WORK PROCESS SCHEDULE Medical Assistant	ONET Code	31-9092.00
	RAPIDS Code 1085	

Job Titles

Company Contact:

Apprenticeship Type: (competency based, time based, hybrid) Competency Based or Hybrid

Minimum Time Requirements (or time range):

Required Certifications:

JOB FUNCTION	Core/ Optional	OJT	RI
JOB FUNCTION 1: Communicates with others to collect, share, record and report information properly	Core		
Competency 1a: Schedules appointments	Core		
Competency 1b: Greets and logs in patients at office or clinic	Core		
Competency 1c: Determines and records medical history and reason for current appointment/visit/procedure	Core		
Competency 1d: Provides patient instructions, information and education	Core		
Competency 1e: Phones, faxes or uses electronic system to order or refill prescriptions	Core		
JOB FUNCTION 2: Manages "front end" of medical office	Core		
Competency 2a: Collects payments or co-payments and bills insurance companies	Core		
Competency 2b: Maintains office files	Core		
Competency 2c: Properly codes medical diagnoses, treatments and therapies for patient billing and third-party payer purposes	Optional		
JOB FUNCTION 3: Assists medical professionals and patients during examinations and procedures	Core		
Competency 3a: Shows patient to examination or procedure room and prepares them for physician	Core		
Competency 3b: Hands instruments to care-providers, as needed, and assists in examinations, treatments and procedures, as needed	Core		
Competency 3c: Records notes during exam or procedure	Core		

JOB FUNCTION 4: Carries out basic medical procedures	Core		
Competency 4a: Gives injections based on care provider's orders	Core		
Competency 4b: Cleans and dresses wounds	Core		
Competency 4c: Administers medications per licensed care provider's order	Core		
Competency 4d: Removes sutures	Core		
Competency 4e: Performs irrigation techniques: ear, eyes, nose, medical tubing, wounds, medical pumps and devices	Core		
Competency 4f: Takes vital signs	Core		
JOB FUNCTION 5: Collects and prepares samples for analysis	Core		
Competency 5a: Collects samples using sterile techniques	Core		
Competency 5b: Performs in-office testing	Core		
Competency 5c: Properly labels and sends samples to analytical lab	Core		
Competency 5d: Records results of tests and analysis	Core		