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## **Appendix A**

### **CLINICAL MEDICAL ASSISTANT**

### **WORK PROCESS SCHEDULE**

### **AND**

### **RELATED INSTRUCTION OUTLINE**

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## Appendix A

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

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

#### 1. APPRENTICESHIP APPROACH

☐ Time-based ☒ Competency-based ☐ Hybrid

#### 2. TERM OF APPRENTICESHIP

The term of the occupation is twelve (12) months through the demonstration and achievement of workplace competencies and supplemented by the required related instruction courses.

#### 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.

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 wage rate, which is \$18.65 per hour.

| Period          | Hourly Wage | OJL Duration                | OJL Competencies    | Related Instruction   |
|-----------------|-------------|-----------------------------|---------------------|-----------------------|
| 1 <sup>st</sup> | \$12.12     | 6 months or 1,000 OJL hours | Demonstrated Skills | Satisfactory progress |
| 2 <sup>nd</sup> | \$15.86     | 6 months or 1,000 OJL hours | Demonstrated Skills | Satisfactory progress |
| End             | \$18.65     | Complete                    | Complete            | Complete              |

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.

The current base journeyworker completion wage rate may be adjusted 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. PROBATIONARY PERIOD**

Every applicant selected for apprenticeship will serve a probationary period of three (3) months.

## **6. SELECTION PROCEDURES**

*Sponsors should familiarize themselves with the Apprenticeship EEO Introductory Video, Tools, and Resources at [www.apprenticeship.gov/eeo](http://www.apprenticeship.gov/eeo).*

### **APPLICATION PROCEDURES**

- A. Openings for applications for apprenticeship will be determined by the Sponsor. All applications will be identical in form and requirements.
- B. Receipt of the properly completed application form, along with required supporting documents will constitute the completed application. Incomplete applications will not be considered.
- C. All applicants who have met the minimum qualifications and have submitted a complete application will be notified of the date, time, and place to appear for interview (if applicable).

### **SELECTION PROCEDURES**

- A. The Sponsor will schedule the interview (if applicable) and evaluation session. All qualified applicants will be interviewed and evaluated for selection within 60 days of their application date.
- B. The interviewer or evaluator will rate each applicant on each of the factors on the applicant rating form, taking into account the information on the application and required documents. The interviewer will record the questions asked and the general nature of the applicant's answers.
- C. After completing the interview and evaluation of the qualified applicants, the individual rating scores of the interviewer(s) will be added together and averaged to determine the applicant's final rating.
- D. Applicants will be placed on a "Ranking List" according to their scores at the evaluation session, with the applicant having the highest score being at the top of the list, and all applicants then listed in descending order based on score.
- E. As openings for the registration of new apprentices occur, the highest ranked applicant will be notified of selection. It will be the responsibility of the applicant to keep the Sponsor informed of their current home mailing address, telephone number, and e-mail address. Selected applicants must respond to the notice of selection within forty-eight (48) hours of notice.
- F. Incumbent Employees: Employees who are gainfully employed in the occupation and who have met the minimum qualifications for apprenticeship may qualify for immediate registration into the program upon approval by the program sponsor and employer. The sponsor will determine

what additional training requirements are needed to ensure that the employee receives all necessary training for completion of the apprenticeship program.

- G. Pre-Apprenticeship Preparatory Programs: An individual who has completed a structured pre-apprenticeship training program that meets the requirements outlined in Training and Employment Notice 13-12, Defining a Quality Pre-Apprenticeship Program and Related Tools and Resources, in any occupational area covered in these standards of apprenticeship and who meets the minimum qualifications of the apprenticeship program may be admitted directly into the program. The candidate shall provide official documentation confirming that he or she fulfilled the specific requirements of the pre-apprenticeship program, such as completion/graduation certificates, transcripts, notarized letters of confirmation, and sworn statements. The sponsor will evaluate the training received to grant appropriate credit on the term of apprenticeship.

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

Description: Perform administrative and certain clinical duties under the direction of a physician. Administrative duties may include scheduling appointments, maintaining medical records, billing, and coding information for insurance purposes. Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood, and administering medications as directed by physician.

**On-the-Job Learning (OJL)**

1. During the Apprenticeship, the Apprentice shall receive work experience and job related education in all phases of the occupation, including safe work practices, necessary to develop the skill and proficiency of a skilled professional.
2. The program sponsor must ensure Apprentices are rotated throughout the various work processes to ensure a well-rounded professional upon completion of the Apprenticeship, and identify what methodology will be used to track progression of experience on-the-job.
3. Such on-the-job training shall be carried on under the direction and guidance of a qualified professional.
4. The employer and skill mentor (where appropriate) shall review all of the work processes and adapt the appropriate competencies, which are appropriate for the Agency's specific needs/requirements and to ensure the Apprentice is properly trained in all aspects of the occupation.

Each employer and/or program sponsor will determine the appropriate examples of each core competency in the below work process schedule. In the list below, each core competency should be completed depending on stated scope of practice and employer requirements.

Field Training (FT) - Mentor/Journeyworker has provided training and demonstrated task to the apprentice

Demonstrated Fundamentals (DF) - Apprentice can perform the task with some coaching

Proficient in Task (PIT) - Apprentice performs the task properly and consistently

Completion Date (CD) - Date apprentice completes final demonstration of competency

Initial and date in the box when complete

| <b>WORK PROCESSES</b>  | <b>FT</b> | <b>DF</b> | <b>PIT</b> | <b>CD</b> |
|--|-----------|-----------|------------|-----------|
| <b>CLINICAL MEDICAL ASSISTANT</b>  |           |           |            |           |
| <b>A. Assess physical conditions of patients to aid in diagnosis or treatment.</b>                     |           |           |            |           |
| 1. Interview patients to obtain medical information and measure their vital signs, weight, and height. |           |           |            |           |
|  |           |           |            |           |
| <b>B. Clean medical equipment.</b>   |           |           |            |           |
| 1. Clean and sterilize instruments and dispose of contaminated supplies.                               |           |           |            |           |
|  |           |           |            |           |

|   |  |  |  |  |
|---|--|--|--|--|
| <b>C. Dispose of biomedical waste in accordance with standards.</b>   |  |  |  |  |
| 1. Clean and sterilize instruments and dispose of contaminated supplies.  |  |  |  |  |
|   |  |  |  |  |
| <b>D. Interview patients to gather medical information.</b>   |  |  |  |  |
| 1. Interview patients to obtain medical information and measure their vital signs, weight, and height.  |  |  |  |  |
|   |  |  |  |  |
| <b>E. Record vital statistics or other health information.</b>  |  |  |  |  |
| 1. Record patients' medical history, vital statistics, or information such as test results in medical records.  |  |  |  |  |
| 2. Collect blood, tissue, or other laboratory specimens, log the specimens, and prepare them for testing.   |  |  |  |  |
|   |  |  |  |  |
| <b>F. Explain technical medical information to patients.</b>  |  |  |  |  |
| 1. Explain treatment procedures, medications, diets, or physicians' instructions to patients.   |  |  |  |  |
|   |  |  |  |  |
| <b>G. Clean patient rooms or patient treatment rooms.</b>   |  |  |  |  |
| 1. Prepare treatment rooms for patient examinations, keeping the rooms neat and clean.  |  |  |  |  |
|   |  |  |  |  |
| <b>H. Collect biological specimens from patients.</b>   |  |  |  |  |
| 1. Collect blood, tissue, or other laboratory specimens, log the specimens, and prepare them for testing.   |  |  |  |  |
|   |  |  |  |  |
| <b>I. Prepare patient treatment areas for use.</b>  |  |  |  |  |
| 1. Prepare treatment rooms for patient examinations, keeping the rooms neat and clean.  |  |  |  |  |
|   |  |  |  |  |
| <b>J. Give medications or immunizations.</b>  |  |  |  |  |
| 1. Help physicians examine and treat patients, handing them instruments or materials or performing such tasks as giving injections or removing sutures. |  |  |  |  |
| 2. Prepare and administer medications as directed by a physician.   |  |  |  |  |
|   |  |  |  |  |
| <b>K. Assist practitioners to perform medical procedures.</b>   |  |  |  |  |
| 1. Help physicians examine and treat patients, handing them instruments or materials or performing such tasks as giving injections or removing sutures. |  |  |  |  |
|   |  |  |  |  |
| <b>L. Conduct diagnostic tests to determine patient health.</b>   |  |  |  |  |
| 1. Perform routine laboratory tests and sample analyses.  |  |  |  |  |

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|  |  |  |  |  |
| <b>M. Process medical billing information.</b>   |  |  |  |  |
| 1. Perform general office duties, such as answering telephones, taking dictation, or completing insurance forms.                                 |  |  |  |  |
| 2. Keep financial records or perform other bookkeeping duties, such as handling credit or collections or mailing monthly statements to patients. |  |  |  |  |
|  |  |  |  |  |
| <b>N. Perform clerical work in medical settings.</b>   |  |  |  |  |
| 1. Perform general office duties, such as answering telephones, taking dictation, or completing insurance forms.                                 |  |  |  |  |
|  |  |  |  |  |
| <b>O. Control prescription refills or authorizations.</b>  |  |  |  |  |
| 1. Authorize drug refills and provide prescription information to pharmacies.  |  |  |  |  |
|  |  |  |  |  |
| <b>P. Apply bandages, dressings, or splints.</b>   |  |  |  |  |
| 1. Change dressings on wounds.   |  |  |  |  |
|  |  |  |  |  |
| <b>Q. Schedule patient procedures or appointments.</b>   |  |  |  |  |
| 1. Schedule appointments for patients.   |  |  |  |  |
| 2. Contact medical facilities or departments to schedule patients for tests or admission.  |  |  |  |  |
|  |  |  |  |  |
| <b>R. Inventory medical supplies or equipment.</b>   |  |  |  |  |
| 1. Inventory and order medical, lab, or office supplies or equipment.  |  |  |  |  |
|  |  |  |  |  |
| <b>S. Operate medical equipment.</b>   |  |  |  |  |
| 1. Operate x-ray, electrocardiogram (EKG), or other equipment to administer routine diagnostic tests.  |  |  |  |  |
|  |  |  |  |  |
| <b>T. Prepare medical instruments or equipment for use.</b>  |  |  |  |  |
| 1. Set up medical laboratory equipment.  |  |  |  |  |

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

Related Instruction Provider: Alaska Primary Care Association  
Method: Synchronous Online, Electronic Media, Self-study

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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 course curriculum during the term of apprenticeship.

**Instructional Guide:**

*Certified Clinical Medical Assistant*, National Healthcare Association

**Supplemental References:**

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

| Clinical Medical Assistant – NHA Study Guide  | Hours           |
|---|-----------------|
| <b>Chapter 1 - Patient Care</b><br><b>Learning Objectives</b> <ol style="list-style-type: none"><li>1. Perform CLIA-waved laboratory procedures</li><li>2. Identify abnormal patient values for triage purposes</li><li>3. Obtain patient vital signs using manual and automatic devices</li><li>4. Administer medications</li><li>5. Explain the phlebotomy procedure to be performed on a patient</li><li>6. Review the requisition for testing and requirements and patient identity</li><li>7. Determine venipuncture site based on patient age and condition</li><li>8. Verify patient compliance with testing</li><li>9. Prepare the patient for monitoring</li></ol> | <b>50 Hours</b> |



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

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