Clinical Medical Assistant Certification AMCA Study Guide

Communication Methods Ans- . Listening

- Face the person.
- · Have good eye contact
- · Lean toward the person
- Respond to the person
- Paraphrasing- in your own words (shows you're really listening)
- Clarifying.
- · Silence- don't always have to say something

Nonverbal Communication Ans- 1.) Kinesics- study of nonverbal communication

a.) kinesic slip- where verbal and nonverbal messages do not match

Zones of Comfort Ans. . Intimate space (18 in or closer

- Personal space (18 in. to 4ft)
- . Social space (4ft to 12ft)
- Public space (12ft or more)

Phone Etiquette Ans. • When speaking on the phone always identify yourself to the caller.

- · Give your undivided attention and willingness to help.
- Listen w/o interrupting, provide reasonable alternatives and take a clear concise message in order for the call to be returned.

Answering the Phone Ans- • Answer promptly and kindly.

- NEVER ALLOW AND ANGRY OR AGGRESSIVE CALLER TO UPSETYOU; RMAIN CALM AND COMPOSED.
- Speak clearly and concisely
- . Be sure to ask the callers permission before placing them on hold

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Kathleen Armour

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