

**AAMA Role Delineation Chart Areas of Competence
(2003) Correlation Chart**

Areas of Competence	Student Edition, Student Workbook, and Instructor's Resource Binder Chapters
I. ADMINISTRATIVE	
A. Administrative Procedures	
1. Perform basic administrative medical assisting functions.	5-11, 13
2. Schedule, coordinate, and monitor appointments.	12
3. Schedule inpatient/outpatient admissions and procedures.	12
4. Understand and apply third-party guidelines.	15, 16
5. Obtain reimbursement through accurate claims submissions.	15, 16
6. Monitor third-party reimbursement.	15, 16
7. Understand and adhere to managed care policies and procedures.	15
* <i>Negotiate managed care contracts.</i>	15
B. Practice Finance	
1. Perform procedural and diagnostic coding.	16
2. Apply bookkeeping principles.	18
3. Manage accounts receivable.	17
* <i>Manage accounts payable.</i>	18
* <i>Process payroll.</i>	18
* <i>Document and maintain accounting and banking records.</i>	18
* <i>Develop and maintain fee schedules.</i>	17
* <i>Manage renewals of business and professional insurance policies.</i>	10
* <i>Manage personnel benefits and maintain records.</i>	18
* <i>Perform marketing, financial, and strategic planning.</i>	4
II. CLINICAL	
A. Fundamental Principles	
1. Apply principles of aseptic technique and infection control.	19, 20, 21
2. Comply with quality assurance practices.	45, 47, 48
3. Screen and follow up patient test results.	46-48, 52, 53
B. Diagnostic Orders	
1. Collect and process specimens.	47, 48
2. Perform diagnostic tests.	47, 48, 52, 53
C. Patient Care	
1. Adhere to established patient screening procedures.	36
2. Obtain patient history and vital signs.	37
3. Prepare and maintain examination and treatment areas.	22
4. Prepare patient for examinations, procedures, and treatments.	38, 40-43
5. Assist with examinations, procedures, and treatments.	38-43
6. Prepare and administer medications and immunizations.	50, 51
7. Maintain medication and immunization records.	50, 51
8. Recognize and respond to emergencies.	44
9. Coordinate patient care information with other health-care providers.	4, 12

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10. Initiate IV and administer IV medications with appropriate training and as permitted by state law.	50, 51
III. GENERAL	
A. Professionalism	
1. Display a professional manner and image.	1, 2, 54
2. Demonstrate initiative and responsibility.	1, 2, 54
3. Work as a member of the health-care team.	1, 2
4. Prioritize and perform multiple tasks.	1, 2
5. Adapt to change.	1, 2
6. Promote the CMA credential.	1, 2
7. Enhance skills through continuing education.	1, 2, 54
8. Treat all patients with compassion and empathy.	1, 2
9. Promote the practice through positive public relations.	1, 2
B. Communication Skills	
1. Recognize and respect cultural diversity.	4, 54
2. Adapt communications to individual's ability to understand.	4, 11
3. Use professional telephone technique.	4
4. Recognize and respond effectively to verbal, nonverbal, and written communications.	4, 54
5. Use medical terminology appropriately.	23-35, Appendices
6. Utilize electronic technology to receive, organize, prioritize, and transmit information.	6, 7
7. Serve as liaison.	1, 2
C. Legal Concepts	
1. Perform within legal and ethical boundaries.	3
2. Prepare and maintain medical records.	3, 9, 10
3. Document accurately.	3, 9, 10
4. Follow employer's established policies dealing with the health-care contract.	3
5. Implement and maintain federal and state health-care legislation and regulations.	3
6. Comply with established risk management and safety procedures.	3, 13, 20, 45
7. Recognize professional credentialing criteria.	1, 2
* <i>Develop and maintain personnel, policy and procedure manuals.</i>	4
D. Instruction	
1. Instruct individuals according to their needs.	14
2. Explain office policies and procedures.	14
3. Teach methods of health promotion and disease prevention.	14, 19, 21, 40, 49
4. Locate community resources and disseminate information.	14

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* <i>Develop educational materials.</i>	14
* <i>Conduct continuing education activities.</i>	14
E. Operational Functions	
1. Perform inventory of office supplies and equipment.	8
2. Perform routine maintenance of administrative and clinical equipment.	5
3. Apply computer techniques to support office operations.	6
* <i>Perform personnel management functions.</i>	4
* <i>Negotiate leases and prices for equipment and supply contracts.</i>	5, 8
* Advanced skill	