



Apprenticeship**USA**



Alaska Primary Care
ASSOCIATION

Appendix A.3

CERTIFIED CLINICAL MEDICAL ASSISTANT

**WORK PROCESS SCHEDULE
and
RELATED INSTRUCTION OUTLINE**

O*NET-SOC Code : 31.9092.00 RAPIDS Code : 1085



Appendix A.3
WORK PROCESS SCHEDULE
CERTIFIED CLINICAL MEDICAL ASSISTANT
O*NET-SOC CODE : 31-9092.00 RAPIDS CODE : 1085

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 occupation is two years with an OJL attainment of 4,000 hours, supplemented by the minimum required 288 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:

One (1) apprentice may be employed in each clinical site employing one (1) Physician, Nurse or Certified Medical Assistant; and two (2) apprentices may be employed in each administrative site employing one (1) Office / Business Manager or Certified Medical Assistant.

4. APPRENTICE WAGE SCHEDULE

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

1 st	6 months + 1,000 OJL hours = 60 percent
2 nd	6 months + 1,000 OJL hours = 70 percent
3 rd	6 months + 1,000 OJL hours = 80 percent
4 th	6 months + 1,000 OJL hours = 90 percent

Note: Journeyworker hourly wage rate based on the Alaska mean wage data: <http://live.laborstats.alaska.gov/wage>.

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

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



Appendix A.3
WORK PROCESS SCHEDULE
CERTIFIED CLINICAL MEDICAL ASSISTANT
O*NET-SOC CODE : 31-9092.00 RAPIDS CODE : 1085

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:

Certified Medical Assistant Work Processes	Demonstrated Competence	Approximate OJL Hours
A. Manage General Office <ol style="list-style-type: none"> 1. Track license & certificate of health care personnel 2. Coordinate Patient/office communication 3. Provide/coordinate office maintenance 4. Coordinate/process incoming/outgoing mail 5. Maintain account payable & receivables 6. Maintain & update procedure manuals 7. Inventory & order office equipment & supplies 8. Maintain & control medication inventory 	I	300
B. Coordinate & Schedule Appointments <ol style="list-style-type: none"> 1. Coordinate physician's schedule 2. Triage patients 3. Schedule patient's appointments 	II	400
C. Administrative Intake of Patient <ol style="list-style-type: none"> 1. Obtain referrals/authorizations for treatment 2. Coordinate insurance information 3. Collect Copayments/payments on account 4. Submit insurance claims 5. Provide billing statements to patient 	III	300
D. Maintain Health Information <ol style="list-style-type: none"> 1. Provide for patient confidentiality 2. Obtain and file consents 3. Document all patient information 4. Prepare patient chart of office visit 5. File office data 6. Transfer patient/client records 	IV	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 as appropriate 5. Dispose of hazardous waste 	V	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 	VI	500
<p>G. Assist/Implement Physician or Providers 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 	VII	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 color blindness 	VIII	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) 	IX	250



J. Maintain Professional Responsibilities <ol style="list-style-type: none">1. Maintain personal hygiene2. Participate in continuing education3. Participate in community health activities4. Serve as mentor to other health care professionals5. Maintain basic life support certificate6. Maintain professional network7. Participate in performance improvement8. Perform within legal & ethical boundaries	X	250
Total Hours		4,000



Appendix A.3
RELATED TECHNICAL INSTRUCTION
CERTIFIED CLINICAL MEDICAL ASSISTANT
O*NET-SOC CODE : 31-9092.00 RAPIDS CODE : 1085

Related Technical Instruction Provider: Alaska Primary Care Association (APCA)
1231 Gamble Street Suite 200, Anchorage, Alaska 99501, Phone 907-929-2730

Instructional Guide:

Certified Clinical Medical Assistant

National Healthcare Association

Supplemental References:

- Deborah B. Proctor & Alexander Patricia Adams, *Kinn’s The Medical Administrative Assistant: An Applied Learning Approach* (Saunders 12th 2013).
- Kathryn Booth, Leesa Whicker & Terri Wyman, *Medical Assisting: Administrative and Clinical Procedures with Anatomy and Physiology* (McGraw-Hill 5th ed. 2013).
- Brenda M. Beasley, *Understanding EKG’s: A Practical Approach* (Prentice Hall 4th ed. 2013).
- Dianna Graza & Kathleen Becan-McBride, *Phlebotomy Handbook* (Prentice Hall 9th ed. 2014).

The related technical instruction outlines the courses providing the technical knowledge supplementing the on-the-job learning. It is through the combination of both the on-the-job learning and the related technical instruction that the apprentice can reach the skilled level of the occupation. Under a registered apprenticeship, 288 hours of related instruction is recommended for this occupation. The above is the suggested course curriculum during the term of apprenticeship. Supplemental materials are available as further references and may not be required to complete the apprenticeship program.

Program, orientation will be delivered by the APCA Apprenticeship Coordinator who will establish Supervisor, Mentor and Apprentice rolls, duties, expectations and outcomes.

Certified Clinical Medical Assistant	NHA Study Guide	Hours
Chapter 1 - Patient Care		50
Learning Objectives <ol style="list-style-type: none"> 1. Perform CLIA-waved laboratory procedures 2. Identify abnormal patient values for triage purposes 3. Obtain patient vital signs using manual and automatic devices 4. Administer medications 5. Explain the phlebotomy procedure to be performed on a patient 6. Review the requisition for testing and requirements and patient identity 7. Determine venipuncture site based on patient age and condition 8. Verify patient compliance with testing 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 terminology2. Communicate with other health care professionals using medical terminology3. Adhere to HIPAA regulations regarding protected health information (PHI)4. Reinforce patient understanding of medical information5. Observe the chain of command in a health care setting6. Report abnormal patient values to appropriate health care providers7. Conduct written communications with patients and other health care professionals8. Conduct communications with patients and health care professionals using information technology9. Modify communications with patients based on special needs10. Locate community resources and information for patients/employers	<p>40</p>
<p>Office Administration</p> <p>Learning Objectives</p> <ol style="list-style-type: none">1. Manage patient medical records2. Obtain patient information and consent for services3. Schedule inpatient and outpatient admissions and procedures4. Adhere to HIPAA regulations concerning insurance5. Respond during patient refusal of treatment (against medical advice)6. Perform office opening and procedures (answering service, security)7. Managing physicians' professional schedules8. Maintaining human resources documentation (licensure, training, CEUs)9. Manage inventory of office supplies10. Perform basic diagnostic and procedural coding	<p>40</p>
<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 Rights2. 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)	<p>40</p>



Phlebotomy Learning Objectives <ol style="list-style-type: none">1. Demonstrate proper techniques for venipuncture and capillary collection based on patient age and condition2. Demonstrate appropriate infant heel stick procedures3. Perform the steps used in collecting a blood culture4. Explain proper specimen labeling techniques5. Maintain patient safety throughout the collection process6. Recognize common complications from primary collection and identify7. Explain how to best avoid pre-analytical errors when collecting blood specimens8. Prepare samples for transportation to testing laboratory9. Discuss handling requirements for non-blood specimens	58
EKG Monitoring Learning Objective <ol style="list-style-type: none">1. Describe proper lead placement when acquiring various EKG tracings.2. List EKG wave forms3. Identify specific wave forms on the EKG4. Measure the duration of waveforms on the EKG5. Identify the direction of the wave deflection6. Determine T wave symmetry7. Determine P wave symmetry8. Measure heart rate from the EKG tracing9. Differentiate artifact from expected EKG tracing waveforms10. Describe how to eliminate artifact from an EKG11. Interpret arrhythmias originating in the atria, ventricles and accessory pathway12. Recognize pacemaker spikes on EKG13. Identify ischemic on the EKG14. Describe the proper response for life-threatening arrhythmias15. Describe how to maintain the EKG machine	60
Total Related Technical Instruction Hours	288