

Appendix A.3

**CLINICAL MEDICAL ASSISTANT
WORK PROCESS SCHEDULE
AND
RELATED INSTRUCTION OUTLINE**

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**WORK PROCESS SCHEDULE
CLINICAL MEDICAL ASSISTANT
O*NET-SOC CODE: 31-9092.00 RAPIDS CODE: 1085 (Medical Assistant)**

This schedule is attached to and a part of these Standards for the above identified occupation.

1. TYPE OF OCCUPATION

Time-based Competency-based Hybrid

2. TERM OF APPRENTICESHIP

The term of the time-based occupation is two years with an OJL attainment of 4,000 hours, and supplemented by the required hours of related instruction.

3. RATIO OF APPRENTICES TO JOURNEYWORKERS

Consistent with proper supervision, training, safety, continuity of employment throughout the apprenticeship, the ratio of apprentices to journeyworker mentors will be:

Two (2) apprentices may be employed at each clinical site for each regularly employed Physician, Mid-Level Provider, Nurse, or Certified Medical Assistant.

4. APPRENTICE WAGE SCHEDULE

Apprentices are paid a progressively increasing schedule of wages during their apprenticeship based on the acquisition of increased skill and competence on the job and in related instruction courses. Before an apprentice is advanced to the next segment of training or to journeyworker completion status, the program sponsor will evaluate all progress to determine whether advancement has been earned by satisfactory performance in their on-the-job learning (OJL) and in related instruction courses. In determining whether satisfactory progress has been made, the sponsor shall be guided by the work experience and related instruction records and reports.

Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly Clinical Medical Assistant journeyworker completion wage rate, which is: \$18.65 per hour.

Period	Percent	Hourly Wage	OJL Hours	Related Instruction
1 st	60%	\$11.19	1000 hours	Satisfactory progress
2 nd	70%	\$13.06	1000 hours	Satisfactory progress
3 rd	80%	\$14.92	1000 hours	Satisfactory progress
4 th	90%	\$16.79	1000 hours	Satisfactory progress
	100%	\$18.65	4000 hours	Completion

Subject to approval by the program sponsor and registration agency, the current base Clinical Medical Assistant Worker journeyworker completion wage rate may be adjusted regionally by a participating employer if they pay a higher wage rate, and the adjusted base rate will apply equally to all apprentices who are hired by that employer. Such wages will become part of the approved Appendix-E Employer Acceptance Agreement.

5. WORK PROCESS SCHEDULE (See attached Work Process Schedule)

6. RELATED INSTRUCTION OUTLINE (See attached Related Instruction Outline)

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During the term of apprenticeship, the Apprentice shall receive such instruction and experience, in all branches of the occupation, as is necessary to develop a practical and versatile worker. Major processes in which Apprentices will be trained (although not necessarily in the order listed) and approximate hours (not necessarily continuous) to be spent in each are as follows:

Clinical Medical Assistant Work Processes	OJL Hours
A. Manage General Office <ol style="list-style-type: none">1. Track licenses & certificates of health care personnel2. Coordinate Patient/office communication3. Provide/coordinate office maintenance4. Coordinate/process incoming/outgoing mail5. Maintain account payable & receivables6. Maintain & update procedure manuals7. Inventory & order office equipment & supplies8. Maintain & control medication inventory	300
B. Coordinate & Schedule Appointments <ol style="list-style-type: none">1. Coordinate providers' schedules2. Triage patients3. Schedule patients' appointments	400
C. Administrative Intake of Patient <ol style="list-style-type: none">1. Obtain referrals/authorizations for treatment2. Coordinate insurance information3. Collect Copayments/payments on account4. Submit insurance claims5. Provide billing statements to patient	300
D. Maintain Health Information <ol style="list-style-type: none">1. Provide for patient confidentiality2. Obtain and file consents3. Document all patient information4. Prepare patient chart of office visit5. File office data6. Transfer patient/client records	250

<p>E. Provide/Maintain Aseptic Environment</p> <ol style="list-style-type: none"> 1. Wash hands 2. Maintain clean room environment 3. Sterilize instruments 4. Don gloves and PPE as appropriate 5. Dispose of hazardous waste 	250
<p>F. Prepare Patient for Examination</p> <ol style="list-style-type: none"> 1. Measure patient's weight 2. Obtain vital signs 3. Obtain health history 4. Set-up for exam and/or procedure 5. Position/drape patient as appropriate 	500
<p>G. Assist/Implement Physician or Provider Orders</p> <ol style="list-style-type: none"> 1. Set/up assist with minor surgical procedures 2. Administer medication 3. Perform allergy tests 4. Apply splints/support wraps 5. Provide patient counseling/education 6. Coordinate transportation of the patient 7. Release patient 	500
<p>H. Perform Clinical Procedures</p> <ol style="list-style-type: none"> 1. Remove wound/incision closures 2. Perform EKG's 3. Perform auditory screening 4. Perform pulmonary function study 5. Obtain venous & capillary specimens 6. Measure visual acuity 7. Perform ear lavage 8. Apply/change dressing 9. Administer breath/alcohol test 10. Administer test for color blindness 	1,000
<p>I. Perform CLIA/State Approved in Office Lab Procedures</p> <ol style="list-style-type: none"> 1. Calibrate & standardize all equipment 2. Collect/process lab specimen 3. Perform glucose testing 4. Perform stool testing for occult blood 5. Perform hemoglobin determination 6. Perform hematocrit determination 7. Perform rapid strep testing 8. Perform mono testing 9. Perform cholesterol testing 10. Perform pregnancy testing 11. Perform urinalysis (dip stick) 	250

J. Maintain Professional Responsibilities <ol style="list-style-type: none"> 1. Maintain personal hygiene 2. Participate in continuing education 3. Participate in community health activities 4. Serve as mentor to other health care professionals 5. Maintain basic life support certificate 6. Maintain professional network 7. Participate in performance improvement 8. Perform within legal & ethical boundaries 	250
Total Hours	4,000

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**RELATED INSTRUCTION OUTLINE
CLINICAL MEDICAL ASSISTANT
O*NET-SOC CODE: 31-9092.00 RAPIDS CODE: 1085 (Medical Assistant)**

Related Instruction Provider: Alaska Primary Care Association
Method: Online, Electronic Media

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Instructional Guide:

Certified Clinical Medical Assistant, National Healthcare Association

Supplemental References:

- *Kinn's The Medical Administrative Assistant: An Applied Learning Approach 12th Edition*, Deborah B. Proctor & Alexander Patricia Adams, Saunders, 2013.
- *Medical Assisting: Administrative and Clinical Procedures with Anatomy and Physiology 5th Edition*, Kathryn Booth, Leesa Whicker & Terri Wyman, McGraw-Hill, 2013.
- *Understanding EKG's: A Practical Approach*, Brenda M. Beasley, Prentice Hall, 2013.
- *Phlebotomy Handbook 9th Edition*, Dianna Graza & Kathleen Becan-McBride, Prentice Hall, 2014.

The related instruction outlines the courses that provide the technical ability that supplements the on-the-job training. It is through the combination of both the on-the-job training and the related technical instruction that the apprentice can reach the skilled level of the occupation. Under a registered apprenticeship, 144 hours of related instruction each year of the apprenticeship is recommended. The following is the suggested course curriculum during the term of apprenticeship.

Clinical Medical Assistant – NHA Study Guide	
Chapter 1 - Patient Care Learning Objectives <ol style="list-style-type: none">1. Perform CLIA-waved laboratory procedures2. Identify abnormal patient values for triage purposes3. Obtain patient vital signs using manual and automatic devices4. Administer medications5. Explain the phlebotomy procedure to be performed on a patient6. Review the requisition for testing and requirements and patient identity7. Determine venipuncture site based on patient age and condition8. Verify patient compliance with testing	50 Hours

9. Prepare the patient for monitoring	
<p>Chapter 2 - Communications</p> <p>Learning Objectives</p> <ol style="list-style-type: none"> 1. Document medical information using approved terminology 2. Communicate with other health care professionals using medical terminology 3. Adhere to HIPAA regulations regarding protected health information (PHI) 4. Reinforce patient understanding of medical information 5. Observe the chain of command in a health care setting 6. Report abnormal patient values to appropriate health care providers 7. Conduct written communications with patients and other health care professionals 8. Conduct communications with patients and health care professionals using information technology 9. Modify communications with patients based on special needs 10. Locate community resources and information for patients/employers 	40 Hours
<p>Office Administration</p> <p>Learning Objectives</p> <ol style="list-style-type: none"> 1. Manage patient medical records 2. Obtain patient information and consent for services 3. Schedule inpatient and outpatient admissions and procedures 4. Adhere to HIPAA regulations concerning insurance 5. Respond during patient refusal of treatment (against medical advice) 6. Perform office opening and procedures (answering service, security) 7. Managing providers' professional schedules 8. Maintaining human resources documentation (licensure, training, CEUs) 9. Manage inventory of office supplies 10. Perform basic diagnostic and procedural coding 	40 Hours
<p>Medical Law and Ethics</p> <p>Learning Objectives</p> <ol style="list-style-type: none"> 1. Address patient concerns according to the Patient's Bill of Rights 2. Maintain safety in the workplace, regulatory standards (OSHA, CLIA) 3. Follow chain of custody protocol (drug testing, rape kits) 4. Report illegal or unsafe activities in the healthcare environment, to proper authorities (abuse/neglect of patients, harassment, substance abuse, fraud) 5. Recognize and respond to emergencies (fire, hostage, biological hazard) 	40 Hours

<p>Phlebotomy</p> <p>Learning Objectives</p> <ol style="list-style-type: none"> 1. Demonstrate proper techniques for venipuncture and capillary collection based on patient age and condition 2. Demonstrate appropriate infant heel stick procedures 3. Perform the steps used in collecting a blood culture 4. Explain proper specimen labeling techniques 5. Maintain patient safety throughout the collection process 6. Recognize common complications from primary collection and identify 7. Explain how to best avoid pre-analytical errors when collecting blood specimens 8. Prepare samples for transportation to testing laboratory 9. Discuss handling requirements for non-blood specimens 	<p>58 Hours</p>
<p>EKG Monitoring</p> <p>Learning Objective</p> <ol style="list-style-type: none"> 1. Describe proper lead placement when acquiring various EKG tracings. 2. List EKG wave forms 3. Identify specific wave forms on the EKG 4. Measure the duration of waveforms on the EKG 5. Identify the direction of the wave deflection 6. Determine T wave symmetry 7. Determine P wave symmetry 8. Measure heart rate from the EKG tracing 9. Differentiate artifacts from expected EKG tracing waveforms 10. Describe how to eliminate artifacts from an EKG 11. Interpret arrhythmias originating in the atria, ventricles and accessory pathway 12. Recognize pacemaker spikes on EKG 13. Identify ischemia on the EKG 14. Describe the proper response for life-threatening arrhythmias 15. Describe how to maintain the EKG machine 	<p>60 Hours</p>
<p>Total</p>	<p>288 Hours</p>

Amended wage progression:

<i>Period</i>	<i>Hourly Wage</i>	<i>Months + OJL Hours (Duration)</i>	<i>Related Instruction</i>
<i>1st</i>	<i>\$22.30</i>	<i>12 months + 2000 hours</i>	<i>Satisfactory progress</i>
<i>2nd</i>	<i>\$22.80</i>	<i>12 months + 2000 hours</i>	<i>Satisfactory progress</i>
<i>End</i>	<i>\$23.32</i>	<i>24 months + 4000 hours</i>	<i>Completion</i>