

**NOTE: Student will be required to hand in Completed Competency checklist prior to registering for externship. Do no lose or damage! You will not be able to register for externship if the check-list is NOT completed.**

**Institution Name:** *Anoka Technical College*

**Student Name:**

**Semester and year of Graduation (example spring 2018):**

## **Master Competency Checklist**

<b>Competency (Psychomotor &amp; Affective)</b>	<b>Grade</b>	<b>Pass</b>	<b>Date</b>	<b>Int.</b>
<b>I. Anatomy &amp; Physiology</b>				
1. Obtain vital signs				
2. Perform venipuncture				
3. Perform capillary puncture				
4. Perform pulmonary function testing				
5. Perform electrocardiography				
6. Perform patient screening using established protocols				
7. Select proper sites for administering parenteral medication				
8. Administer oral medications				
9. Administer parenteral (excluding IV) medications				
10. Assist physician with patient care				
11. Perform quality control measures				
12. Perform CLIA-Waived hematology testing				
13. Perform CLIA-Waived chemistry testing				
14. Perform CLIA-Waived urinalysis				
15. Perform CLIA-Waived immunology testing				
16. Screen test results				
17. Apply critical thinking skills in performing patient assessment and care				
18. Use language/verbal skills that enable patients' understanding				
19. Demonstrate respect for diversity in approaching patients and families				
<b>II. Applied Mathematics</b>				
1. Prepare proper dosages of medication for administration				
2. Maintain laboratory test results using flow sheets				
3. Maintain growth charts				
4. Verify ordered doses/dosages prior to administration				
5. Distinguish between normal and abnormal test results				

Competency (Psychomotor & Affective)	Grade	Pass	Date	Int.
<b>III. Applied Microbiology/Infection Control</b>				
1. Participate in training on Standard Precautions				
2. Practice Standard Precautions				
3. Select appropriate barrier/personal protective equipment (PPE) for potentially infectious situations				
4. Perform handwashing				
5. Prepare items for autoclaving				
6. Perform sterilization procedures				
7. Obtain specimens for microbiological testing				
8. Perform CLIA waived microbiology testing				
9. Display sensitivity to patient rights and feelings in collecting specimens				
10. Explain the rationale for performance of a procedure to the patient				
11. Show awareness of patients' concerns regarding their perceptions related to the procedure being performed				
<b>IV. Concepts of Effective Communication</b>				
1. Use reflection, restatement and clarification techniques to obtain a patient history				
2. Report relevant information to others succinctly and accurately				
3. Use medical terminology, pronouncing medical terms correctly, to communicate information, patient history, data and observations				
4. Explain general office policies				
5. Instruct patients according to their needs to promote health maintenance and disease prevention				
6. Prepare a patient for procedures and/or treatments				
7. Demonstrate telephone techniques				
8. Document patient care				
9. Document patient education				
10. Compose professional/business letters				
11. Respond to nonverbal communication				
12. Develop and maintain a current list of community resources related to patients' healthcare needs				
13. Advocate on behalf of patients				

14. Demonstrate empathy in communicating with patients, family and staff				
<b>Competency (Psychomotor &amp; Affective)</b>	<b>Grade</b>	<b>Pass</b>	<b>Date</b>	<b>Int.</b>
15. Apply active listening skills				
16. Use appropriate body language and other nonverbal skills in communicating with patients, family and staff				
17. Demonstrate awareness of the territorial boundaries of the person with whom communicating				
18. Demonstrate sensitivity appropriate to the message being delivered				
19. Demonstrate awareness of how an individual's personal appearance affects anticipated responses				
20. Demonstrate recognition of the patient's level of understanding in communications				
21. Analyze communications in providing appropriate responses/ feedback				
22. Recognize and protect personal boundaries in communicating with others				
23. Demonstrate respect for individual diversity, incorporating awareness of one's own biases in areas including gender, race, religion, age and economic status				

**V. Administrative Functions**

1. Manage appointment schedule, using established priorities				
2. Schedule patient admissions and/or procedures				
3. Organize a patient's medical record				
4. File medical records				
5. Execute data management using electronic healthcare records such as the EMR				
6. Use office hardware and software to maintain office systems				
7. Use internet to access information related to the medical office				
8. Maintain organization by filing				
9. Perform routine maintenance of office equipment with documentation				
10. Perform an office inventory				
11. Consider staff needs and limitations in establishment of a filing system				
12. Implement time management principles to				

maintain effective office function				
<b>Competency (Psychomotor &amp; Affective)</b>	<b>Grade</b>	<b>Pass</b>	<b>Date</b>	<b>Int.</b>

**VI. Basic Practice Finances cont.**

1. Prepare a bank deposit				
2. Perform accounts receivable procedures, including:				
a. Post entries on a daysheet				
b. Perform billing procedures				
c. Perform collection procedures				
d. Post adjustments				
e. Process a credit balance				
f. Process refunds				
g. Post non-sufficient fund (NSF) checks				
h. Post collection agency payments				
3. Utilize computerized office billing systems				
4. Demonstrate sensitivity and professionalism in handling accounts receivable activities with clients				

**VII. Managed Care/Insurance**

1. Apply both managed care policies and procedures				
2. Apply third party guidelines				
3. Complete insurance claim forms				
4. Obtain precertification, including documentation				
5. Obtain preauthorization, including documentation				
6. Verify eligibility for managed care services				
7. Demonstrate assertive communication with managed care and/or insurance providers				
8. Demonstrate sensitivity in communicating with both providers and patients				
9. Communicate in language the patient can understand regarding managed care and insurance plans				

**VIII. Procedural and Diagnostic Coding**

1. Perform procedural coding				
2. Perform diagnostic coding				
3. Work with physician to achieve the maximum reimbursement				

**IX. Legal Implications**

1. Respond to issues of confidentiality				
---	--	--	--	--

2. Perform within scope of practice				
<b>Competency (Psychomotor &amp; Affective)</b>	<b>Grade</b>	<b>Pass</b>	<b>Date</b>	<b>Int.</b>
3. Apply HIPAA rules in regard to privacy/release of information				
4. Practice within the standard of care for a medical assistant				
5. Incorporate the Patient's Bill of Rights into personal practice and medical office policies and procedures				
6. Complete an incident report				
7. Document accurately in the patient record				
8. Apply local, state and federal health care legislation and regulation appropriate to the medical assisting practice setting				
9. Demonstrate sensitivity to patient rights				
10. Demonstrate awareness of the consequences of not working within the legal scope of practice				
11. Recognize the importance of local, state and federal legislation and regulations in the practice setting				

**X. Ethical Considerations**

1. Report illegal and/or unsafe activities and behaviors that affect health, safety and welfare of others to proper authorities				
2. Develop a plan for separation of personal and professional ethics				
3. Apply ethical behaviors, including honesty/integrity in performance of medical assisting practice				
4. Examine the impact personal ethics and morals may have on the individual's practice				
5. Demonstrate awareness of diversity in providing patient care				

**XI. Protective Practices**

1. Comply with safety signs, symbols and labels				
2. Evaluate the work environment to identify safe vs. unsafe working conditions				
3. Develop a personal (patient and employee) safety plan				
4. Develop an environmental safety plan				
5. Demonstrate proper use of the following equipment:				

Master Competency Check Sheet  
Page 6

a. Eyewash				
<b>Competency (Psychomotor &amp; Affective)</b>	<b>Grade</b>	<b>Pass</b>	<b>Date</b>	<b>Int.</b>
b. Fire extinguishers				
c. Sharps disposal containers				
6. Participate in a mock environmental exposure event with documentation of steps taken				
7. Explain an evacuation plan for a physician's office				
8. Demonstrate methods of fire prevention in the healthcare setting				
9. Maintain provider/professional level CPR certification				
10. Perform first aid procedures				
11. Use proper body mechanics				
12. Maintain a current list of community resources for emergency preparedness				
13. Recognize the effects of stress on all persons involved in emergency situations				
14. Demonstrate self awareness in responding to emergency situations				