



National Guidelines for Apprenticeship Standards
Medical Assistant



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Medical Assistant

Job 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.

Appendix A-1: Work Process Schedule

O*NET-SOC CODE: 31-9092.00 RAPIDS CODE: 1085HY

1. Assess physical conditions of patients to aid in diagnosis or treatment.		Approximate Hours
A. Interview patients to obtain medical information and measure their vital signs, weight, and height.		100 - 200
Total Hours		100 - 200
2. Clean medical equipment.		Approximate Hours
A. Clean and sterilize instruments and dispose of contaminated supplies.		75 - 150
Total Hours		75 - 150
3. Dispose of biomedical waste in accordance with standards.		Approximate Hours
A. Clean and sterilize instruments and dispose of contaminated supplies.		75 - 150
Total Hours		75 - 150
4. Interview patients to gather medical information.		Approximate Hours
A. Interview patients to obtain medical information and measure their vital signs, weight, and height.		100 - 200
Total Hours		100 - 200
5. Record vital statistics or other health information.		Approximate Hours
A. Record patients' medical history, vital statistics, or information such as test results in medical records.		75 - 150
B. Collect blood, tissue, or other laboratory specimens, log the specimens, and prepare them for testing.		75 - 150
Total Hours		150 - 300

6. Explain technical medical information to patients.	Approximate Hours
A. Explain treatment procedures, medications, diets, or physicians' instructions to patients.	100 - 200
Total Hours	100 - 200

7. Clean patient rooms or patient treatment rooms.	Approximate Hours
A. Prepare treatment rooms for patient examinations, keeping the rooms neat and clean.	50 - 100
Total Hours	50 - 100

8. Collect biological specimens from patients.	Approximate Hours
A. Collect blood, tissue, or other laboratory specimens, log the specimens, and prepare them for testing.	100 - 200
Total Hours	100 - 200

9. Prepare patient treatment areas for use.	Approximate Hours
A. Prepare treatment rooms for patient examinations, keeping the rooms neat and clean.	100 - 200
Total Hours	100 - 200

10. Give medications or immunizations.	Approximate Hours
A. Help physicians examine and treat patients, handing them instruments or materials or performing such tasks as giving injections or removing sutures.	75 - 150
B. Prepare and administer medications as directed by a physician..	75 - 150
Total Hours	150 - 300

11. Administer basic health care or medical treatments.	Approximate Hours
A. Help physicians examine and treat patients, handing them instruments or materials or performing such tasks as giving injections or removing sutures.	75 - 150
Total Hours	75 - 150

12. Assist practitioners to perform medical procedures.	Approximate Hours
A. Help physicians examine and treat patients, handing them instruments or materials or performing such tasks as giving injections or removing sutures.	100 - 200
Total Hours	100 - 200

13. Conduct diagnostic tests to determine patient health.	Approximate Hours
A. Perform routine laboratory tests and sample analyses.	75 - 150
Total Hours	75 - 150

14. Process medical billing information.	Approximate Hours
A. Perform general office duties, such as answering telephones, taking dictation, or completing insurance forms.	50 - 100
B. Keep financial records or perform other bookkeeping duties, such as handling credit or collections or mailing monthly statements to patients.	50 - 100
Total Hours	100 - 200

15. Perform clerical work in medical settings.	Approximate Hours
A. Perform general office duties, such as answering telephones, taking dictation, or completing insurance forms.	75 - 150
Total Hours	75 - 150

16. Control prescription refills or authorizations.	Approximate Hours
A. Authorize drug refills and provide prescription information to pharmacies.	75 - 150
Total Hours	75 - 150

17. Apply bandages, dressings, or splints.	Approximate Hours
A. Change dressings on wounds	100 - 200
Total Hours	100 - 200

18. Schedule patient procedures or appointments.	Approximate Hours
A. Schedule appointments for patients.	50 - 100
B. Contact medical facilities or departments to schedule patients for tests or admission.	50 - 100
Total Hours	100 - 200

19. Inventory medical supplies or equipment.	Approximate Hours
A. Inventory and order medical, lab, or office supplies or equipment.	50 - 100
Total Hours	50 - 100

20. Operate medical equipment.		Approximate Hours
A. Operate x-ray, electrocardiogram (EKG), or other equipment to administer routine diagnostic tests.		150 - 300
Total Hours		150 - 300

21. Prepare medical instruments or equipment for use.		Approximate Hours
A. Set up medical laboratory equipment.		100 - 200
Total Hours		100 - 200

Grand Total Hours	2,000 - 4,000
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Appendix A-2: Related Technical Instruction

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Class Number	Class Name	Credits	Hours
ALHT181	<p>MEDICAL TERMINOLOGY This course will introduce the student to: 1) medical combining forms, prefixes, suffixes, and abbreviations; 2) anatomy and physiology basics of body systems; 3) pathologies and associated signs and symptoms; 4) procedures, therapeutics, and healthcare specialties; and, 5) associated pharmacology.</p> <p>COURSE OBJECTIVES: Upon completion of this course, the apprentice will be able to:</p> <ul style="list-style-type: none"> • Identify the basic structure of medical words, including prefixes, suffixes, roots, combining forms, and plurals. • Identify medical terminology as it relates to the anatomy and physiology of the human body. • Describe the rules of building medical terms and a connection between the term and its relationship to anatomy and physiology 	2	30

Class Number	Class Name	Credits	Hours
ALHT182	<p>MEDICAL CODING AND BILLING</p> <p>The student will learn coding systems as they apply to physician billing, claim submission and accurate reimbursement from Medicare, Medicaid and third party payers.</p> <p>COURSE OBJECTIVES:</p> <p>Upon completion of this course, the apprentice will be able to:</p> <ul style="list-style-type: none"> • Describe different types of codes (ICD-9, ICD-10, CT, HCPCS) used in healthcare billing, and discuss where each type of codes are applicable. • Explain different types of managed care organizations, and discuss the concept of integrated delivery systems. • Apply techniques for coding compliance. • Evaluate the strengths and weaknesses different types of healthcare reimbursement methods ranging from prospective and retrospective to episode-of-care reimbursement techniques. • Evaluate different types of private and government-sponsored health insurance plans and describe the differences between these plans. • Differentiate between various government-sponsored healthcare programs such as Medicare, Medicaid, and Indian Health Services programs. • Apply the RBRVS based physician reimbursement technique to practical scenarios. • Differentiate between Medicare and Medicaid prospective payment systems for healthcare services delivered to patients in post-acute care. • Define basic language associated with reimbursement under Medicare and Medicaid prospective payment systems in post-acute care. • Apply concepts related to payment formulas and reimbursement methods to practical situations to compute reimbursements. • Explain the concept of revenue cycle and describe the importance of effective revenue cycle management for a provider's fiscal stability. 	4	60
ALHT183	<p>MEDICAL ASSISTANT ADMINISTRATIVE PROCEDURES</p> <p>This course introduces students to office management and business administration in the medical office. The student learns to schedule appointments, perform filing, record keeping, telephone and reception duties, communicate effectively with patients and other medical office staff, and keep an inventory of supplies. Students apply introductory medical coding skills and managed care terminology.</p> <p>COURSE OBJECTIVES:</p> <p>Upon completion of this course, the apprentice will be able to:</p> <ul style="list-style-type: none"> • Scheduling appointments • Communicate by telephone • Process mail • Manage records • Bill and collect from patients • Compose a variety of medical communications • Keep financial records • Process insurance claims • Conduct medical transcription • Preparation of medical office procedures manual • Describe emergency preparedness procedures 	3	45

Class Number	Class Name	Credits	Hours
ALHT184	<p>HUMAN BODY IN HEALTH AND DISEASE Focuses on diseases that are frequently first diagnosed and treated in the medical office setting. Students learn to recognize the causes, signs and symptoms of diseases of the major body systems, as well as the diagnostic procedures, usual treatment, prognosis and prevention of common diseases.</p> <p>COURSE OBJECTIVES: Upon completion of this course, the apprentice will be able to:</p> <ul style="list-style-type: none"> • Describe the structural organization of the human body • Identify the body systems and major organs. • Describe the normal function of each body system separately and discuss their relationship to each other • Identify and describe common disease processes related to each system • Describe the clinical application of common diagnostic procedures, interventions and supportive treatments. 	3	45
ALHT282	<p>MEDICAL ASSISTANT LAB PROCEDURES Introduces medical assistant students to laboratory procedures commonly performed by medical assistants in a medical office setting. Students perform Clinical Laboratory Improvement Amendment (CLIA) waived routine laboratory procedures commonly performed in the ambulatory care setting. Students follow laboratory safety requirements and federal regulations while performing specimen collection and processing, microbiology and urinalysis testing</p> <p>COURSE OBJECTIVES: Upon completion of this course, the apprentice will be able to:</p> <ul style="list-style-type: none"> • Demonstrate venipuncture and skin puncture technique. • Demonstrate compliance with Universal Standards and Precautions based on OSHA guidelines. • Perform CLIA- waived laboratory tests. • Label and handle all biologic specimens. • Use equipment including calibration, maintenance and troubleshooting. • Demonstrate quality assurance and quality control procedures. 	4	60
ALHT283	<p>MEDICAL ASSISTANT CLINICAL PROCEDURES Introduces medical assistant students to the clinical procedures performed in the medical office setting. Students perform basic examining room skills including screening, vital signs, patient history, minor surgery, and patient preparation for routine and specialty exams in the ambulatory care setting</p> <p>COURSE OBJECTIVES: Upon completion of this course, the apprentice will be able to:</p> <ul style="list-style-type: none"> • Apply the concept of medical ethics and law in the medical office setting. • Use therapeutic communication techniques to develop a relationship with the patient and co-workers. • Differentiate the concepts of disease transmission and practice medical/surgical asepsis to control the spread of infection. • Accurately perform and chart vital sign measurements. • Distinguish the parts of the patient medical history. • Obtain patient information and record on the patient record. • Differentiate between signs and symptoms of illness and/or a medical condition. • List the positions and sequence of the physical exam. • Provide patient teaching. • Prepare the patient and exam room for the examination. • Assist with routine and specialty examinations. • Describe normal nutrition with an understanding of food groups, carbohydrates, fats, proteins, vitamins, and minerals and provide patient education of nutritional requirements. • Understand and perform medication administration using assessment skills. • Describe types of medication administration, sites of administration, risks and contraindications to medication administration 	4	60

Class Number	Class Name	Credits	Hours
ALHT284	<p>MEDICAL OFFICE INSURANCE AND FINANCE Introduces medical assistant students to health insurance and finance in the medical office. Students perform bookkeeping procedures, apply managed care guidelines, and complete insurance claim forms. Students use medical coding and managed care terminology to perform insurance related duties</p> <p>COURSE OBJECTIVES: Upon completion of this course, the apprentice will be able to:</p> <ul style="list-style-type: none"> • Understand the basic concepts of medical insurance. • Define common medical and diagnostic terms. • Identify the background and importance of insurance claims completion, coding, and billing. • Explain the purpose of coding professional services properly, using a procedure codebook. • Distinguish between the major classes of health insurance contracts. • Explain the basic steps in processing an insurance claim form. • Prepare legally correct medical legal forms. • Describe the difference between CPT and ICD coding systems. • Identify the differences between medical ethics and medical etiquette • Use CPT and ICD coding accurately by using good proofreading skills. • Determine the differences between medical ethics and medical etiquette. • Describe various methods of payment by insurance companies and state and federal programs. • Explain how insurance knowledge and medical knowledge can be kept current. • Demonstrate a general knowledge of good computer skills 	4	60
ALHT285	<p>MEDICAL LAW, ETHICS AND PROFESSIONALISM Prepares students to display professionalism and perform within ethical and legal boundaries in the healthcare setting. Students maintain confidentiality, examine legal aspects of the medical record, perform risk management procedures, and examine legal and bioethical issues.</p> <p>COURSE OBJECTIVES: Upon completion of this course, the apprentice will be able to:</p> <ul style="list-style-type: none"> • Analyze and apply the law and ethics to the responsibilities and duties of the Healthcare Professional. • Identify medical/legal ethical issues and how to respond appropriately in the workplace environment. • Describe the regulatory and licensing structure as it applies to medical professionals. • Exam professional, civil and criminal ramifications of conduct not in compliance with applicable law. 	3	45
	TOTAL	27	405



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