



# GLOBAL EMERGENCY MEDICAL REGISTRY

## MEDICAL ASSISTANT - Minimum Educational and Examination Objectives:

### Minimum Educational and Examination Objectives:

The Medical Assistant Candidate taking the GEMR MA Exam must have a basic level understanding of the following areas of knowledge:

#### *Clinical Competency*

1. Clinical Workflow: Patient Intake and Discharge
2. Vital Signs
  - a. Pulse (carotid, femoral, radial)
  - b. Respiratory Rate
  - c. Blood pressure (systolic/diastolic)
  - d. Mean Arterial Pressure (MAP)
  - e. Pulse Oximetry (SpO<sub>2</sub>)
  - f. Quantitative Waveform Capnography (EtCO<sub>2</sub>)
  - g. Temperature (non-contact, oral, tympanic, rectal)
3. Lung Sounds:
  - a. Clear
  - b. Wheezing
  - c. Course Sounds
  - d. Bilateral verses unilateral
4. Height/Weight/BMI
5. Pain scale
  - a. Universal Pain Assessment Tool ([https://www.researchgate.net/figure/The-Universal-Pain-Assessment-Tool-UPAT-that-has-been-used-to-identify-functional-TMJ\\_fig1\\_311158988](https://www.researchgate.net/figure/The-Universal-Pain-Assessment-Tool-UPAT-that-has-been-used-to-identify-functional-TMJ_fig1_311158988))
  - b. Linear verbal analog score and faces pain assessment tool (<https://aneskey.com/56-acute-pain-management/>)
  - c. Short-form McGill Pain Questionnaire ([https://www.physio-pedia.com/Short-form\\_McGill\\_Pain\\_Questionnaire](https://www.physio-pedia.com/Short-form_McGill_Pain_Questionnaire))
6. Pediatric measurements/Growth chart
7. Recognize/Document/Report age-specific normal and abnormal vital signs
  - a. Pediatric MAP calculation:
    - i.  $MAP (5th \text{ percentile at } 50th \text{ height percentile}) = 1.5 \times \text{age in years} + 40$
    - ii.  $MAP (50th \text{ percentile at } 50th \text{ height percentile}) = 1.5 \times \text{age in years} + 55$
  - b. Adult MAP Calculation:
    - i.  $MAP = DP + 1/3(SP - DP)$
    - ii. <https://www.ncbi.nlm.nih.gov/books/NBK538226/#:~:text=Afterload%20also%20affects%20the%20stroke,and%20lusitropy%20of%20the>



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[%20myocardium.&text=A%20common%20method%20used%20to,%2B%201%2F3\(PP\)](#)

## *Medical Terminology*

8. Word parts (roots, combining forms, prefixes, suffixes)
9. Diagnostic procedures
10. Surgical procedures
11. Able to function at the basic medical terminology level represented by AMA Glossary of Medical Terms  
([https://file.lacounty.gov/SDSInter/dmh/159358\\_AMAGlossaryofMedicalTerms\\_Ver1.0.pdf](https://file.lacounty.gov/SDSInter/dmh/159358_AMAGlossaryofMedicalTerms_Ver1.0.pdf))

## *Interviewing Techniques*

12. Obtain concise and accurate reporting of relevant information
13. Open-ended/Exploratory questions
14. Closed/Direct questions

## *Documentation of Care*

15. Chief complaint
16. Subjective data/Present illness
17. Review of systems
18. Past medical history
19. Reconciliation of medications and/or allergies
20. Family history
21. Social and occupational history
22. Objective data/Examination
23. Treatment/Compliance
24. Making addendums/corrections

## *Patient Screenings/Wellness Assessments (should include World Health Organization guidelines <https://www.who.int/publications/who-guidelines>)*

25. Cancer prevention and screening
26. Prevention/Screening of sexually transmitted infections (WHO Sexually transmitted infections screening)
27. Nicotine risks and cessation
28. Recognition of substance use/addiction
29. Osteoporosis screening
30. Domestic violence screening and detection  
(<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2688958/>)
31. Mental Health



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- a. WHO-5 (<https://www.psykiatri-regionh.dk/who-5/who-5-questionnaires/Pages/default.aspx>)
- b. WHO Mental health in Primary care
32. Suicide awareness, screening, and response (<https://www.nimh.nih.gov/research/research-conducted-at-nimh/asq-toolkit-materials>)
33. Depression screening (<https://www.apa.org/depression-guideline/assessment>)

## *Pre-/Post procedure/treatment instructions*

34. Processing Provider Orders
35. Diabetes care and Diabetic teaching to the World Health Organization standard
  - a. Diabetes (<https://www.who.int/news-room/fact-sheets/detail/diabetes>)
  - b. Healthy Lifestyles for patients with diabetes (<https://iris.who.int/bitstream/handle/10665/254746/9789290618058-diab-mod2-eng.pdf?sequence=9&isAllowed=y>)
  - c. Diagnosis and management of patients with diabetes (<https://iris.who.int/bitstream/handle/10665/254746/9789290618041-diab-mod1-eng.pdf?isAllowed=y&sequence=8>)
36. Instructions on use of mobility equipment and assistive devices (e.g., crutches, cane, walker, wheelchair)
37. Patient-administered treatments and medications to the World Health Organization Medication Without Harm recommendations (<https://www.who.int/initiatives/medication-without-harm>)
  - a. self-injections
  - b. nebulizers
  - c. medications
38. Home monitoring device teaching
  - a. blood pressure,
  - b. anticoagulation,
  - c. blood sugar
39. Alternative medicine/Massage/Acupuncture
40. Nutrition counseling to the World health Organization Nutritional standards (<https://www.who.int/news-room/fact-sheets/detail/healthy-diet> and [https://www.who.int/health-topics/nutrition#tab=tab\\_1](https://www.who.int/health-topics/nutrition#tab=tab_1))
  - a. Basic nutritional elements
  - b. Carbohydrates
  - c. Fats
  - d. Proteins and amino acids
  - e. Minerals and electrolytes
  - f. Vitamins
  - g. Fiber



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- h. Water
- i. Function of dietary supplements and herbs
- j. Special dietary needs
- k. Weight control
- 41. Cardiovascular disease/Hypertension to the World Health Organization Cardiovascular Disease recommendations ([https://www.who.int/health-topics/cardiovascular-diseases#tab=tab\\_1](https://www.who.int/health-topics/cardiovascular-diseases#tab=tab_1))
- 42. Cancer to the World health Organization Cancer standards and guidelines ([https://www.who.int/health-topics/cancer#tab=tab\\_1](https://www.who.int/health-topics/cancer#tab=tab_1))
- 43. Food sensitivity/intolerance (e.g., lactose, gluten, nut)
- 44. Kidney disease to the World health Organization Chronic Kidney Disease standards and guidelines (<https://www.paho.org/en/topics/chronic-kidney-disease>)
- 45. Food label interpretation
- 46. Eating disorders

## *Safety and Infection Control*

- 47. Infectious Agents
- 48. Bacteria
- 49. Viruses
- 50. Protozoa/Parasites
- 51. Fungi/Yeast
- 52. Infection Cycle/Chain of Infection
- 53. Body's natural barriers
- 54. Modes of Infectious Transmission
- 55. Direct
- 56. Indirect
- 57. Standard Precautions, Body Substance Isolation, and Exposure Control

## *Occupational Safety and Health*

- 58. Personal protective equipment
  - a. N100 Mask
  - b. N95 Mask
  - c. Surgical Mask
  - d. Sterile Gloves
  - e. Examination Gloves
  - f. Level 'B' Protective Suit
  - g. Level 'C' suit
  - h. Gown
  - i. Foot Covers
  - j. Eye Protection



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- k. Face Shield
- 59. Hand hygiene
  - a. Hand Hygiene to the World Health Organization standard (<https://www.who.int/teams/integrated-health-services/infection-prevention-control/hand-hygiene/implementation-tools>)
  - b. Five moments for hand hygiene to the World Health Organization standard (<https://www.who.int/teams/integrated-health-services/infection-prevention-control/hand-hygiene/implementation-tools>)
  - c. Hand washing to the World Health Organization standard (<https://www.who.int/publications/i/item/9789241598606>)
  - d. Hand rub with alcohol based gel to the World Health Organization standard (<https://www.who.int/publications/i/item/9789241598606>)
- 60. Bloodborne/Airborne Pathogen Standard precautions in health care to the World Health Organization standard (<https://www.who.int/publications/m/item/standard-precautions-in-health-care>)
- 61. Post-exposure protocol
- 62. Eyewash and station
- 63. Sharps/Needle safety
- 64. Medical Asepsis
- 65. Sanitization
- 66. Disinfection
- 67. Cleaning (equipment, examination room, procedure area, business office, reception/scheduling areas)
- 68. Biohazard Disposal/Regulated Waste
- 69. Blood/Body fluids/Body tissue disposal
- 70. Spill kit (when and how to use)
- 71. Safety Resources
- 72. Safety signs, symbols, labels
- 73. Safety data sheets (SDS)/Globally Harmonized System of Classification and Labeling Chemicals (GHS)
- 74. Safety and Emergency Procedures
- 75. Workplace safety/Emergency preparedness/Evacuation
- 76. Crash cart supplies/equipment
- 77. Fire prevention/regulations/extinguisher

*Emergency Management, Identification, and Response/ Basic First Aid to the current International Liaison Committee on Resuscitation Consensus on Science with Treatment Recommendations standard ([https://costr.ilcor.org/document/?category=first-aid;https://costr.ilcor.org/document/?q=CPR&category=&domain=%2Ccpr&date\\_from=&date\\_to=&status=&reviewType=&order=](https://costr.ilcor.org/document/?category=first-aid;https://costr.ilcor.org/document/?q=CPR&category=&domain=%2Ccpr&date_from=&date_to=&status=&reviewType=&order=))*



# GLOBAL EMERGENCY MEDICAL REGISTRY

78. Bleeding control
79. Burns
80. Cardiac/Respiratory arrest
81. Foreign body obstruction
82. Diabetic ketoacidosis
83. Insulin shock
84. Bone fractures
85. Poisoning
86. Seizures
87. Shock
88. Cerebrovascular accident (CVA)
89. Syncope
90. Lacerations/Avulsions/Punctures/Abrasions
91. Cold/Heat exposure
92. Joint dislocations/Sprains/Strains
93. Asthmatic attack
94. Hyperventilation
95. Animal/Insect bite
96. Head trauma
97. Chemical exposure
98. Supplemental Oxygen

## *Body Mechanics/Ergonomics*

99. Patient handling and body mechanics to the World Health Organization Unsafe Patient Handling standard  
(<https://www.who.int/tools/occupational-hazards-in-health-sector/unsafe-patient-handling>)

## *Risk Management, Quality Assurance, and Safety Procedures*

100. Reporting unsafe or unlawful activities and behaviors
101. Conflicts of interest
102. Incident reporting/Patient safety variance reporting

## *Procedures/Examinations*

103. Prepare Patients for Examinations, Procedures, and Treatments
104. Examination Methods
105. Auscultation
106. Inspection
107. Mensuration
108. Palpation



# GLOBAL EMERGENCY MEDICAL REGISTRY

109. Percussion
110. Body positioning
111. Dorsal recumbent
112. Fowler's
113. Knee-chest
114. Lithotomy
115. Prone
116. Sims
117. Supine
118. Pediatric examinations
119. Obstetric/Gynecologic examinations
120. Supplies, Equipment, Techniques, and Patient Instruction
121. Eye irrigation
122. Ear irrigation
123. Suture/Staple removal
124. Cast care/Splints/Slings
125. Surgical Assisting
126. Surgical asepsis
127. Surgical scrub
128. Surgical tray prep/Sterile field boundaries
129. Antiseptic skin prep
130. Wound Care
131. Chronic/Non-healing
132. Bandaging/Dressing change
133. Post-op incision care
134. Ostomy care
135. Instruments
  - a. Classifications
  - b. Identification
  - c. Use
  - d. Sterilization techniques/Autoclave
  - e. Preparing items
  - f. Wrapping items/Label/Date
  - g. Sterilization indicators/Quality control measures

*Anatomy and Physiology to the standard represented by Anatomy and Physiology 2e from Open Stax (<https://openstax.org/books/anatomy-and-physiology/pages/1-introduction>)*

136. Human growth and development
137. Normal developmental patterns/milestones across the life-span
138. Structural units (cell/tissue/organ)



# GLOBAL EMERGENCY MEDICAL REGISTRY

139. Anatomical divisions, body cavities
140. Anatomical positions and directions
141. Body planes and quadrants
142. Body systems - Normal structure and function
  - a. Integumentary
  - b. Musculoskeletal
  - c. Nervous
  - d. Cardiovascular, hematopoietic, and lymphatic
  - e. Respiratory
  - f. Digestive
  - g. Urinary
  - h. Reproductive
  - i. Endocrine
  - j. Sensory
143. Body systems - Abnormal structure and function, recognition and etiology
  - a. Integumentary
  - b. Musculoskeletal
  - c. Nervous
  - d. Cardiovascular, hematopoietic, and lymphatic
  - e. Respiratory
  - f. Digestive
  - g. Urinary
  - h. Reproductive
  - i. Endocrine
  - j. Sensory

## *Specimen Collection Techniques*

144. Methods of collection
145. Blood
146. Venipuncture technique (site selection/patient prep)
147. Equipment/Needles
148. Tube additives
149. Specimen preparation (serum/plasma/whole blood)
150. Capillary/Dermal puncture (finger, heel, ear)
151. Urine
152. Random
153. Midstream clean catch
154. Timed (e.g., 24-hour) collection
155. Catheterization
156. Pediatric urine collection



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157. Drug screen/Chain of custody
158. Fecal specimen
159. Sputum specimen
160. Swabs
161. Throat
162. Wound
163. Nasopharyngeal
164. Prepare, Process, and Examine Specimens
165. Proper specimen labeling
166. Sources of specimen contamination
167. Specimen preservation
168. Refrigeration
169. Fixative
170. Centrifuge
171. Microscope
172. Wet mount (saline and KOH) slides
173. Laboratory Quality Control/Quality Assurance/Clinical Laboratory Improvement Act (CLIA) Requirements
174. Testing records and performance logs
175. Equipment calibration and maintenance
176. Quality control testing
177. Monitor and document temperature controls

## *Laboratory Panels and Selected Tests*

178. Urinalysis
179. Physical
180. Chemical
181. Microscopic
182. Hematology
183. Hematocrit
184. Hemoglobin
185. Erythrocytic sedimentation rate (ESR)
186. Automated cell counts
187. Red blood cell (RBC)
188. White blood cell (WBC)
189. White cell differential
190. Platelet
191. Coagulation testing (INR)
192. Chemistry/Metabolic testing
193. Glucose



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194. Kidney function
195. Liver function
196. Lipid profile
197. Hemoglobin A1C
198. Electrolytes
199. (Thyroid function
200. Specialized testing
201. Mononucleosis
202. Rapid Group A Streptococcus
203. C-reactive protein (CRP)
204. HCG (pregnancy test)
205. H. pylori
206. Influenza
207. Genetic/Hereditary
208. Tuberculosis tests/Purified protein derivative (PPD) skin test

## *Cardiovascular*

209. Electrocardiography
210. Ability to obtain a standard 12-lead
211. Recognize and eliminate artifacts
212. Recognize rhythms, arrhythmias
213. Holter/Event monitors
214. Cardiac stress test

## *Vision to the World Health Organization Eye care, vision impairment and blindness standards ([https://www.who.int/health-topics/blindness-and-vision-loss#tab=tab\\_1](https://www.who.int/health-topics/blindness-and-vision-loss#tab=tab_1))*

215. Color vision
216. Visual acuity
217. Near vision
218. Distance vision
219. Ocular pressure/Tonometry
220. Visual fields

## *Audiometric/Hearing to the World Health Organization Deafness and hearing loss standards (<https://www.who.int/news-room/fact-sheets/detail/deafness-and-hearing-loss>)*

221. Pure tone audiometry
222. Speech and word recognition
223. Tympanometry



# GLOBAL EMERGENCY MEDICAL REGISTRY

*Allergy to the World Health Organization Prevention of Allergy and Allergic Asthma Guidelines*  
([https://iris.who.int/bitstream/handle/10665/68361/WHO\\_NMH\\_MNC\\_CRA\\_03.2.pdf?sequence=1](https://iris.who.int/bitstream/handle/10665/68361/WHO_NMH_MNC_CRA_03.2.pdf?sequence=1))

- 224. Scratch test
- 225. Intradermal skin test
- 226. Patch test
- 227. Radioallergosorbent test (RAST)

## *Respiratory*

- 228. Pulmonary function tests (PFTs) (<https://www.nhlbi.nih.gov/science/pulmonary-function-lab/tests>)
- 229. Spirometry (<https://www.nationalasthma.org.au/living-with-asthma/how-to-videos/performing-spirometry-in-primary-care>)
- 230. Peak flow rate (<https://www.ncbi.nlm.nih.gov/books/NBK459325/>)

## *Diagnostic imaging*

- 231. MRI,
- 232. CT scan,
- 233. nuclear,
- 234. ultrasound

## *Laboratory Values*

- 235. Differentiate between normal and abnormal laboratory and diagnostic test results  
(<https://emedicine.medscape.com/article/2172316-overview?form=fpf> and  
<https://medlineplus.gov/lab-tests/how-to-understand-your-lab-results/>)

## *Pharmacology*

- 236. Basic Pharmacology (<https://accesspharmacy.mhmedical.com/book.aspx?bookid=2988>)
- 237. Medications and the WHO Model Lists of Essential Medicines  
(<https://www.who.int/groups/expert-committee-on-selection-and-use-of-essential-medicines/essential-medicines-lists>)
- 238. Classes of drugs
- 239. Drug actions/Desired effects/Indications for use
- 240. Adverse reactions/Side effects/Allergic reactions
- 241. Contraindications
- 242. Storage of drugs/Inventory control

## *Preparing and Administering Oral and Parenteral Medications*

- 243. The Nursing “Rights” of Medication Administration  
(<https://www.ncbi.nlm.nih.gov/books/NBK560654/>)
- 244. Dosage of medications (<https://www.ncbi.nlm.nih.gov/books/NBK493162/>)



# GLOBAL EMERGENCY MEDICAL REGISTRY

- 245. Metric conversion
- 246. Units of measure
- 247. Calculations of medication dosage
- 248. Preparing an Intravascular Medication Dose
- 249. Drawing medicine out of a vial  
(<https://medlineplus.gov/ency/patientinstructions/000530.htm>)
- 250. Routes of administration including safety precautions
- 251. Intramuscular (<https://medlineplus.gov/ency/patientinstructions/000935.htm>)
- 252. Z-track (<https://www.healthline.com/health/z-track-injection#:~:text=The%20Z%2Dtrack%20method%20is,is%20inserted%20into%20the%20muscle.>)
- 253. Subcutaneous  
([https://medlineplus.gov/ency/patientinstructions/000430.htm#:~:text=Subcutaneous%20\(SQ%20or%20Sub%2DQ,Blood%2Dthinners\)](https://medlineplus.gov/ency/patientinstructions/000430.htm#:~:text=Subcutaneous%20(SQ%20or%20Sub%2DQ,Blood%2Dthinners)))
- 254. Oral/Liquid/Sublingual/Buccal (<https://medlineplus.gov/ency/article/002209.htm>)
- 255. Topical/Transdermal
- 256. Inhalation without spacer  
(<https://medlineplus.gov/ency/patientinstructions/000041.htm#:~:text=Breathe%20in%20Slowly&text=Hold%20the%20inhaler%20with%20the,as%20deeply%20as%20you%20can.>)
- 257. Inhaler with spacer (<https://medlineplus.gov/ency/patientinstructions/000042.htm>)
- 258. Instillation Eye (<https://www.ao.org/eye-health/treatments/how-to-put-in-eye-drops>)
- 259. Installation Ear (<https://medlineplus.gov/druginfo/meds/a618031.html#:~:text=To%20use%20the%20eardrops%2C%20follow%20these%20steps%3A&text=Clean%20and%20dry%20the%20affected,fingers%2C%20or%20any%20other%20surface.>)
- 260. Intradermal
- 261. Vaginal (<https://medlineplus.gov/druginfo/meds/a601203.html#:~:text=Lie%20on%20your%20back%20with,applicator%20if%20it%20is%20disposable.>)
- 262. Rectal (<https://medlineplus.gov/druginfo/meds/a614021.html#:~:text=Lie%20down%20on%20your%20left,to%20insert%20the%20suppository%20completely.>)
- 263. Injections
  - a. Site selection
  - b. Needle length and gauge

## *Medication documentation*

- 264. Documenting administration of medications
- 265. Reporting medication errors

## *Immunization Resources*

- 266. Centers for Disease Control and Prevention (CDC)
- 267. Childhood/Adult immunizations



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- 268. Recordkeeping for immunizations
- 269. Vaccine Information Statement (VIS)
- 270. Vaccine Adverse Event Reporting System (VAERS)
- 271. Vaccine storage

## *Legal and Ethical Issues*

- 272. Health Insurance Portability and Accountability Act (HIPAA) – If in USA
- 273. Maintain confidentiality/patient privacy (verbal and written)
- 274. Health Information Technology for Economic and Clinical Health Act (HITECH) – If in USA
- 275. Patients' right to inspect, amend, and restrict access to their medical records
- 276. Patients' Bill of Rights legislation/Patient Care Partnership
- 277. Security of electronic transmission of information (encryption, password, firewall, activity log)
- 278. Protected Health Information (PHI)
- 279. Authorization to release
- 280. Drug and alcohol treatment records
- 281. HIV-related information
- 282. Mental health records
- 283. Genetic Information
- 284. Release for continuity of care
- 285. Authorization to rescind release
- 286. Use and disposal of PHI

## *Consent*

- 287. Informed/Written (<https://www.ncbi.nlm.nih.gov/books/NBK430827/#:~:text=Informed%20consent%20is%20the%20process,undergo%20the%20procedure%20or%20intervention.>)
- 288. Implied/Verbal
- 289. Exceptions (e.g., mature or emancipated minor, dependent adult, emergency situations)

## *International, Federal, Regional, State, and Local Regulations*

- 290. Professional Liability Torts
- 291. Negligence
- 292. Slander
- 293. Libel
- 294. Abandonment
- 295. Assault
- 296. Battery
- 297. Current standard of care



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- 298. Legal terms and doctrines
- 299. Subpoena/Subpoena duces tecum
- 300. Deposition
- 301. Respondeat superior
- 302. Good Samaritan laws/acts

## *Contracts (physician-patient relationships)*

- 303. Legal obligations to the patient
- 304. Termination of medical care
- 305. Elements/Behaviors for withdrawal of care
- 306. Patient notification/documentation
- 307. Pharmaceutical Laws
- 308. Prescriptions/e-Prescribing
- 309. Drug schedules
- 310. Controlled substances (use and abuse)

## *Mandatory Reporting/Public Health Statutes*

- 311. Communicable diseases
- 312. Vital statistics
- 313. Abuse/Neglect/Exploitation of child, elder, partner
- 314. Wounds of violence

## *Ethical Standards (Behaviors, Decisions, and Reporting)*

- 315. Medical Directives
- 316. Advance directives
- 317. Living will (Do Not Resuscitate [DNR] and Do Not Intubate [DNI])
- 318. Medical durable power of attorney
- 319. Patient Self Determination Act (PSDA)

## *Communication (<https://medlineplus.gov/ency/patientinstructions/000456.htm>)*

- 320. Interpersonal Relationship Skills/Customer Service
- 321. Understanding human behavior and mental health
- 322. Defense mechanisms: recognition and adaptive responses
- 323. Identify and adapt approach to communication barriers with empathy and compassion
- 324. Death and dying/Terminal illness
- 325. Visually/Hearing impaired/Interpreter
- 326. Non-English speaking/English as a second language/Interpreter
- 327. Americans with Disabilities Act Amendments Act (ADAAA) compliance
- 328. Illiterate
- 329. Intellectually challenged



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- 330. Age-specific therapeutic/adaptive responses
- 331. Geriatric
- 332. Pediatric/Adolescent
- 333. Non-verbal communication (e.g., posture, facial expression, eye contact, gestures, touch)
- 334. Personal boundaries (e.g., sexual harassment, bullying, unwanted attention)
- 335. De-escalation techniques
- 336. Listening skills
- 337. Service recovery/Patient satisfaction
- 338. Therapeutic/Adaptive Responses
- 339. Cultural diversity and beliefs
- 340. Recognize stereotypes and biases and display impartial conduct (race, religion, age, gender, etc.)
- 341. Learning Styles
- 342. Assessing and adapting to level of understanding (sender-receiver-feedback)
- 343. Identifying and overcoming barriers to communication (internal/external/environmental distractions)

## *Health Care Team Roles*

- 344. Understanding/Communicating plan of care and referral coordination
- 345. Serving as patient navigator/advocate/case manager/health coach
- 346. Utilizing a team approach to patient care management
- 347. Identifying medical specialties

## *Professional Telephone Etiquette/Techniques*

- 348. Phone technique
- 349. Message protocols
- 350. Screening/Gathering data

## *Administrative*

- 351. Billing, Coding and Insurance
- 352. Coding Applications
- 353. Procedural coding (Current Procedural Terminology [CPT])
- 354. Modifiers
- 355. Upcoding/Downcoding
- 356. Bundling/Unbundling of charges
- 357. Diagnostic coding (International Classification of Diseases, Clinical Modification [ICD-CM])
- 358. Healthcare Common Procedure Coding System (HCPCS Level II)
- 359. Linkage of procedure and diagnostic coding to meet medical necessity guidelines
- 360. Insurance Fraud and/or Abuse



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- 361. Coverage for Patient Services and Waivers
- 362. Insurance eligibility verification
- 363. Insurance claims
- 364. Submission
- 365. Explanation of benefits (for patients)
- 366. Remittance advice (for providers)
- 367. Claim rejection and follow-up
- 368. Tracking unpaid claims
- 369. Advance Beneficiary Notice (ABN)
- 370. Insurance Types/Third-Party Payers
- 371. Commercial plans
- 372. Medicare/Medicare Advantage Plans
- 373. Medicaid/State Children's Health Insurance Program (SCHIP)
- 374. TRICARE/CHAMPVA
- 375. Managed care
- 376. Workers' compensation
- 377. Authorizations and Resources
- 378. Precertification/Prior authorization
- 379. Diagnostic and surgical procedures
- 380. Medications/Drug formulary
- 381. Denials/Appeals

*Financial Terminology (<https://www.myamericannurse.com/wp-content/uploads/2017/03/ant4-Finance-317.pdf>)*

- 382. Accounts receivable
- 383. Accounts payable
- 384. Debits
- 385. Credits/Credit balance
- 386. Deductible
- 387. Patient Account Financial Procedures
- 388. Post charges
- 389. Post payments
- 390. Post adjustments/Write-offs
- 391. End-of-day reconciliation
- 392. Financial Calculations
- 393. Billing/Collections
- 394. Itemized statements
- 395. Aging of accounts
- 396. Collecting payments (e.g., co-pay, pre-pay, co-insurance, self-pay)
- 397. Preplanned payment options/credit arrangements



# GLOBAL EMERGENCY MEDICAL REGISTRY

- 398. Use of collection agencies
- 399. Account collection rules

## *Scheduling Appointments and Health Information Management*

- 400. Scheduling Appointments
- 401. New patient
- 402. Established patient
- 403. Routine versus urgent
- 404. Coordinate facility/equipment/personnel requirements
- 405. Ancillary services (laboratory, X-ray, surgery, outpatient procedures, hospital admissions)
- 406. Cancellations/No-shows/Physician delay or unavailability

## *Medical Reception/Patient Registration*

- 407. Patient identification/Obtain patient demographics
- 408. Identity theft protection
- 409. Obtain accurate billing information
- 410. Electronic Health Records
- 411. Patient portal
- 412. Recognize/Identify/Organize medical reports
- 413. History and physical
- 414. Discharge summary
- 415. Operative note
- 416. Diagnostic test/Laboratory report
- 417. Clinic progress note
- 418. Consultation report
- 419. Growth charts, graphs, tables
- 420. Medical record preparation/Pre-visit planning
- 421. Obtain copy of patients outside medical record and/or pertinent test results