



## Allied Health Division Technical Standards

### Medical Assisting

#### Purpose Statement

All students in the Medical Assisting program are expected to meet certain technical standards which are essential for successful completion of all phases of the program, and which reflect industry requirements and standards. To verify the student's ability to perform these essential functions, students may be required to demonstrate the technical standards below.

Meeting these technical standards does not guarantee employment in this field upon graduation. Ability to meet the program's technical standards does not guarantee a student's eligibility for any licensure, certification exam, or successful completion of the program.

Technical Standard	Definition of Standards	Examples
<b>Critical Thinking/Problem Solving Skills</b>	Ability sufficient for clinical judgment.	<ul style="list-style-type: none"> <li>• Prepare and maintain medical records</li> <li>• Schedule and monitor appointments</li> <li>• Recognize emergencies</li> <li>• Maintain confidentiality</li> <li>• Apply principles of aseptic technique and infection control</li> </ul>
<b>Interpersonal Skills</b>	Abilities sufficient to interact with individuals, families and groups from a variety of social, emotional, cultural and intellectual backgrounds.	<ul style="list-style-type: none"> <li>• Establish rapport with patients and staff that projects a positive attitude</li> <li>• Treat all patients with empathy and impartiality</li> <li>• Instruct patients with special needs</li> </ul>
<b>Communication Skills</b>	Abilities sufficient for interaction with others in verbal and written form.	<ul style="list-style-type: none"> <li>• Receive, organize, prioritize, and transmit information</li> <li>• Explain treatment procedures</li> <li>• Interview patients effectively</li> <li>• Document procedures and patient responses, verbally, written and electronically</li> <li>• Adapt communication to individuals' abilities to understand</li> </ul>
<b>Coping Skills</b>	**Refer to the Emotional/Behavioral Technical Standard **	
<b>Mobility/Motor Skills</b>	Physical abilities sufficient to move in one's environment with ease and without restriction.	<ul style="list-style-type: none"> <li>• Perform medical scribing</li> <li>• Prepare and administer medications as directed by physician</li> <li>• Operate equipment safely</li> </ul>

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	Gross and fine motor abilities sufficient to provide safe and effective skills.	<ul style="list-style-type: none"> <li>• Assist physician with examinations and treatment, position and transport patients, possess ability to maneuver, (lift, push and pull), 25 Lbs. daily</li> <li>• Physical abilities that is sufficient to move from treatment room to treatment room and maneuver in these small rooms</li> <li>• Be able to stand, sit, and walk.</li> <li>• Prepare and maintain examination and treatment area</li> <li>• Perform First Aid and CPR</li> <li>• Prepare and position patients for procedures</li> <li>• Assist the physician with physical examinations and surgeries</li> </ul>
<b>Auditory Skills</b>	Auditory abilities sufficient to monitor and assess health needs.	<ul style="list-style-type: none"> <li>• Answering and use of proper telephone equipment</li> <li>• Perform medical scribing</li> <li>• Interview and take patient history and listen to patient</li> <li>• Hear and correctly record heart and breath sounds.</li> </ul>
<b>Visual Skills</b>	Visual ability sufficient for observation and assessment necessary in Medical Assisting.	<ul style="list-style-type: none"> <li>• Observe patient responses, patient's physical condition, and patient's nonverbal communication</li> <li>• Differentiate urine colors, read a scale on a syringe, change in skin color and reading on a blood pressure gauge</li> </ul>
<b>Tactile Skills</b>	Tactile ability sufficient for physical assessment.	<ul style="list-style-type: none"> <li>• Take vital signs</li> <li>• Collect and process specimens</li> <li>• Perform palpations with finger tips (on the veins and pulse points)</li> <li>• Assist in the physical exam related to selected tests used in diagnosis and treatment</li> </ul>
<b>Environmental</b>	Possess the ability to tolerate environmental stressors.	<ul style="list-style-type: none"> <li>• Prioritize work in order of importance</li> <li>• Stay on task</li> <li>• Be able to work in areas that are close, crowded and/or noisy and full of distractions</li> </ul>
<b>Emotional/Behavioral</b>	Possess emotional stability sufficient to maintain composure in stressful situations and assume responsibility/accountability for actions.	<ul style="list-style-type: none"> <li>• Must be in control of emotions at all times for the benefit of the patients and office environment; there will be no emotional outbursts in the classroom, laboratory or clinical site</li> <li>• Receive corrective feedback calmly</li> <li>• Cope with families, client, staff and peers with calm emotions.</li> </ul>

In the case of an otherwise qualified individual with a documented disability, appropriate and reasonable accommodations will be made unless to do so would fundamentally alter the essential training elements, cause undue hardship, or produce a direct threat to the safety of the patient or student.

Asheville-Buncombe Technical Community College is invested in full compliance with the Americans with Disabilities Act (ADA). Support Services is part of Student Services and is located in the K. Ray Bailey Student Services Center. For detailed information or to request accommodations visit [www.abtech.edu/supportservices](http://www.abtech.edu/supportservices). An appointment is recommended prior to enrollment in order to discuss any special concerns.