
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

Jane John-Nwankwo



Medical Administrative Assistant Certification Study Guide:

CMAA Study Guide 2019 & 2020 Points Exam Prep Team, 2019-07-23 This book is a concise study guide for the Medical Administrative Assistant Certification Exam *CMAA Certification Study Guide* Key Points Exam Prep Team, 2015-01-12 Contents The Medical Assistant Duties and Responsibilities Medical Law Medical Profession Liability The Patient Care Partnership Patient's Bill of Rights The HIPAA Patient Privacy Rule Legal Terms Communication Phone Etiquette Verbal and Nonverbal Communication Respect Scheduling Appointment Booking Appointment Setting Types of Scheduling Scheduling New Patients Scheduling Established Patients Scheduling Conflicts Letter Writing Mail Processing Incoming Mail Outgoing Mail Health Insurance Verification of Insurance Benefits Insurance Terms Medical Records Management Creating a Medical Record Filing Indexing Alphabetical Filing Numerical Filing Subject Filing Tickler File Medical Terminology Plus 500 review questions **CMAA Exam Secrets Study Guide** Mometrix Medical Administrative Assistant Certification Test Team, 2023-07-11 Mometrix Test Preparation's CMAA Exam Secrets Study Guide is the ideal prep solution for anyone who wants to pass their Certified Medical Administrative Assistant Exam The exam is extremely challenging and thorough test preparation is essential for success Our study guide includes Practice test questions with detailed answer explanations Tips and strategies to help you get your best test performance A complete review of all CMAA test sections Mometrix Test Preparation is not affiliated with or endorsed by any official testing organization All organizational and test names are trademarks of their respective owners The Mometrix guide is filled with the critical information you will need in order to do well on your CMAA exam the concepts procedures principles and vocabulary that the National Healthcareer Association NHA expects you to have mastered before sitting for your exam Test sections include Scheduling Patient Intake Office Logistics Compliance Patient Education General Office Policies and Procedures Basic Medical Terminology and much more Our guide is full of specific and detailed information that will be key to passing your exam Concepts and principles aren't simply named or described in passing but are explained in detail The Mometrix CMAA study guide is laid out in a logical and organized fashion so that one section naturally flows from the one preceding it Because it's written with an eye for both technical accuracy and accessibility you will not have to worry about getting lost in dense academic language Any test prep guide is only as good as its practice questions and answer explanations and that's another area where our guide stands out The Mometrix test prep team has provided plenty of CMAA practice test questions to prepare you for what to expect on the actual exam Each answer is explained in depth in order to make the principles and reasoning behind it crystal clear We've helped hundreds of thousands of people pass standardized tests and achieve their education and career goals We've done this by setting high standards for Mometrix Test Preparation guides and our CMAA Exam Secrets Study Guide is no exception It's an excellent investment in your future Get the CMAA review you need to be successful on your exam **Cmaa certified medical administrative assistant exam prep 2025-2026** Elliot Spencer, 2025-08-01 Today's healthcare employers

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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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 - Chapter 1: Introduction to Medical Administrative Assistant Certification Study Guide
 - Chapter 2: Essential Elements of Medical Administrative Assistant Certification Study Guide
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- The book is crafted in an easy-to-understand language and is complemented by engaging illustrations. This book is highly recommended for anyone seeking to gain a comprehensive understanding of Medical Administrative Assistant Certification Study Guide.

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