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

Medical Assistant Certification Study Guide

Raffaela Di Napoli

Medical Assistant Certification Study Guide:

Unveiling the Energy of Verbal Art: An Psychological Sojourn through Medical Assistant Certification Study Guide

In some sort of inundated with displays and the cacophony of quick interaction, the profound power and emotional resonance of verbal art often disappear into obscurity, eclipsed by the continuous onslaught of sound and distractions. Yet, set within the lyrical pages of **Medical Assistant Certification Study Guide**, a interesting function of fictional splendor that pulses with organic feelings, lies an memorable journey waiting to be embarked upon. Published by a virtuoso wordsmith, this mesmerizing opus books visitors on a mental odyssey, softly revealing the latent potential and profound affect embedded within the complicated web of language. Within the heart-wrenching expanse of the evocative evaluation, we will embark upon an introspective exploration of the book is central themes, dissect its interesting publishing style, and immerse ourselves in the indelible effect it leaves upon the depths of readers souls.

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