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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

# Medical Administrative Assistant Certification Study Guide

**Points Exam Prep Team**



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administrative assistant training to update medical histories transcribe treatment notes arrange for patient hospitalization process insurance forms and oversee inventory of office and medical supplies In some practices a medical administrative assistant may be the first contact a patient has with the medical team Professionals in this role might be responsible for greeting patients and visitors answering telephones scheduling appointments managing email inquiries and answering questions Medical administrative assistant requirements often include solid interpersonal skills proficiency in written and verbal communication and good spelling and grammar Strong organizational skills and the ability to work independently are also important attributes for aspiring medical administrative assistants This guide is intended to aid in preparation for the general certifications regarding the Certified Medical Administrative Assistant This text ALSO contains over 800 practice exam questions

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