, and test results
- g. - business files; ordering and inventory
- h. - miscellaneous files
- i. - mail; incoming, sorting, opening, processing, and sending

Sub-Cat 2 – Scheduling and Tracking Appointments

- a. - schedule system; stream, wave, open booking, or categorization
- b. - legal aspects of appointments
- c. - new or established patient appointments
- d. - needs preference
- e. - equipment requirements
- f. – follow-up visits; routine/urgent
- g. – emergency
- h. – physician referrals
- i. – arrange hospital admissions and schedule diagnostic tests
- i. – cancellations or no-shows
- j. – physician delay or unavailability

Sub-Cat 3 – Office Accounting and Banking

- a. - accounts receivable; itemized billing, billing cycle, consumer protection act, and aging and collections
- b. - accounts payable; ordering supplies and services, invoices, and tracking
- c. – preparing and reconciling statements; understand basic audit controls
- d. - banking functions; processing accounts receivable, credit card usage, and preparing a bank deposit
- e. - payroll processing; payroll forms and calculating wages
- f. – manage petty cash

Sub-Cat 4 – Billing, Coding, and Collecting

- a. - Current Procedure Terminology (CPT)
- b. - International Classification of Diseases, Clinical Modification (ICD-CM)
- c. - Healthcare Financing Common Procedural Coding System (HCPCS)
- d. - procedure and diagnostic codes
- e. – third-party billing plans; Medicare, Medicaid, Tricare, CHAMPVA, workers' compensation, prepaid HMO, PPO, and POS, private health care plans, and managed care delivery systems
- f. – processing claims; preparation of claim, tracing claim, filing sequence (primary/secondary), reconciling payments, and appeals

Sub-Cat 5 – Safety and Security in the Medical Office

- a. – safety regulations; OSHA, CDC guidelines, ADA, fire regulations, and security systems
- b. – understand and employ risk management and quality assurance
- c. – office safety manual; laboratory area, reception room, and examination rooms
- d. – maintain records of biohazard waste, hazardous chemicals (Material Safety Data Sheets)
- e. – asepsis in medical office; sanitization, disinfection, and sterilization
- f. – safety procedures for; exposure control, laboratory, fire, electrical, radiation, and chemical
- g. – patient emergency procedures; bleeding, breathing, circulation, and shock
- h. – first aid and CPR
- i. – documenting emergency situations
- j. – office disaster plan

Question Development Instructions and Form

The **CEC** system's challenge tests use several question banks that have a variety of four answer multiple-choice questions. Each question in the bank has a stem, the main idea, with three plausible distracters and the correct answer. There are also four intellectual types of questions. These different types are: memory, interpretation, application, and evaluation

The preceding occupational outline for **Medical Assistant (Administrative)** provides an essential breakdown of discipline D. It is laid out in categories, sub-categories, and competencies. Each question developed needs to be marked with the discipline's letter. The category's Roman numeral and the sub-category's number. (It is **not** important or necessary to assign your questions down to the competency level.)

Each of your questions also needs to be labeled with a difficulty level. The four levels are: *Simple*, *Average*, *Difficult*, and *Extremely Difficult*. If the question covers a topic that you believe virtually everyone in the field knows or should know, mark it as *Simple*. If the topic is widely known by a simple majority of the people using or studying in this area, it can be marked as *Average*. If you believe the topic is known by less than 1/3rd of the people working in this area, mark the question as *Difficult*. If the topic is specialized or is simply known by someone who is an expert in the field, mark the question as *Extremely Difficult*.

It is important that our challenge tests measure an accurate sampling of our contestants' skills and knowledge in the discipline. Therefore, questions cannot be someone's opinion, belief, or supposition. It is important that all questions are able to be validated from at least one credible source. You will be asked to give the source material for each question submitted. Example:

Discipline: D Category: III Sub-Cat: 4 Difficulty: Simple

Stem: a request for payment under an insurance contractor bond is called a(n)

Correct Answer: claim

Distracter 1: insurance application

Distracter 2: dual choice request

Distracter 3: total disability

Source Name: Saunders Textbook of Medical Office Management

Edition/Copyright: 2nd Page/s: 401

Comments: _____

Submitting Institution ABC School Author of (?)'s Last Name Smith

Question Development Form

Discipline: ___ Category: ___ Sub-Cat: ___ Difficulty: _____

Stem: _____.

Correct Answer: _____

Distracter 1: _____

Distracter 2: _____

Distracter 3: _____

Source Name: _____ Edition/Copyright: _____ Page/s: _____

Comments: _____

Submitting Institution _____ Author of (?)’s Last Name _____

Discipline: ___ Category: ___ Sub-Cat: ___ Difficulty: _____

Stem: _____.

Correct Answer: _____

Distracter 1: _____

Distracter 2: _____

Distracter 3: _____

Source Name: _____ Edition/Copyright: _____ Page/s: _____

Comments: _____

Submitting Institution _____ Author of (?)’s Last Name _____

Discipline: ___ Category: ___ Sub-Cat: ___ Difficulty: _____

Stem: _____.

Correct Answer: _____

Distracter 1: _____

Distracter 2: _____

Distracter 3: _____

Source Name: _____ Edition/Copyright: _____ Page/s: _____

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