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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 Exam Study Guide

**J. P. Cody**



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

**Medical Assistant Certification Study Guide** Ph D Jane John Nwankwo Rn, 2019-08-04 Medical Assistant Certification Study Guide Volume One and Two is a complete exam preparation tool for the CMA test *CMA Exam Preparation Study Guide* Trivium, 2020-08-14 **Certified Medical Assistant Exam Prep** Joshua Rueda, 2021-09-14 Test Prep Books Certified Medical Assistant Exam Prep CMA Study Guide and Practice Test Questions Updated for New Outline Made by Test Prep Books experts for test takers trying to achieve a great score on the CMA exam This comprehensive study guide includes Quick Overview Find out what's inside this guide Test Taking Strategies Learn the best tips to help overcome your exam Introduction Get a thorough breakdown of what the test is and what's on it Subarea I Clinical Competency Clinical Workflow Patient Intake and Discharge Safety and Infection Control Procedures Examinations and Pharmacology Subarea II General Legal and Ethical Issues and Communication Subarea III Administrative Billing Coding and Insurance and Scheduling Appointments and Health Information Management Practice Questions Practice makes perfect Detailed Answer Explanations Figure out where you went wrong and how to improve Studying can be hard We get it That's why we created this guide with these great features and benefits Comprehensive Review Each section of the test has a comprehensive review created by Test Prep Books that goes into detail to cover all of the content likely to appear on the test CMA Practice Test Questions We want to give you the best practice you can find That's why the Test Prep Books practice questions are as close as you can get to the actual test Answer Explanations Every single problem is followed by an answer explanation We know it's frustrating to miss a question and not understand why The answer explanations will help you learn from your mistakes That way you can avoid missing it again in the future Test Taking Strategies A test taker has to understand the material that is being covered and be familiar with the latest test taking strategies These strategies are necessary to properly use the time provided They also help test takers complete the test without making any errors Test Prep Books has provided the top test taking tips Customer Service We love taking care of our test takers We make sure that you interact with a real human being when you email your comments or concerns Anyone planning to take this exam should take advantage of this Test Prep Books study guide Purchase it today to receive access to CMA review materials CMA practice test questions Test taking strategies

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