
Appendix A

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

Appendix A

WORK PROCESS SCHEDULE CLINICAL MEDICAL ASSISTANT

O*NET-SOC CODE : 31-9092.00 RAPIDS CODE : 1085HY (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 3000-3750 OJL hours 1.5 to 2 years 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 \$19.65 per hour.

Period	Hourly Wage	OJL Duration	OJL Competencies	Related Instruction
1 st	\$18.65	0 to 1,000 OJL hours	Foundational Skill Building	Satisfactory progress
2 nd	\$19.00	1001 to 3,000 OJL hours	Demonstrated Skills	Satisfactory progress
End	\$19.65	Complete - 3000 to 3750 OJL	Competencies Fully Signed Off	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 750 hours.

6. SELECTION PROCEDURES

Sponsors should familiarize themselves with the Apprenticeship EEO Introductory Video, Tools, and Resources at www.apprenticeship.gov/eo.

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 : 1085HY (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 (OIL)

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 skilled mentor (where appropriate) shall review all 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. **To complete the competency, check off sheet, mentor follows the list below and initial and date each level as apprentice achieves each competency at the level below:**

DF - Demonstrated Fundamentals

- Mentor signs off here when the apprentice can perform the task with some coaching, usually at halfway point through program.

PIT - Proficient in Task - Final competency check.

- Mentor signs off here when the apprentice can perform the task properly and consistently without coaching, usually at the third or fourth quarter of the program.

CD - Completion Date

- Final sign off from mentor verifying apprentice is fully proficient in every category at the end of their program once they have reached 3000 to 3750 hours.

WORK PROCESSES CLINICAL MEDICAL ASSISTANT	Demonstrated Competency		Approximate OJL Hours			Completion Date Final Sign Off
	DF	PIT				
A. Assess the physical conditions of patients to aid in diagnosis or treatment.	DF	PIT				CD
1. Interview patients to obtain/intake medical information, medical history, social history, family history.			50	-	100	
2. Interview patients to measure their vital signs, weight, and height.			50	-	100	
B. Clean and prepare medical equipment.	DF	PIT				CD
1. Sanitize, Disinfect and Sterilization Techniques.			15	-	20	
2. Autoclave or cold sterilization.			15	-	20	
3. Wrap Sterile Packs.			15	-	20	
4. Unwrap Sterile Packs.			15	-	20	
5. Peel Downs			15	-	20	
C. Dispose of biomedical waste in accordance with standards.	DF	PIT				CD
1. Use of Sharps container, dispose of contaminated supplies.			75	-	100	
D. Record Vital Statistics/Documentation/Follow through	DF	PIT				CD
1. Interview patients to obtain chief complaint, document completion of providers orders.			50	-	75	
2. Charting & Documentation			50	-	75	
E. Record Vital Statistics and/or other health information.	DF	PIT				CD
1. Obtain prior patient records, request release of records from providers, specialists, hospital, diagnostic imaging, and laboratory.			85	-	100	

F. Explain technical medical information to patients	DF	PIT	OJL Hours			CD
1. Patient Education: nutrition, diabetes, and hypertension.			15	-	20	
2. Patient Education: home sample collections.			15	-	20	
3. Patient Education: fasting, pre-testing preparations.			15	-	20	
G. Clean patient rooms or patient treatment rooms.	DF	PIT				CD
1. Prepare treatment rooms for patient examinations, keeping the rooms neat and clean. Changing table paper, disinfection.			35	-	75	
H. Collect biological specimens from patients	DF	PIT				CD
1. Venipuncture – Vacuum Method			35	-	45	
2. Venipuncture – Winged Infusion Set			35	-	45	
3. Venipuncture – Syringe Draw			35	-	45	
4. Capillary Collection			35	-	45	
5. Culture Swab Collection			35	-	45	
6. Urine Midstream Clean Catch Collection			35	-	45	
7. Instruct patient for at home sputum or stool collection			35	-	45	
8. Toxicology Screening			35	-	45	
I. Patient Care Concepts	DF	PIT				CD
1. Explain use of crutches, canes, or walkers			25	-	30	
2. Demonstrate knowledge of oxygen administration-low flow/high flow			25	-	30	
3. Patient transfer, Gait Belts. ADLs.			25	-	30	

J. Give medications or immunizations	DF	PIT	OJL Hours			CD
1. Demonstrate knowledge of CDC Immunization Schedule			60	-	75	
2. Demonstrate knowledge of Controlled Substance Policy/Schedule			60	-	75	
3. Demonstrate knowledge of documentation of medication give and route of administration			60	-	75	
4. Demonstrate knowledge/document Lot Number of Injectable			60	-	75	
K. Demonstrate ability to administer the following injections	DF	PIT				CD
1. IM – Intramuscular – Prepare and administer as directed by a physician			65	-	75	
2. SQ – Subcutaneous Injections			65	-	75	
3. ID – Intradermal Injections			65	-	75	
4. Allergy/Frequent Injections – Rotation of Sites with Documentation or misc. Injections.			65	-	75	
L. Administer basic health care of medical treatments	DF	PIT				CD
1. Nebulizer, Peak Flow Meter, Inhalers, Spirometry, Oxygen			90	-	100	
M. Assist practitioners to perform medical procedures	DF	PIT				CD
1. Skin preparation for minor office procedure			25	-	30	
2. Setting up a Sterile Tray/Assemble Supplies			25	-	30	
3. Suture Removal			25	-	30	
4. Staple Removal			25	-	30	
5. Instrument Identification			25	-	30	

N. Laboratory: Conduct diagnostic tests to determine patient health	DF	PIT	OJL hours			CD
1. Perform routine laboratory tests and sample analysis			65	-	70	
2. Specimen collection and processing, collecting fluids or tissue, or other laboratory specimens, log the specimens and prepare them for transport or testing.			65	-	70	
3. Centrifuge specimens, pipette plasma/serum, pour off. Transport requirements, frozen samples, light protected samples.			65	-	70	
4. Fill out laboratory orders/requisitions			65	-	70	
5. Labeling of samples, affix barcodes			65	to	70	
O. Process medical billing/demographic information	DF	PIT				CD
1. Perform general office duties such as answering telephones, enter demographic data into E.H.R. system or chart, or completing insurance forms.			45	-	50	
2. Demonstrate knowledge of financial records or perform other bookkeeping duties, such as handling credit or collections or mailing monthly statements.			45	-	50	
P. Perform Quality Control Checks on Equipment	DF	PIT				CD
1. Perform QC measures on laboratory or medical equipment			30	-	35	
2. Maintain log/documentation of QC measures			30	-	35	
3. Daily log of temperatures for refrigerator and freezers			30	-	35	
Q. Control prescription refills or authorizations	DF	PIT				CD
1. Authorize drug refills and provide prescription information to pharmacies.			90	-	100	
2. Document in patient chart all refills or authorizations.			90	-	100	

R. Apply bandages, dressings, or splints	DF	PIT	OJL Hours			CD
1. Change dressings on wounds, elastic bandage application, compression wrap technique, application of medical tape or self-adherent wrap.			85	-	100	
S. Schedule patient procedures or appointments	DF	PIT				CD
1. Schedule appointments for patients for specialist or diagnostic imaging, referral for sleep studies, outpatient surgery or admissions.			50	-	55	
2. Demonstrate knowledge of Precertification and/or Preauthorization (Insurance coverage)			50	-	55	
T. Inventory medical supplies or equipment	DF	PIT				CD
1. Inventory and order medical, lab or office supplies and equipment, check invoices and deliveries.			90	-	100	
U. Operate medical equipment	DF	PIT				CD
1. Operate x-ray, electrocardiogram (EKG), Spirometry, Holter Monitors or other equipment to administer routine diagnostic tests.			175	-	250	
V. Prepare medical instruments or laboratory equipment for use.	DF	PIT				CD
1. Setup and Make Slide , Use of microscope for			40	-	50	
PPM, (if applicable)			40	-	50	
Blood Smears, (if applicable)			40	-	50	
Gram Stains, (if applicable)			40	-	50	
U/A slides, (if applicable)			40	-	50	
Wet mounts, (if applicable)			40	-	50	
PAP/Cytotechnology Submissions. (core comp)			40	-	50	

TOTAL HOURS: 3000 - 3750

RELATED INSTRUCTION OUTLINE

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

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

Instructor: Cynthia Lilly, RMA, CMLA, BS Healthcare Administration

Program Manager: Lara Madden, Learning & Development Manager
 Alaska Primary Care Association
 3111 C Street, Ste. 500
 Anchorage, AK 99503
 Phone 907-929-2722
 Email : apprenticeship@alaskapca.org
 Web site: <http://alaskapca.org>

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. This is a 1.5 to 2-year program, to include 288 hours of related instruction. The following is the course curriculum for the related technical instruction during the term of apprenticeship.

Instructional Guides:

Blesi, M. (2022). Medical Assisting: Administrative & Clinical Competencies. Boston, MA: Cengage.

National Healthcare Association. (2024). Certified Medical Assistant Exam Study Guide. Ascend Learning.

*CIP Code 51.0801	
Course Title: Clinical Medical Assistant	
Course Learning Outcomes	Contact Hours
A. CMA10101. Orientation: Welcome to Clinical Medical Assisting	3 hours
The Orientation to Medical Assisting Apprenticeship Program serves as the foundational introduction for individuals embarking on a career path in medical assisting. This comprehensive course provides apprentices with essential knowledge, skills, and resources to navigate the program successfully and excel in their role as medical assistants.	
Objectives:	
<ol style="list-style-type: none"> 1. Understand how to access your online course learning management system and online course materials. 2. Complete the Dept of Labor Anti-Harassment Training module. 3. Review apprentice roles and responsibilities. 4. Getting to know your instructor & classmates. 	

<p>B. CMA10102 Understanding Healthcare Systems & Settings</p> <p>This course provides a comprehensive overview of healthcare systems and settings, with a focus on professionalism as a cornerstone of effective practice. Students will explore the structure, function, and dynamics of healthcare systems, gaining insights into the diverse settings in which healthcare is delivered. Emphasis will be placed on cultivating professionalism and ethical conduct in various roles within the healthcare industry.</p>	<p>13 hours</p>
<p>Objectives:</p>	
<p>1. Describe the role of the medical assistant, including knowledge, skills and responsibilities.</p>	
<p>2. Describe the various types of medical clinics and organizations in the healthcare profession.</p>	
<p>3. Understand and demonstrate professional behavior in the health care environment.</p>	
<p>4. Describe various types of health care providers that a medical assistant may work with and other health care team members.</p>	
<p>5. Demonstrate an understanding the impact of the government on health care.</p>	
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<p>C. CMA10103 Patient Care Coordination & Education</p> <p>This course provides an in-depth exploration of patient care coordination and education within the healthcare setting. Students will develop a comprehensive understanding of the principles, strategies, and tools essential for effectively coordinating patient care and delivering impactful patient education.</p>	<p>13 hours</p>
<p>Objectives:</p>	
<p>1. Apply professional strategies to obtain patient vital signs using manual and automatic devices, prepare a patient for monitoring and identify abnormal patient values for triage purposes.</p>	
<p>2. Apply professional approaches to verify patient compliance with testing and administration of medications.</p>	
<p>3. Describe how to perform CLIA-waved laboratory procedures, understand Blood-Borne Pathogen Standard, and PPE (personal protective equipment)</p>	
<p>4. Explain how to review requisition for testing and requirements while confirmation of patient identity.</p>	
<p>5. Address ethical dilemmas and legal obligations related to patient care coordination, privacy, and informed consent.</p>	
<p>6. Advocate for patients' rights, preferences, and needs within the healthcare system to ensure equitable access to quality care and education.</p>	
<p>7. Describe the phlebotomy procedure to a patient and determine venipuncture site based on patient age and condition.</p>	
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<p>D. CMA10104 Communication and Professionalism in Healthcare</p> <p>This course is designed to equip students with essential communication, professionalism, and customer service skills necessary for success in healthcare settings. Through a blend of theoretical frameworks and practical applications, students will develop proficiency in effective communication techniques, professionalism standards, and customer service strategies tailored to the unique dynamics of healthcare environments.</p>	<p>21 hours</p>
<p>Objectives:</p>	
<p>1. Understand and apply the principles of effective communication, including active listening, empathy, clarity, and cultural sensitivity, and applying them in various healthcare contexts.</p>	
<p>2. Develop interpersonal skills essential for building rapport with patients, families, colleagues, and others in the healthcare team.</p>	
<p>3. Apply professionalism standards, ethical principles, and professional boundaries in healthcare practice, and cultivate a professional identity aligned with the values of integrity, respect and accountability.</p>	
<p>4. Apply strategies for managing conflicts, addressing difficult conversations, and navigate challenging interactions with patients, families, and colleagues.</p>	
<p>5. Recognize the influence of cultural diversity in communication styles, healthcare beliefs and preferences, and foster cultural competence to deliver patient centered care.</p>	
<p>6. Demonstrate the use of medical technologies such as email, health record delivery systems using appropriate written communication techniques.</p>	
<p>7. Demonstrate how to locate community resources and information for patients, families, and others.</p>	
<p>E. CMA 10105 Anatomy & Physiology with Medical Terminology</p> <p>This foundational course provides medical assistant students with a comprehensive understanding of human anatomy, physiology, and medical terminology essential for clinical practice. Through interactive lectures, hands-on activities, and laboratory exercises, students will explore the structure and function of the human body systems, develop proficiency in medical terminology, and gain insights into the language of healthcare.</p>	<p>31 hours</p>
<p>Objectives:</p>	
<p>1. Introduction to Anatomy and Physiology: Overview of anatomical terminology, body planes, and directional terms, and introduction to the structure and function of cells, tissues, and organs.</p>	
<p>2. Basic body systems: skeletal system, muscular system, cardiovascular system, respiratory system, digestive system, and nervous systems.</p>	
<p>3. Develop proficiency in medical terminology, including prefixes, suffixes, word roots, and combining forms, with emphasis on terminology relevant to clinical practice</p>	

<p>F. CMA10107 Office Administration in Health Care</p> <p>This course provides students with the knowledge and skills necessary to effectively manage administrative tasks and operations in healthcare settings. Emphasizing the unique requirements of healthcare administration, students will learn key principles, tools, and best practices for efficient office management, patient interaction, and compliance with healthcare regulations.</p>	<p>26 hours</p>
<p>Objectives:</p>	
<p>1. Understanding the structure and function of healthcare organizations, including hospitals, clinics, medical practices, and other healthcare facilities.</p>	
<p>2. Apply learned medical terminology, abbreviations, and documentation standards essential for accurate record-keeping and communication within healthcare teams.</p>	
<p>3. Develop proficiency in scheduling appointments, managing patient registrations, and utilizing electronic health record systems for efficient patient management.</p>	
<p>4. Develop a basic understanding of health insurance policies, reimbursement processes, and medical billing procedures to ensure accurate billing and reimbursement for healthcare services</p>	
<p>5. Apply the Health Insurance Portability and Accountability Act (HIPAA) regulations and implement measures to safeguard patient confidentiality and privacy.</p>	
<p>6. Identify office technology, electronic health record systems, practice management software, and other tools to streamline administrative workflows and enhance productivity.</p>	
<p>G. CMA10108 Medical Law & Ethics</p> <p>This course provides medical assistants with a comprehensive understanding of the legal and ethical principles governing healthcare practice. Through the exploration of relevant laws, regulations, and ethical guidelines, students will learn how to navigate complex legal issues, uphold ethical standards, and ensure patient rights and safety in clinical settings.</p>	<p>31 hours</p>
<p>Objectives:</p>	
<p>1. Overview of legal principles, ethical frameworks, and their application in healthcare practice.</p>	
<p>2. Demonstrate understanding of Patient Rights and Confidentiality: Understanding patient rights, confidentiality laws (such as HIPAA), and the importance of maintaining patient privacy and confidentiality.</p>	
<p>2. Maintain safety in the workplace, regulatory standards (OSHA, CLIA)</p>	
<p>3. Follow chain of custody protocol (drug testing, rape kits)</p>	
<p>4. Report illegal or unsafe activities in the healthcare environment, to proper authorities (abuse/neglect of patients, harassment, substance abuse, fraud)</p>	
<p>5. Legal Documentation and Medical Records: Learning the importance of accurate documentation, medical record keeping, and compliance with legal standards.</p>	

6. Cultural Competence and Diversity: Recognizing the influence of cultural and ethical factors on healthcare delivery and promoting cultural competence and sensitivity in patient interactions	
7. Recognize and respond to emergencies (fire, hostage, biological hazard)	
H. CMA10109 Pharmacology & Medical Math for the Medical Assistant	31 hours
<p>This course provides medical assistant students with a comprehensive understanding of pharmacology principles and medical math skills essential for medication administration and dosage calculations in clinical practice. Through theoretical instruction, practical applications, and hands-on exercises, students will develop the knowledge and proficiency necessary to ensure medication safety, accurate dosing, and adherence to healthcare protocols.</p>	
Objectives:	
1. Identify the classifications of medications, indications for use, desired effects, side effects, and adverse reactions, including the three main groups and the most common drug forms.	
2. Describe the different routes of medication administration, including oral, topical, parenteral, and inhalation routes, and factors influencing drug absorption, distribution, metabolism, and excretion.	
3. Demonstrate medical math skills for calculating median dosages, including conversions, pediatric dosing and dosage adjustments based on patient factors.	
4. Apply prescription terminology, abbreviations, and symbols, describe the components of a prescription order, including drug name, dosage form, strength and directions for use.	
5. Implement strategies for medication safety, including understanding medication reconciliation, double-checking procedures, and error reporting systems that minimize the risk of adverse drug events.	
6. Apply accurate medication documentation, including medication administration records (MARs), also provide patient education on medication usage, side effects and adherence.	
I. CMA10110 Specimen Collections for the Medical Assistant	31 hours
<p>This course provides medical assistant students with the fundamental knowledge and skills required for safe and effective phlebotomy practice. Through a combination of theoretical instruction, hands-on training within the clinic OJL training, and clinical simulations, students will learn the principles of blood collection, specimen handling, and patient interaction necessary to perform phlebotomy procedures with confidence and professionalism.</p>	

Objectives:	
1. Describe the role of phlebotomy in healthcare, ethical considerations, and legal regulations governing blood collection practices	
2. Understand and describe the structure and function of blood vessels, veins, and arteries relevant to phlebotomy practice.	
3. Demonstrate and describe proper techniques for venipuncture and capillary collection based on patient age and condition, to include fingerstick, heel stick procedures and appropriate specimen handling.	
4. Recognize phlebotomy equipment, including needles, syringes, vacuum tubes, and safety devices, and demonstrate proper selection and utilization of equipment for different venipuncture techniques.	
5. Demonstrate the principles of infection control, standard precautions, and safety protocols to prevent the transmission of bloodborne pathogens and ensure aseptic technique during phlebotomy procedures.	
6. Recognize and describe basic phlebotomy equipment, including needles, syringes, vacuum tubes, and safety devices, and proper selection and utilization of equipment for different venipuncture techniques.	
7. Describe the process for venipuncture techniques for blood collection from various sites, including the antecubital fossa, hand veins, and pediatric and geriatric patients.	
8. Demonstrate proper labeling, handling, and describe transport of blood specimens to ensure accurate and timely laboratory analysis.	
9. Develop effective communication skills and patient-centered care techniques to minimize patient anxiety, obtain informed consent, and ensure a positive phlebotomy experience.	
10. List the correct order of draw for blood specimen tubes, identify by colors of the tubes what additives are contained in the tubes.	
J. CMA10111 EKG Monitoring for the Medical Assistant	31 hours
<p>This course equips medical assistant students with the knowledge and skills necessary to perform electrocardiogram (EKG) monitoring and interpretation in clinical settings. Through a blend of theoretical instruction and hands-on training, students will learn the principles of EKG acquisition, rhythm analysis, and patient assessment, enabling them to contribute to cardiac monitoring and patient care teams with confidence and proficiency.</p>	
Objectives:	
1. Describe the principles of electrocardiography, including the electrical conduction system of the heart and the generation of EKG waveforms.	
2. Explain with EKG equipment, electrodes placement, and proper lead placement techniques for obtaining accurate EKG recordings.	
3. Identify Understanding the components of the EKG waveform, including P waves, QRS complexes, and T waves, and interpreting normal and abnormal cardiac rhythms.	
4. Measure EKG intervals, segments, and heart rate, and calculating heart rate from EKG tracings.	
5. Identify and interpret common cardiac arrhythmias, including sinus rhythm, atrial fibrillation, ventricular tachycardia, and heart block.	

6. Develop skills in patient assessment, including obtaining medical history, assessing symptoms, and monitoring vital signs in conjunction with EKG recordings.	
7. Apply accurate documentation of EKG findings and effective communication with healthcare providers regarding patient status and EKG interpretations.	
K. CMA10112 Medical Laboratory for the Medical Assistant	25 hours
<p>This course provides medical assistant students with the foundational knowledge and practical skills required to assist in medical laboratory procedures and specimen handling. Through a combination of theoretical instruction, laboratory demonstrations, and hands-on training, students will learn the principles of laboratory safety, specimen collection, processing, and basic laboratory tests, preparing them for effective participation in laboratory operations within healthcare settings.</p>	
Objectives:	
1. Understand the role of medical laboratories in healthcare, laboratory regulations, and quality assurance practices.	
2. Explain the principles of laboratory safety, personal protective equipment (PPE) usage, and infection control measures to prevent exposure to hazardous materials and maintain a safe work environment.	
3. Describe the proper techniques for collecting various types of specimens, including blood, urine, sputum, and stool, while ensuring patient comfort and specimen integrity.	
4. Describe Point-of-Care Testing, point-of-care testing (POCT) devices and techniques for performing rapid diagnostic tests, such as glucose monitoring, hemoglobin A1c, and urine dipstick analysis.	
5. Describe the importance of quality control measures in laboratory testing, performing quality control checks, and maintaining accurate documentation of laboratory procedures and results.	
L. CMA10113 Specialty Populations and the Medical Assistant	16 hours
<p>This course delves into the unique healthcare needs and considerations for caring for diverse specialty populations encountered in medical practice. Medical assistant students will explore the complexities of providing patient-centered care to individuals across the lifespan and with specific health conditions or demographic characteristics, enhancing their cultural competence and adaptability in clinical settings.</p>	

Objectives:		
1. Explain the unique physical, emotional, and developmental needs of pediatric patients, including growth and development milestones, immunizations, and basic childhood illnesses.		
2. Describe the healthcare challenges associated with aging, including chronic conditions, cognitive changes, medication management, and end-of-life care considerations		
3. Recognize and describe the prevalence of mental health disorders and substance abuse issues, understanding screening and referral processes, and promoting mental wellness.		
4. Explain the healthcare needs and accommodations for individuals with physical, sensory, cognitive, or developmental disabilities, promoting accessibility and inclusivity in healthcare delivery.		
5. Recognize and apply sensitivity to cultural diversity and its impact on healthcare beliefs, practices, and access to care, including strategies for providing culturally competent care.		
M. CMA10114 Rehabilitation & Healthy Living for the Medical Assistant		16 hours
<p>This course provides medical assistants with essential knowledge and skills related to rehabilitation techniques and promoting healthy living habits. Students will explore the principles and practices of assisting patients in their journey towards recovery and maintaining overall wellness.</p>		
Objectives:		
1. Understand the concept of rehabilitation, its goals, and the role of medical assistants in the rehabilitation process.		
2. Describe the role of nutrition in rehabilitation and provide guidance on healthy eating habits to support recovery.		
3. Apply patient education practice around lifestyle changes such as exercise, smoking cessation, and stress reduction to enhance overall health and well-being.		
4. Describe the ethical and legal responsibilities of medical assistants in rehabilitation settings, including patient confidentiality and informed consent		
Total		288 Hours

*If related course number data are available, information displayed includes the Classification of Instructional Programs (CIP) code that best represents the field of study, course, or program. CIP provides a taxonomic scheme that supports the accurate tracking and reporting of educational programs. CIP is developed and maintained by the U.S. Department of Education.

APPRENTICE COMPETENCY REPORT – CLINICAL MEDICAL ASSISTANT

NAME: _____ START DATE: _____

SPONSOR NAME: _____

Apprenticeship Type: Competency-Based Time-Based Hybrid

On-the-Job Learning (OIL)

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 skilled mentor (where appropriate) shall review all 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. **To complete the competency, check off sheet, mentor follows the list below and initial and date each level as apprentice achieves each competency at the level below:**

DF - Demonstrated Fundamentals

- Mentor signs off here when the apprentice can perform the task with some coaching, usually at halfway point through program.

PIT - Proficient in Task - Final competency check.

- Mentor signs off here when the apprentice can perform the task properly and consistently without coaching, usually at the third or fourth quarter of the program.

CD - Completion Date

- Final sign off from mentor verifying apprentice is fully proficient in every category at the end of their program once they have reached 3000 to 3750 hours.

WORK PROCESSES CLINICAL MEDICAL ASSISTANT	Demonstrated Competency		Approximate OJL Hours			Completion Date Final Sign Off
	DF	PIT				
A. Assess the physical conditions of patients to aid in diagnosis or treatment.	DF	PIT				CD
1. Interview patients to obtain/intake medical information, medical history, social history, family history.			50	-	100	
2. Interview patients to measure their vital signs, weight, and height.			50	-	100	
B. Clean and prepare medical equipment.	DF	PIT				CD
1. Sanitize, Disinfect and Sterilization Techniques.			15	-	20	
2. Autoclave or cold sterilization.			15	-	20	
3. Wrap Sterile Packs.			15	-	20	
4. Unwrap Sterile Packs.			15	-	20	
5. Peel Downs			15	-	20	
C. Dispose of biomedical waste in accordance with standards.	DF	PIT				CD
1. Use of Sharps container, dispose of contaminated supplies.			75	-	100	
D. Record Vital Statistics/Documentation/Follow through	DF	PIT				CD
1. Interview patients to obtain chief complaint, document completion of providers orders.			50	-	75	
2. Charting & Documentation			50	-	75	
E. Record Vital Statistics and/or other health information.	DF	PIT				CD
1. Obtain prior patient records, request release of records from providers, specialists, hospital, diagnostic imaging, and laboratory.			85	-	100	

F. Explain technical medical information to patients	DF	PIT	OJL Hours			CD
1. Patient Education: nutrition, diabetes, and hypertension.			15	-	20	
2. Patient Education: home sample collections.			15	-	20	
3. Patient Education: fasting, pre-testing preparations.			15	-	20	
G. Clean patient rooms or patient treatment rooms.	DF	PIT				CD
1. Prepare treatment rooms for patient examinations, keeping the rooms neat and clean. Changing table paper, disinfection.			35	-	75	
H. Collect biological specimens from patients	DF	PIT				CD
1. Venipuncture – Vacuum Method			35	-	45	
2. Venipuncture – Winged Infusion Set			35	-	45	
3. Venipuncture – Syringe Draw			35	-	45	
4. Capillary Collection			35	-	45	
5. Culture Swab Collection			35	-	45	
6. Urine Midstream Clean Catch Collection			35	-	45	
7. Instruct patient for at home sputum or stool collection			35	-	45	
8. Toxicology Screening			35	-	45	
I. Patient Care Concepts	DF	PIT				CD
1. Explain use of crutches, canes, or walkers			25	-	30	
2. Demonstrate knowledge of oxygen administration-low flow/high flow			25	-	30	
3. Patient transfer, Gait Belts. ADLs.			25	-	30	

J. Give medications or immunizations	DF	PIT	OJL Hours			CD
1. Demonstrate knowledge of CDC Immunization Schedule			60	-	75	
2. Demonstrate knowledge of Controlled Substance Policy/Schedule			60	-	75	
3. Demonstrate knowledge of documentation of medication give and route of administration			60	-	75	
4. Demonstrate knowledge/document Lot Number of Injectable			60	-	75	
K. Demonstrate ability to administer the following injections	DF	PIT				CD
1. IM – Intramuscular – Prepare and administer as directed by a physician			65	-	75	
2. SQ – Subcutaneous Injections			65	-	75	
3. ID – Intradermal Injections			65	-	75	
4. Allergy/Frequent Injections – Rotation of Sites with Documentation or misc. Injections.			65	-	75	
L. Administer basic health care of medical treatments	DF	PIT				CD
1. Nebulizer, Peak Flow Meter, Inhalers, Spirometry, Oxygen			90	-	100	
M. Assist practitioners to perform medical procedures	DF	PIT				CD
1. Skin preparation for minor office procedure			25	-	30	
2. Setting up a Sterile Tray/Assemble Supplies			25	-	30	
3. Suture Removal			25	-	30	
4. Staple Removal			25	-	30	
5. Instrument Identification			25	-	30	

N. Laboratory: Conduct diagnostic tests to determine patient health	DF	PIT	OJL hours			CD
1. Perform routine laboratory tests and sample analysis			65	-	70	
2. Specimen collection and processing, collecting fluids or tissue, or other laboratory specimens, log the specimens and prepare them for transport or testing.			65	-	70	
3. Centrifuge specimens, pipette plasma/serum, pour off. Transport requirements, frozen samples, light protected samples.			65	-	70	
4. Fill out laboratory orders/requisitions			65	-	70	
5. Labeling of samples, affix barcodes			65	to	70	
O. Process medical billing/demographic information	DF	PIT				CD
1. Perform general office duties such as answering telephones, enter demographic data into E.H.R. system or chart, or completing insurance forms.			45	-	50	
2. Demonstrate knowledge of financial records or perform other bookkeeping duties, such as handling credit or collections or mailing monthly statements.			45	-	50	
P. Perform Quality Control Checks on Equipment	DF	PIT				CD
1. Perform QC measures on laboratory or medical equipment			30	-	35	
2. Maintain log/documentation of QC measures			30	-	35	
3. Daily log of temperatures for refrigerator and freezers			30	-	35	
Q. Control prescription refills or authorizations	DF	PIT				CD
1. Authorize drug refills and provide prescription information to pharmacies.			90	-	100	
2. Document in patient chart all refills or authorizations.			90	-	100	
R. Apply bandages, dressings, or splints	DF	PIT	OJL Hours			CD
1. Change dressings on wounds, elastic bandage application, compression wrap technique, application of medical tape or self-adherent wrap.			85	-	100	

S. Schedule patient procedures or appointments	DF	PIT				CD
1. Schedule appointments for patients for specialist or diagnostic imaging, referral for sleep studies, outpatient surgery or admissions.			50	-	55	
2. Demonstrate knowledge of Precertification and/or Preauthorization (Insurance coverage)			50	-	55	
T. Inventory medical supplies or equipment	DF	PIT				CD
1. Inventory and order medical, lab or office supplies and equipment, check invoices and deliveries.			90	-	100	
U. Operate medical equipment	DF	PIT				CD
1. Operate x-ray, electrocardiogram (EKG), Spirometry, Holter Monitors or other equipment to administer routine diagnostic tests.			175	-	250	
V. Prepare medical instruments or laboratory equipment for use.	DF	PIT				CD
1. Setup and Make Slide, Use of microscope for			40	-	50	
PPM, (if applicable)			40	-	50	
Blood Smears, (if applicable)			40	-	50	
Gram Stains, (if applicable)			40	-	50	
U/A slides, (if applicable)			40	-	50	
Wet mounts, (if applicable)			40	-	50	
PAP/Cytotechnology Submissions. (core comp)			40	-	50	

TOTAL HOURS: 3000 - 3750

SPONSER SIGNATURE UPON COMPLETION OF OJL WORK PROCESS.

Please upload all Related Studies certificates to RAPIDS.

NAME: _____

SIGNATURE: _____