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# **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

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**R Barnett**



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*Administrative Medical Assisting* Fordney, Marilyn Takahashi Fordney, Joan J. Follis, Follis, 1997-12-29     *Administrative Medical Assisting* Marilyn Takahashi Fordney, Joan Johnson Follis, 1998     *Subject Guide to Books in Print* , 1996

**Medical and Health Care Books and Serials in Print** , 1997     **FAA Aviation News** , 1961     *Resources in Education* , 1984     Medical Assisting Exam Review: Preparation for the CMA and RMA Exams J. Cody, 2010-03-22 Prepare your students for the CMA or RMA certification examinations with MEDICAL ASSISTING EXAM REVIEW The book includes test information and preparation sections review content on general administrative and clinical topics and pre and post test exams for each test type The new edition conforms to the latest content outlines from the AAMA and AMT The accompanying CD ROM includes over 1 600 questions and is fully customizable for individual study needs Delmar is a part of Cengage Learning Important Notice Media content referenced within the product description or the product text may not be available in the ebook version     **Bowker's Medical Books in Print** , 1975     Forthcoming Books Rose Arny, 1998-04

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