

## Medical Assistant Skills List

(Cross-referenced with Patient Care Technician)

General Responsibilities	Policy	MA only	Both PCT & MA
• AIDET			X
• Applies problem solving/ critical thinking skills			X
• CREDO			X
• Service recovery (patient ) HEART	OP 10-10.25		X
• Identifies basic ethical issues			X
• Patient Confidentiality / HIPAA			X
• Risk Management/VERITAS – correctly completes a VERITAS report	OP 10-10.24		X
• Regulatory Agencies e.g. Joint Commission/TOSHA			X
• Impact on clinic/visits/responsibilities			X
• Prevention of Harm to Patient/Self			X
• Prevention of falls			X
• Ergonomics			X
• Hand washing			X
• Scheduling Appointments – new and existing patients			X
• Handles appointment cancellations or delays in arrival/visit			X
• Professional Appearance – Dress Code	AM 10-10.03		X
• Environment of Care			X
• Universal Precautions			X
• Emergency Preparedness			X
<b>Communication</b>			
• Informs patient/family of wait times or delays			X
• Interpreter Services			X
• Communicates with patient/family at a grade level that is easily understood			X
• Communication delays in treatment			X
Telephone			
• Phone etiquette			X
• Follow-up phone calls – with script		X	
• Telephone messages/screening		X	
○ Forwards all calls appropriately – forwards questions/problems appropriately		X	
○ Takes a message and forwards appropriately		X	
• Message baskets – sends and receives messages		X	
• Send and receive Facsimile			X
• FMLA/Disability/Insurance Forms			X

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<b>Electronic Medical Record</b>			
• Uses Computers/Keyboard/Mouse			X
• Access and revises Patient Summary List	OP 10-10.20		X
• Populates a medication cart in Rx Star	AM 20-10.05	x	
<b>Prep - Next Day</b>			
• Ensures all labs/x-rays/ reports/referrals/consults are available			X
• Obtains missing information listed above			X
• Reports missing information to provider			X
• Verifies all exam rooms are clean & stocked			X
• Restock room supplies			X
• Orders supplies			X
<b>Prep – Patient Flow</b>			
• Provide/place in room necessary supplies/equipment			X
• Set up aseptic /sterile procedure trays		X	
• Assist with procedures (presence in room)		X	
• Clean exam room between patients			X
• Restock exam rooms			X
• Maintains effective clinic flow			X
<b>Patient Interview/Documentation</b>			
• Appropriately completes Intake Form/History		X	
• Recognizes and spell medications correctly		X	
• Recognizes use of common medications for population served		X	
• Screening - Falls		X	
• Advance Directives			X
o Screen			X
o Provide form(s)			X
o Process Document (scan, fax, file)			X
• Screening - Nutrition			X
• Screening - Pain			X
• Screening - Suicide Risk			X
• Screening - Abuse and Neglect			X
• Screening - Visual Acuity (population appropriate)			X
• Screening - Hearing (population appropriate)			X
• Patient Education – documents handouts or other materials provided to the patient			X

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<b>Room Patient</b>			
• Call patient from waiting room			X
• Place patient in exam room			X
• Review/determine reason for visit			X
• Prepare patient for exam/gown/positioning			X
• Provides necessary supplies in exam room			X
• Review current allergies			X
• Review medications; revises list			X
• Available in exam room as needed			X
<b>General/Other</b>			
• Biohazard waste disposal			X
• Monitors Refrigerator /Freezer temperature			X
• Assists with new staff orientation			X
• Prior authorization for treatment (precertification)		X	
<b>Sterile/Aseptic technique</b>			
• Principles			X
• Set up sterile tray/procedure			X
• Set up aseptic tray/procedure			X
• Hand washing			X
• Ultrasonic Sterilization		X	
• Sterilization		X	
• QI for sterilization (records)		X	
• Disinfection – high level; wipe down tables/chairs			X
<b>Vital Signs</b>			
• Height/weight			X
• Temperature			X
• Pulse			X
○ Radial			X
○ Apical			X
• Respirations			X
• Blood Pressure (VMG HTN guidelines)			X
○ Aneroid cuff			X
○ Electronic device			X
<b>Medical Emergencies</b>			
• BLS/CPR every 2 years			X
• Chest Pain -recognizes signs & symptoms; takes appropriate actions within scope		X	

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• Stroke-signs & symptoms; takes appropriate actions within scope		X	
• Hypo/hyperglycemia -signs & symptoms; takes appropriate actions within scope		X	
• Respiratory distress-signs & symptoms; takes appropriate actions within scope		X	
• Fall – takes appropriate actions within scope			X
• Defibrillator/AED			X
<b>Phlebotomy</b>			
• Venipuncture			X
• Capillary			X
• Blood Cultures- (would need to revise current policy to allow MA to draw)	CL30-08.05	X	
<b>Screening Labs</b>			
• CLIA waived – POCT:			
○ Fecal Occult Blood/FIT Test			X
○ Gastric pH			X
○ Occult Blood			X
○ Urine Dip stick			X
○ Blood Glucose (only in some offsite clinics)			X
• Urine Toxicology		X	
<b>Specimen Collection</b>			
• Specimen Type			
○ Urine			X
○ Throat		X	
○ Vaginal		X	
○ Wound cultures		X	
○ Stool			X
○ Sputum		X	
• Transport specimens to appropriate lab			X
<b>Dressing Application &amp; Removal</b>			
• Apply a dry sterile dressing		X	
• Suture/Staple removal		X	
• Steri-Strips - application and removal		X	
• Ace Wrap		X	
• Dressing Removal			X

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<b>Urinary Catheterization</b>			
• Intermittent urinary catheterization			X
• Indwelling urinary catheter insertion			X
• Intake and output measurement			X
• Appropriate care of indwelling catheter/bag handling			X
<b>Diagnostic Exam</b>			
EKG – standard 12 lead		X	
ECG monitoring lead II		X	