
Clinical Medical Assistant Certification

AMCA Study Guide

Communication Methods Ans- • Listening

- Face the person
- Have good eye contact
- Lean toward the person
- Respond to the person
- Paraphrasing- in your own words (shows you're really listening)
- Clarifying
- Silence- don't always have to say something

Nonverbal Communication Ans- 1.) Kinesics- study of nonverbal communication

a.) kinesic slip- where verbal and nonverbal messages do not match

Zones of Comfort Ans- • Intimate space (18 in or closer

- Personal space (18 in. to 4ft)
- Social space (4ft to 12ft)
- Public space (12ft or more)

Phone Etiquette Ans- • When speaking on the phone always identify yourself to the caller.

- Give your undivided attention and willingness to help.
- Listen w/o interrupting, provide reasonable alternatives and take a clear concise message in order for the call to be returned.

Answering the Phone Ans- • Answer promptly and kindly.

- NEVER ALLOW AN ANGRY OR AGGRESSIVE CALLER TO UPSET YOU; REMAIN CALM AND COMPOSED.
- Speak clearly and concisely
- Be sure to ask the callers permission before placing them on hold

Medical Assistant Study Guide For Certification

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Medical Assistant Certification Study Guide (Volume Two) Ph D Jane John-Nwankwo Rn, 2019-08-04 Medical Assistant Certification Study Guide Volume 1 2 is a complete guide to passing the CMA Test *Certified Medical Assistant (CMA) Exam Prep Guide 2024-2025* Jonathan L. Reese, 2024-06-16 Are you passionate about making a difference in people's lives through healthcare Dive into the world of Certified Medical Assistants CMAs where compassionate individuals become skilled professionals at the heart of patient care Begin transformative journey through the essential knowledge skills and responsibilities of a CMA From mastering medical terminology to understanding anatomy and physiology readers will explore the foundational principles that underpin the practice of medical assisting Delve into the intricacies of clinical procedures from patient assessment and vital signs to diagnostic testing and laboratory procedures Learn the art of phlebotomy specimen collection and assisting with minor surgeries gaining hands on experience in providing high quality care under the guidance of experienced practitioners Discover the critical role of pharmacology in healthcare delivery from understanding drug classifications to mastering medication administration and dosage calculations Explore the complexities of healthcare law ethics and professionalism and learn how to navigate legal responsibilities maintain patient confidentiality and handle ethical dilemmas with integrity and compassion But being a CMA is not just about clinical expertise it's about embracing the values of empathy cultural competence and patient advocacy Learn how to communicate effectively with patients from diverse backgrounds educate them on health and wellness and empower them to take charge of their well being Throughout this journey readers will gain invaluable insights into healthcare leadership and management quality improvement patient safety and the integration of technology and informatics in modern healthcare practice With a focus on continuous learning and professional growth this guide equips aspiring CMAs with the knowledge skills and confidence to excel in their careers and make a positive impact in the lives of others This book is your comprehensive companion to becoming a competent compassionate and confident Certified Medical Assistant Join the ranks of healthcare professionals dedicated to providing quality care promoting wellness and improving the health outcomes of individuals and communities worldwide **Medical Assistant Certification Study Guide** Ph D Jane John Nwankwo Rn, 2019-08-04 Medical Assistant Certification Study Guide Volume One and Two is a complete exam preparation tool for the CMA test [Study Guide and Procedure Checklist Manual for Kinn's The Medical Assistant - E-Book](#) Brigitte Niedzwiecki, Julie Pepper, P. Ann Weaver, 2022-06-18 Designed to support the trusted content in Kinn's The Medical Assistant 14th Edition this study guide is the essential review and practice companion to reinforce key concepts encourage critical thinking and ensure that you learn to master and apply key medical assisting content This robust companion guide offers a wide range of exercises to reinforce your understanding of common administrative and clinical skills including new certification preparation questions that offer additional practice for certification exams a review of medical terminology and anatomy and need to know workplace applications Trusted for more

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