

# 2011 to 2016 CCMA Test Plan Crosswalk

Crosswalk Section: The following bridges tasks on the 2011 CCMA test plan with task and knowledge statements on the 2016 CCMA test plan.

2011 NHA TEST PLAN NUMBER	TASK DESCRIPTION	2016 NHA TEST PLAN NUMBER	TASK AND KNOWLEDGE DESCRIPTION
	<b>Patient Care</b>		
<b>1A.</b>	<b>General Patient Care</b>		
1.A.1.	Identifying patients before providing care	3.A.T1.	Identify patient
1.A.2.	Perform CLIA-Waived laboratory procedures	3.C.T2.	Perform CLIA-waived testing
1.A.3.	Monitor patient's environmental safety (e.g., fall precautions, faulty equipment, transmission precautions)	3.A.T3.	Ensure patient safety within the clinical setting
1.A.4.	Dispose of biohazardous materials as dictated by OSHA (e.g., sharp's containers, red bags)	3.B.T6.	Dispose of biohazardous materials as dictated by OSHA (for example, sharps containers, red bags, etc.)
1.A.5.	Use Universal, standard, and transmission-based precautions	3.B.T1. 3.B.T2.	Adhere to regulations and guidelines related to infection control Adhere to guidelines regarding hand hygiene
1.A.6.	Identify abnormal patient values for triage purposes (e.g., laboratory results, vital signs, diagnostic tests)	3.A.T7. 3.C.T6.	Identify/document/report abnormal signs and symptoms Recognize, document, and report normal and abnormal laboratory and test values
1.A.7.	Obtain patient vital signs using manual devices (e.g., pressure cuff, stethoscope)	3.A.T5.	Measure vital signs
1.A.8.	Obtain patient vital signs using automatic devices (e.g., thermometers, pulse oximetry)	3.A.T5.	Measure vital signs
1.A.9.	Perform adult anthropometric measurement.	3.A.T6.	Obtain anthropomorphic measurements
1.A.10.	Perform pediatric anthropometric measurement.	3.A.T6.	Obtain anthropomorphic measurements
1.A.11.	Perform measurement conversions (e.g., weight, height, medication)	1.C.4.	Measurement (for both metric and household systems), mathematical conversions, and dosage calculations
1.A.12.	Position patients according to care needs	3.A.T10. 3.A.K6.	Prepare patient for procedures Positioning and draping requirements for general and specialty examinations, procedures, and treatments
1.A.13.	Maintain patient examination rooms	3.A.T2.	Prepare examination/procedure room
1.A.14.	Assist healthcare providers during clinical procedures	3.A.T8. 3.A.T9. 3.A.T18.  3.A.T19.	Assist provider with general physical examination Assist provider with specialty exam Assists provider with patients presenting with minor and traumatic injury Assist with surgical interventions (for example, sebaceous cyst removal, toenail removal, colposcopy, cryosurgery)

1.A.15.	Provide medical instruments according to care needs (e.g., syringe for intramuscular injection, needle holder for suturing)	3.A.T19. 3.A.K21.	Assist with surgical interventions (for example, sebaceous cyst removal, toenail removal, colposcopy, cryosurgery) Supplies related to injections
1.A.16.	Administer oral medications	3.A.T11.	Prep and administer medication and/or injectables using non-parenteral and parenteral routes (excluding IV) (for example, oral, buccal, sublingual, intramuscular, intradermal, subcutaneous, topical, transdermal, and inhalation)
1.A.17.	Administer parenteral medications	3.A.T11.	Prep and administer medication and/or injectables using non-parenteral and parenteral routes (excluding IV) (for example, oral, buccal, sublingual, intramuscular, intradermal, subcutaneous, topical, transdermal, and inhalation)
1.A.17.a.	Topical	1.C.7. 3.A.T11.	<b>Routes of administration</b> Prep and administer medication and/or injectables using non-parenteral and parenteral routes (excluding IV) (for example, oral, buccal, sublingual, intramuscular, intradermal, subcutaneous, topical, transdermal, and inhalation)
1.A.17.b.	Transdermal	1.C.7. 3.A.T11.	<b>Routes of administration</b> Prep and administer medication and/or injectables using non-parenteral and parenteral routes (excluding IV) (for example, oral, buccal, sublingual, intramuscular, intradermal, subcutaneous, topical, transdermal, and inhalation)
1.A.17.c.	Intramuscular	1.C.7. 3.A.T11.	<b>Routes of administration</b> Prep and administer medication and/or injectables using non-parenteral and parenteral routes (excluding IV) (for example, oral, buccal, sublingual, intramuscular, intradermal, subcutaneous, topical, transdermal, and inhalation)
1.A.17.d.	Intradermal	1.C.7. 3.A.T11.	<b>Routes of administration</b> Prep and administer medication and/or injectables using non-parenteral and parenteral routes (excluding IV) (for example, oral, buccal, sublingual, intramuscular, intradermal, subcutaneous, topical, transdermal, and inhalation)
1.A.17.e.	Subcutaneous	1.C.7. 3.A.T11.	<b>Routes of administration</b> Prep and administer medication and/or injectables using non-parenteral and parenteral routes (excluding IV) (for example, oral, buccal, sublingual, intramuscular, intradermal, subcutaneous, topical, transdermal, and inhalation)
1.A.18.	Perform pulmonary function testing	3.C.T5.	Perform spirometry/pulmonary function tests (electronic or manual)
1.A.19.	Perform visual acuity tests	3.C.T3.	Perform vision and hearing tests
1.A.20.	Perform suture removal	3.A.T12.	Perform staple and suture removal

1.A.21.	Perform basic wound care (e.g., dressing changes, lavage)	3.A.T15.	Administer first aid and basic wound care
1.A.22.	Obtain and label specimens for diagnostic purposes	3.C.T7.	Match and label specimen to patient and completed requisition
1.A.23.	Demonstrate correct body mechanisms in a healthcare setting (e.g., patient transfer, equipment moving, computer use)		
1.A.24.	Perform eye and ear irrigation	3.A.T14.	Perform ear and eye irrigation
1.A.25.	Perform first aid, CPR and rapid response procedures appropriately	3.A.T15. 3.A.T16. 3.A.T17.	Administer first aid and basic wound care Identify and respond to emergency/priority situations Perform CPR
1.A.26.	Perform appropriate aseptic technique for various clinical situations	3.B.T5.	Perform appropriate aseptic techniques for various clinical situations.
1.A.26.a.	Sterilization	3.B.T4.	Perform sterilization of medical equipment
1.A.26.b.	Disinfection	3.B.T3.	Perform disinfection/sanitization
1.A.26.c.	Sanitization	3.B.T3.	Perform disinfection/sanitization
1.A.27.	Modify clinical responses with patients based on special considerations (e.g., pediatric, geriatric, disability, disease progression)	6.T2.	Modify verbal and non-verbal communications with patients and caregivers based on special considerations (for example pediatric, geriatric, hearing impaired, vision impaired, mentally handicapped or disabled)
1.A.28.	Manage inventory of clinical supplies	5.T.16.	Maintain inventory of clinical and administrative supplies
1.B.	Patient Care and Preparation Related to Phlebotomy and EKG		
1.B.1.	Conduct appropriate introduction to the patient		
1.B.2.	Explain the phlebotomy procedure to be performed to the patient	3.A.K10.	Patient instruction specific to procedures, including pre- and post procedural instructions
1.B.3.	Review the requisition for testing requirements and patient identity	3.D.T1. 3.C.K2.	Verify order details Information required on provider request or requisition form
1.B.4.	Determine venipuncture site accessibility based on patient age and condition	3.D.T3.	Determine venipuncture site accessibility based on patient age and condition
1.B.5.	Verify patient compliance with testing requirements (e.g., fasting, medication, basal state)	3.D.K2.	Requirements related to patient preparation for phlebotomy, including fasting and nonfasting.
1.B.6.	Prepare the patient	3.A.T10. 3.E.T1.  3.E.K1.	Prepare patient for procedures Prepare patient for procedure (Specifically related to EKG and Cardiovascular testing) Procedures and instructions to minimize artifacts
1.B.6.a.	<i>EKG monitoring (e.g., patient history, cardiac medications, patient positioning)</i>	3.E.T2.	Perform cardiac monitoring (EKG, ECG) tests.
1.B.6.b.	<i>Holter monitoring</i>	3.E.T5.	Assist provider with non-invasive cardiovascular profiling (for example, stress test, Holter monitoring, event monitoring)
1.B.6.c.	<i>Telemetry monitoring</i>		

1.B.7.	Apply electrodes on patients	3.E.T1. 3.E.K5.	<b>Prepare patient for procedures (Specifically related to EKG and cardiovascular procedures).</b> Placement of limb and chest electrodes.
1.B.7.a.	<i>EKG monitoring</i>	3.E.T2.	<b>Perform cardiac monitoring (EKG, ECG) tests</b>
1.B.7.b.	<i>Holter monitoring</i>	3.E.T5.	<b>Assist provider with non-invasive cardiovascular profiling (for example, stress test, Holter monitoring, event monitoring).</b>
1.B.7.c.	<i>Patients with special considerations (e.g., right-sided heart. Posterior chest, amputations)</i>		
1.B.8.	Respond to complications during stress testing	3.E.K7.	<b>Signs of adverse reaction during testing (for example, signs of distress, elevated BP and respiration)</b>
1.B.9.	Verify patient understanding of Holter monitor procedures	3.E.T1. 4.K2.	<b>Prepare patient for procedures (Specifically related to EKG and cardiovascular procedures).</b> Education delivery methods and instructional techniques and learning styles.
2	<b>Communication</b>		
2.A.	Document medical information using approved medical terminology	1.B.1. 1.B.2. 1.B.3. 1.B.4. 3.A.T22. 3.C.T6.	<b>Common abbreviations, acronyms, and symbols</b> Conditions, procedures, and instruments <b>Medical word building (Prefixes, suffixes, plurals)</b> Positional and directional terminology <b>Document relevant aspects of patient care in patient record</b> Recognize, document, and report normal and abnormal laboratory and test values
2.B.	Communicate with other healthcare professionals using medical terminology	1.B.1. 1.B.3. 1.B.4. 6.T1. 6.K3.	<b>Common abbreviations, acronyms, and symbols</b> Medical word building (Prefixes, suffixes, plurals) <b>Positional and directional terminology</b> Modify verbal and non-verbal communication for diverse audiences (for example providers, coworkers, supervisors, patients and caregivers, external providers) <b>Medical terminology and jargon, laymen's terms</b>
2.C.	Adhere to HIPAA regulations regarding protected health information (HIPAA)	5.T7. 7.T6.	<b>Ensure that documentation complies with government and insurance requirements</b> Protect patient privacy and confidentiality, including medical records
2.D.	Reinforce patient understanding of medical information	3.A.T20. 6.T3.	<b>Review provider's discharge instructions/plan of care with patients</b> Clarify and relay communications between patients and providers.
2.E.	Observe the chain of command in a healthcare setting	6K12. 6.K13.	<b>When to escalate problem situations</b> Techniques to deal with patients (for example, irate clients, custody issues between parents, chain of command)

2.F.	Report abnormal patient values to appropriate healthcare providers	3.A.T7. 3.C.T6.  3.D.T13.	<b>Identify/document/report abnormal signs and symptoms</b> Recognize, document, and report normal and abnormal laboratory and test values <b>Follow guidelines in distributing laboratory results to ordering providers after matching patient to provider</b>
2.G.	Conduct written communication with patients and other healthcare professionals	6.T5.  3.A.T22	<b>Prepare written/electronic communications/business correspondence</b> Document relevant aspects of patient care in patient record
2.H.	Conduct communication with patients and other healthcare professionals using information technology (e.g., EPIC, EMR-EHR programs)	3.A.T22.  3.A.T23. 3.E.T6  5.T14	<b>Document relevant aspects of patient care in patient record</b> Operate basic functions of an EHR/EMR system <b>Transmit results or report to patient's EMR or paper chart, and provider</b> Enter information into databases or spreadsheets (for example, Excel, EHR & EMR, billing modules, scheduling systems)
2.I.	Explain general office procedures to patients		
2.J.	Modify general office procedures with patients based on special considerations (e.g., pediatric, geriatric, disability, disease progression)	6.T2.	<b>Modify verbal and non-verbal communications with patients and caregivers based on special considerations (for example pediatric, geriatric, hearing impaired, vision impaired, mentally handicapped or disabled)</b>
2.K.	Locate community resources and information for patients/employers	4.T2. 4.T3.  4.K5.  4.K6.	<b>Collaborate with healthcare providers and community-based organizations</b> Assist providers in coordinating care with community agencies for clinical and non-clinical services <b>Available community resources for non-clinical services (for example, adult day care, transportation vouchers)</b> Specialty resources for patient/family medical and mental needs
3	<b>Office Administration</b>		
3.A.	Manage patient medical records	5.T11.	<b>Manage electronic and paper medical records</b>
3.B.	Obtain patient information (e.g., demographics, insurance, 3rd party payer)	5.T2.	<b>Verify insurance coverage/financial eligibility</b>
3.C.	Obtain patient consent for services	7.K1.	<b>Informed consent</b>
3.D.	Schedule inpatient admissions and procedures		
3.E.	Schedule outpatient admissions and procedures	4.K3.  5.T1.	<b>Resources and procedures to coordinate care outpatient services;</b> Schedule and monitor patient appointments using electronic and paper-based systems.
3.F.	Manage appointment scheduling	5.T1.	<b>Schedule and monitor patient appointments using electronic and paper-based systems</b>
3.G.	Adhere to HIPAA regulations concerning insurance	5.T7.	<b>Ensure that documentation complies with government and insurance requirements;</b>

3.H.	Respond during patient refusal of treatment (e.g., against medical advice (AMA))		
3.I.	Perform office opening procedures (e.g., answering service, building security).		
3.J.	Perform office closing procedures (e.g., answering service, data backup)		
3.K.	Manage physicians' professional schedules		
3.L.	Maintain human resources documentation (e.g., licensure, training, CEUs)		
3.M.	Manage inventory of office supplies	5.T16.	Maintain inventory of clinical and administrative supplies
3.N.	Perform basic diagnostic coding	5.T4. 5.T6.	Verify diagnostic and procedural codes; Prepare documentation and billing requests using current coding guidelines
3.O.	Perform basic procedural coding	5.T4. 5.T6.	Verify diagnostic and procedural codes; Prepare documentation and billing requests using current coding guidelines
4	Medical Law and Ethics		
4.A.	Address patient concerns according to the Patient's Bill of Rights	1B (Core Knowledge)	Core Knowledge: Bill of Rights
4.B.	Maintain safety in the workplace according to regulatory standards (e.g., OSHA, Joint Commission, CLIA)	3.B.T1. 5.T15.	Adhere to regulations and guidelines related to infection control Participate in safety evaluations and report safety concerns
4.C.	Follow chain of custody protocol (e.g., drug testing, rape kits)	3.C.T1. 3.C.K3. 3.D.K15.	Collect non-blood specimens (for example, urine, stool, cultures, sputum) Specimen collection techniques and requirements; Special collections (for example, timed specimens, drug levels, blood cultures, fasting)
4.D.	Report illegal and/or unsafe activities in the healthcare environment to proper authorities (e.g., abuse or neglect of patients, harassment, substance abuse, fraud)	7.T7.	Adhere to legal requirements regarding reportable violations or incidents
4.E.	Recognize and respond to emergency situations (e.g., fire, hostage, biological hazard)		
5	Phlebotomy		
5.A.	Collections		
5.A.1.	Demonstrate proper insertion and removal techniques for venipuncture	3.D.T5. 3.D.K9.	Perform venipuncture Insertion and removal techniques
5.A.2.	Perform capillary collection method based on patient age and condition	3.D.T6. 3.C.K3.	Perform capillary puncture Specimen collection techniques and requirements
5.A.3.	Ensure patient safety throughout the collection process	3.A.T3. 3.D.T5.	Ensure patient safety within the clinical setting Perform venipuncture

5.A.4.	Perform venipuncture steps in correct order (e.g., evacuated tube system, syringe, winged collection set)	3.D.T4. 3.D.T5. 3.C.K3.	<b>Prepare site for venipuncture</b> Perform Venipuncture <b>Specimen collection techniques and requirements</b>
5.A.5.	Perform capillary (dermal) puncture steps in correct order	3.D.T6. 3.C.K3.	<b>Perform capillary puncture</b> Specimen collection techniques and requirements
5.A.6.	Recognize common complications from primary collection (e.g., lack of blood flow, hematoma, petechiae, nerve injury)	3.D.T5.	<b>Perform venipuncture</b>
5.A.7.	Identify problematic patient signs and symptoms throughout collection (e.g., syncope, diaphoresis, nausea, seizure)	3.D.T5.	<b>Perform venipuncture</b>
5.A.8.	Follow order of draw for venipuncture	3.D.T5. 3.C.K3.	<b>Perform venipuncture</b> Specimen collection techniques and requirements
5.A.9.	Follow order of draw for capillary collection	3.D.T6. 3.C.K3.	<b>Perform capillary puncture</b> Specimen collection techniques and requirements
5.A.10.	Ensure that tube additives are appropriate for testing requirements	3.D.T2. 3.D.K4.	<b>Select appropriate supplies for tests ordered</b> Blood vacuum tubes required for chemistry, hematology and microbiology testing
5.A.11.	Assemble equipment needed for primary blood collections	3.D.T2.	<b>Select appropriate supplies for tests ordered;</b>
5.A.12.	Invert evacuated tubes with additives after collection	3.D.T5. 3.C.K3. 3.D.T8.	<b>Perform venipuncture</b> Specimen collection techniques and requirements; <b>Handle blood samples as required for diagnostic purposes</b>
5.A.13.	Verify quality of equipment (e.g., sterility, expiration date, manufacturer's defects)	3.D.T2.	<b>Select appropriate supplies for tests ordered;</b>
5.A.14.	Perform blood culture collections		
5.A.15.	Assist other healthcare professionals with blood culture collections		
5.A.16.	Collect blood sample for inborn errors of metabolism (e.g., PKU, galactosemia)		
5.B.	<b>Processing</b>		
5.B.1.	Label all specimens	3.D.T10.	<b>Match and label specimen to patient and completed requisition</b>
5.B.2.	Perform quality control for CLIA-waived procedures	3.C.T2. 3.C.K6.	<b>Perform CLIA-waived testing</b> Controls/Calibration/Quality Control
5.B.3.	Transport specimens based on handling requirements (e.g., temperature, light, time)	3.C.T8. 3.D.T8.	<b>Process, handle, and transport collected specimens</b> Handle blood samples as required for diagnostic purposes
5.B.4.	Explain non-blood specimen collection procedures to patients (e.g., stool, urine, semen, sputum)	3.C.T1.	<b>Collect non-blood specimens (for example, urine, stool, cultures, sputum)</b>

5.B.5.	Handle patient-collected, non-blood specimen	3.C.T1. 3.C.T8.	<b>Collect non-blood specimens (for example, urine, stool, cultures, sputum)</b> Process, handle, and transport collect specimens
5.B.6.	Avoid pre-analytical errors	3.D.K14.	<b>Pre-analytical considerations pertaining to specimen quality and consistency</b>
5.B.7.	Adhere to chain of custody guidelines when required (e.g., forensic studies, blood alcohol, drug screen)	3.D.T1. 3.D.T2.	<b>Verify order details</b> Specimen collection techniques and requirements;
5.B.8.	Prepare samples for transportation to a reference (outside) laboratory	3.D.T8. 3.D.T12.	<b>Handle blood samples as required for diagnostic purposes</b> Prepare samples for transportation to a reference (outside) laboratory
5.B.9.	Coordinate communication between non-laboratory personnel for processing and collection.		
5.B.10.	Use technology to input and retrieve specimen data	3.D.K22.	<b>External databases (for example, outside labs, reference sources)</b>
5.B.11.	Report critical values to point of care testing	3.D.T11.	<b>Recognize and respond to abnormal test results</b>
5.B.12.	Distribute laboratory results to ordering providers	3.D.T13.	<b>Follow guidelines in distributing laboratory results to ordering providers after matching patient to provider</b>
6	<b>EKG MONITORING</b>		
6.A.	Calculate patient heart rate from the EKG tracing (e.g., 6-second method, R to R, sequencing)		
6.B.	Identify artifacts from the tracing (e.g., wandering baseline, somatic, electrical)	3.E.T2. 3.E.T3. 3.E.K2.	<b>Perform cardiac monitoring (EKG, ECG) tests</b> Ensure proper functioning of equipment <b>Artifacts, signal distortions and electrical interference (for example, fuzz and wandering baseline)</b>
6.C.	Resolve artifacts from the tracing (e.g., wandering baseline, somatic, electrical)	3.E.T3. 3.E.K2.	<b>Ensure proper functioning of equipment;</b> Artifacts, signal distortions and electrical interference (for example,
6.D.	Record 12-lead EKG on a patient	3.E.T2.	<b>Perform cardiac monitoring (EKG, ECG) tests</b>
6.E.	Verify the leads recorded on an EKG	3.E.T2. 3.E.K10.	<b>Perform cardiac monitoring (EKG, ECG) tests</b> Waveforms, intervals and segment
6.F.	Upload a completed EKG to a patient's electronic medical record	3.E.T6.	<b>Transmit results or report to patient's EMR or paper chart, and provider</b>
6.G.	Mount a completed EKG for a patient's chart		
6.H.	Measure a patient's heart rhythm from the EKG tracing		
6.I.	Inspect the waveforms of a cardiac cycle for symmetry, direction, and amplitude (e.g., P waves, QRS complexes, ST segments, T waves)	3.E.T2. 3.E.K10.	<b>Perform cardiac monitoring (EKG, ECG) tests;</b> Waveforms, intervals and segment
6.J.	Measure a patient's heart conduction from the EKG tracing (e.g., PR-interval (PRI), QRS duration, QT-interval)		



6.K.	Identify the major classifications or arrhythmias from the EKG tracing (e.g., sinus, atrial, ventricular, junctional)	3.E.T4.	Recognize abnormal or emergent EKG results (for example, dysrhythmia, arrhythmia, versus artifact) <u>(Candidates no longer need to identify the specific defect, however, should be able to differentiate an abnormality from an artifact)</u>
6.L.	Identify the major variances to waveforms related to ischemia, injury, or infarction		
6.M.	Respond to potentially life-threatening arrhythmias.	3.E.T4.	Recognize abnormal or emergent EKG results (for example, dysrhythmia, arrhythmia, versus artifact)
6.N.	Verify EKG machine paper speed (e.g., 25mm, 50mm)	3.E.T2.	Perform cardiac monitoring (EKG, ECG) tests
6.O.	Verify EKG machine sensitivity (e.g., h,1,2)	3.E.T2.	Perform cardiac monitoring (EKG, ECG) tests
6.P.	Maintain EKG equipment and the work environment	3.E.T3. 3.E.K2.	Ensure proper functioning of EKG equipment
6.Q.	Recognize pacemaker spikes on an EKG tracing		

\* A blank in the new task and knowledge description column indicates that the task has been dropped in the new blueprint based on the 2016 job analysis.

## New Tasks and Knowledge Descriptions:

The following is a list of the task and core knowledge statements that will be new areas of coverage starting with the 2016 test plan

2016 NHA TEST PLAN NUMBER	
1	FOUNDATIONAL KNOWLEDGE AND BASIC SCIENCE
1	<i>Health Care Systems and Settings</i>
1.A.1	Role and responsibilities of the MA, other healthcare providers, and allied health personnel.
1.A.2	Scope of practice
1.A.3	Titles and credentials
1.A.4	Licensing and certification
1.A.5	Healthcare delivery models (HMOs, PPOs, POS, PCMH, accountable care organizations/payment for performance [ACOs], hospice, collaborative care model)
1.A.6	General versus specialties and services offered
1.A.7	Ancillary services; alternative therapies
1.C	<i>Basic Pharmacology</i>
1.C.1	Commonly prescribed medications and common approved abbreviations

1.C.2	<b>Drug classifications and drug schedules</b>
1.C.3	<b>Side effects, adverse effects, indications, and contraindications</b>
1.C.5	<b>Forms of medication (for example, pill, capsule, ointment)</b>
1.C.6	<b>Look alike/sound alike medications</b>
1.C.8	<b>Pharmacokinetics (absorption, distribution, metabolism, excretion) principles of storage and disposal</b>
1.C.10	<b>Physicians' Desk Reference and online resource</b>
<b>1.D</b>	<b><i>Nutrition</i></b>
1.D.1	<b>Dietary nutrients</b>
1.D.2	<b>Dietary needs and patient education (general, and related to diseases and conditions)</b>
1.D.3	<b>Vitamins and supplements</b>
1.D.4	<b>Eating disorders</b>
1.D.5.	<b>Food labels</b>
<b>1.E</b>	<b><i>Psychology</i></b>
1.E.1	<b>Developmental stages</b>
1.E.2	<b>End-of-life and stages of grief</b>
1.E.3	<b>Psychology of the physically disabled, developmentally delayed, and those with diseases</b>
1.E.4	<b>Environmental and socio-economic stressors</b>
1.E.5	<b>Mental health screening</b>
1.E.6	<b>Defense mechanisms</b>
<b>2</b>	<b><i>ANATOMY AND PHYSIOLOGY</i></b>
<b>2.A</b>	<b><i>Body Structures and Organ Systems</i></b>
2.A.1	<b>Anatomical structures, locations, and positions</b>
2.A.2	<b>Structure and function of major body systems, including organs and their locations</b>
2.A.3	<b>Interactions between organ systems, homeostasis</b>
<b>2.B</b>	<b><i>Pathophysiology and Disease Processes</i></b>
2.B.1	<b>Signs, symptoms, and etiology of common diseases, conditions, and injuries</b>
2.B.2	<b>Diagnostic measures and treatment modalities</b>
2.B.3	<b>Incidence, prevalence, and risk factors</b>

2.B.4	Risk factors leading to high mortality and morbidity (for example, complications, accompanying diseases)
2.B.5	Epidemics and pandemics
2.C	<i>Microbiology</i>
2.C.1	Cell structure (for example, nucleus, cell wall, cell membrane, cytoplasm, ribosomes, mitochondria, lysosomes, nucleolus)
2.C.2	Common pathogens and non-pathogens
2.C.3	Organisms and microorganisms
2.C.4	Infectious agents; chain of infection; conditions for growth
3	<b>CLINICAL PATIENT CARE</b>
3.A	<i>General Patient Care</i>
3.A.T3	Ensure patient safety within the clinical setting
3.A.T4	Complete a comprehensive clinical intake process, including the purpose of the visit
3.A.T20	Review provider's discharge instructions/plan of care with patients
3.A.T21	Follow guidelines for sending orders for prescriptions and refills by telephone, fax, or email
3.C	<i>Testing and Laboratory Procedures</i>
3.C.T4	Perform allergy testing
4	<b>PATIENT CARE COORDINATION AND EDUCATION</b>
4.T1	Review patient record prior to visit to ensure health care is comprehensively addressed
4.T2	Collaborate with healthcare providers and community based organizations
4.T3	Assist providers in coordinating care with community agencies for clinical and non-clinical services
4.T4	Facilitate patient compliance (for example, continuity of care, follow up, medication compliance) to optimize health outcomes

4.T5	Participate in transition of care for patients
4.T6	Participate in team-based patient care (for example, patient-centered medical home [PCMH], Accountable Care Organization [ACO])
5	<b>ADMINISTRATIVE ASSISTING</b>
5.T3	Identify and check patients in/out
5.T5	Obtain and verify prior authorizations and precertifications
5.T8	Perform charge reconciliation (for example, correct use of EHR software, entering charges, making adjustments, accounts receivable procedures)
5.T9	Bill patients, insurers, and third party payers for services performed
5.T10	Resolve billing issues with insurers and third party payers, including appeals and denials
5.T12	Facilitate/generate referrals to other healthcare providers and allied healthcare professionals
5.T13	Provide customer service and facilitate service recovery (for example, follow up patient calls, appointment confirmations, monitor patient flow sheets, collect on accounts, make up for poor customer service)
6	<b>COMMUNICATION AND CUSTOMER SERVICE</b>
6.T4	Communicate on the telephone with patients and caregivers, providers, third party payers
6.T6	Handle challenging/difficult customer service occurrences
6.T7	Engage in crucial conversations (with patients and caregivers/health care surrogates, staff, and providers)
6.T8	Facilitate and promote teamwork and team engagement
7	<b>MEDICAL LAW AND ETHICS</b>
7.T1	Comply with legal and regulatory requirements

<b>7.T2</b>	<b>Adhere to professional codes of ethics</b>
<b>7.T3</b>	<b>Obtain, review, and comply with medical directives</b>
<b>7.T4</b>	<b>Obtain and document healthcare proxies and agents</b>
<b>7.T5</b>	<b>Provide, collect, and store MOLST forms (medical order for life-sustaining treatment)</b>
<b>7.T8</b>	<b>Identify personal or religious beliefs and values and provide unbiased care</b>

*This crosswalk is provided for informational purposes only. Each institution and its instructors are solely responsible for determining the curriculum of the program offered, the materials to include in the program, and the assessments to establish successful completion of the program. The CCMA is a professional certification and should not be used as a final exam or as a criteria from program completion.*