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# **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 AN ANGRY OR AGGRESSIVE CALLER TO UPSET YOU; REMAIN CALM AND COMPOSED.
- Speak clearly and concisely
- Be sure to ask the callers permission before placing them on hold

# Medical Assistant Certification Study Guide

**KJ Lindholm-Leary**



## **Medical Assistant Certification Study Guide:**

## Unveiling the Power of Verbal Art: An Emotional Sojourn through **Medical Assistant Certification Study Guide**

In some sort of inundated with displays and the cacophony of fast transmission, the profound energy and emotional resonance of verbal artistry usually fade into obscurity, eclipsed by the regular barrage of sound and distractions. Yet, located within the musical pages of **Medical Assistant Certification Study Guide**, a fascinating function of fictional beauty that impulses with organic thoughts, lies an wonderful journey waiting to be embarked upon. Written by way of a virtuoso wordsmith, that enchanting opus courses readers on a mental odyssey, gently revealing the latent potential and profound affect embedded within the intricate web of language. Within the heart-wrenching expanse of this evocative examination, we shall embark upon an introspective exploration of the book is key subjects, dissect their captivating writing design, and immerse ourselves in the indelible impact it leaves upon the depths of readers souls.

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