
Appendix A4

Nevadaworks WORK PROCESS SCHEDULE AND RELATED INSTRUCTION OUTLINE

MEDICAL ASSISTANT

O*NET-SOC CODE: 31-9092.00 RAPIDS CODE: 1085CB

**APPROVED BY
OFFICE OF WORKFORCE INNOVATION FOR THE NEW NEVADA AND THE NEVADA STATE
APPRENTICESHIP COUNCIL**

, Nevada State Apprenticeship Director

REGISTRATION DATE: _____

REGISTRATION NUMBER: _____

**DEVELOPED IN COOPERATION WITH THE
US DEPARTMENT OF LABOR, THE OFFICE OF WORKFORCE INNOVATION, AND THE NEVADA
STATE APPRENTICESHIP COUNCIL**

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WORK PROCESS SCHEDULE

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This schedule is attached to and a part of these Standards for the above identified occupation.

1. TYPE OF OCCUPATION

☐ Time-based ☒ Competency-based ☐ Hybrid

2. TERM OF APPRENTICESHIP

The term of the occupation shall be defined by the attainment of all competencies of the position, which would be expected to occur within approximately 2,000 hours of OJL, supplemented by the minimum of 144 hours of related instruction per year of the apprenticeship.

3. RATIO OF APPRENTICES TO JOURNEYWORKERS

The apprentice to journeyworker/fully-competent worker ratio is: 1 apprentice(s) to 1 journeyworker/fully-competent worker(s).

4. APPRENTICE WAGE SCHEDULE

An apprentice minimum starting wage will be at least \$ 16.00 per hour. Apprentices shall be paid a progressively increasing schedule of wages based on either a percentage or a dollar amount of the current hourly journeyworker/fully-competent worker wage. A journeyworker/fully-competent worker minimum wage will be at least \$ 20.00. Wages will be based on regional ranges.

Starting Wage (0 - 2000 hours) = \$ 16.00

Final Wage (3000 Hours) = \$ 20.00

Final Journeyworker Wage/ Completion of Apprenticeship: = \$20.00

Periodic review and evaluation of the apprentice's on-the-job learning and related technical instruction will be conducted in alignment with the wage schedule established. Once an employer determines that an apprentice has reached full competency, the apprentice can become a journeyworker and compensated at least at the minimum journeyworker wage. The minimum annual wage rates may be adjusted based on regional wage scales. All wage increases are merit-based.

5. WORK PROCESS SCHEDULE (See attached Work Process Schedule)

The sponsor may modify the work processes to meet local needs prior to submitting these Standards to the appropriate Registration Agency for approval.

6. RELATED INSTRUCTION OUTLINE (See attached Related Instruction Outline)

The sponsor may modify the related instruction to meet local needs prior to submitting these Standards to the appropriate Registration Agency for approval.

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Description: Perform administrative and certain clinical duties under the direction of a physician. Administrative duties may include scheduling appointments, maintaining medical records, billing, and coding information for insurance purposes. Clinical duties may include taking and recording vital signs and medical histories, preparing patients for examination, drawing blood, and administering medications as directed by physician.

To complete the apprenticeship, the apprentice must:

- Obtain BLS certification by American Heart Association standards required within apprenticeship program duration.

The Employer will assess each apprentice's prior experience to determine what credit for advanced standing will be awarded for work processes schedule (WPS) and Related Instruction (RI). Prior experience will be assessed through resumes, interviews, job assignments and/or demonstration of competencies. Assigned mentors will assess apprentices for credit for prior experience at any time during the probationary period.

The following is the rating system that will be used to determine competency. Apprentices will be assessed periodically in alignment with the above wage schedule periods and in conformance with the employer's performance review process:

Rating	Description
Meets Expectations	Consistently meets the performance standards established for time in position. Handles routine tasks & some unexpected situation with the usual amount of supervision. Can continue to develop with coaching, advanced training or more experience
Does Not Meet / Meets Some Expectations	Does not consistently meet performance standards established for time in position. Requires basic training, coaching or experience to improve performance and become consistent. Additional follow-up will be necessary.

Apprenticeship Competencies – Technical

On-the-Job Learning Topic/Skill Area	Rating	Validated by	Date
1) Receptionist Duties			
• Patient check in and checkout			
• Incoming and outgoing telephone calls			
• Schedule appointments and patients			
• Handle cancellations and no shows			
• Emergency patients			
• Mail, fax, sales persons, and vendors			
2) Office Procedures			
• Care and maintain standard office equip			
• Keep patient records updated			
• Filing, retrieving material, and records			
• Mailing list, tickler file, labels			
• Billing update, billing by mail			
• Typing			
• Proper use of zip codes			
• Use of proper inventory			
• Prepare and deposit daily receipts			
• Check invoices received, compute extensions, and calculate discounts			
• Process and write checks			
3) Medical Transcription			
• Use of Medical terminology			
• Transcription of medical reports, case histories, operative reports			
• Use of medical abbreviations and symbols			
• Documentation of all patient communications			
4) Insurance			
• Coding of insurance forms for medical treatments			
• Processing accurately and completely all insurance forms			
• Comprehend different types insurance coverage			
5) Safety			
• Adhere to safety regulations in patient care			
• Proper handling of handicapped patients (wheel chair, crutches, canes etc.)			
• Proper disposal of contaminated equipment			
• Adhere to proper hygiene			
• Understand and apply methods of infection control			
6) Physical Measures			
• Knowledge of taking Vitals (pulse, temperature, respiration, blood pressure, height, weight)			

<ul style="list-style-type: none"> • Demonstrates capture of temperature, pulse and respirations (TPR), blood pressure (BP) using manual and electronic vital sign devices. 			
<ul style="list-style-type: none"> • Demonstrates correct use of automatic vital sign devices 			
7) Examinations			
<ul style="list-style-type: none"> • Patient preparation for: <ul style="list-style-type: none"> - Gathering routine history and physical exam - Pelvic, eye, ear, and rectal 			
<ul style="list-style-type: none"> - Patient positioning sitting/lying Sims, horizontal, recumbent, prone, jackknife, dorsal recumbent, knee-chest fowlers, and semi fowlers 			
<ul style="list-style-type: none"> • Prepare equipment for procedures, tests, physical therapy 			
8) Basic Laboratory			
<ul style="list-style-type: none"> • Supports tests: labeling, transportation, collections of blood, urine etc. 			
<ul style="list-style-type: none"> • Instruct patients to collect and label specimens 			
<ul style="list-style-type: none"> • Give special instruction for diagnostic testing, x-ray procedures 			
9) Drugs and Medication			
<ul style="list-style-type: none"> • Understanding of: <ul style="list-style-type: none"> - Commonly prescribed drugs - Dosage, side effects, actions, contradictions and indications - Medical abbreviations - Systems of measurement - Drug classifications - Methods of administering drugs and medication 			
<ul style="list-style-type: none"> • State, federal and local drug laws 			

Total Hours: 3000

The above on-the-job-learning (OJL) work process competencies are intended as a guide. It need not be followed in any particular sequence, and it is understood that some adjustments may be necessary in the hours allotted for different work experience. In all cases, the apprentice is to receive sufficient experience to make them fully competent and use good workmanship in all work processes, which are a part of the industry. In addition, the apprentice shall be fully instructed in safety and OSHA requirements.

Apprenticeship Competencies – Behavioral

In addition to mastering all of the essential technical competencies, an apprentice must consistently demonstrate at an acceptable level the following behavioral competencies in order to complete the apprenticeship.

Item #	Behavioral Competencies
1.	Participation in team discussions/meetings
2.	Focus in team discussions/meetings
3.	Focus during independent work
4.	Openness to new ideas and change
5.	Ability to deal with ambiguity by exploring, asking questions, etc.
6.	Knows when to ask for help
7.	Able to demonstrate effective group presentation skills
8.	Able to demonstrate effective one-on-one communication skills
9.	Maintains an acceptable attendance record
10.	Reports to work on time
11.	Completes assigned tasks on time
12.	Uses appropriate language
13.	Demonstrates respect for patients, co-workers and supervisors
14.	Demonstrates trust, honesty and integrity
15.	Requests and performs work assignments without prompting
16.	Appropriately cares for personal dress, grooming and hygiene
17.	Maintains a positive attitude
18.	Cooperates with and assists co-workers
19.	Follows instructions/directions
20.	Able to work under supervision
21.	Able to accept constructive feedback and criticism
22.	Able to follow safety rules
23.	Able to take care of equipment and work place
24.	Able to keep work area neat and clean
25.	Able to meet supervisor's work standards
26.	Able to not let personal life interfere with work
27.	Adheres to work policies/rules/regulations

Appendix A4
RELATED INSTRUCTION OUTLINE
MEDICAL ASSISTANT
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The related instruction has been developed in cooperation with employer-partners as part of the apprenticeship. The following is a set of courses to be delivered by subject matter experts.

Related Technical Instruction (RTI) - This instruction shall include, but not be limited to, at least 144 hours per year for each year of the apprenticeship. The related theoretical education listed below is tightly integrated with real work products. The curriculum is defined as a variety of classes, around which the exams and projects are based. By defining the RTI this way, all competencies required of the students are met, through project work.

<u>Course Topics:</u>	<u>Hours</u>
Vitals	18
Medication Administration	18
Specimen Preparation	18
Patient Preparation	18
Diagnostic Testing	18
Phlebotomy	20
Pharmacology	20
Cardiovascular	20
<u>Total Hours:</u>	<u>150 Hours</u>

Course Descriptions:

Vitals

Course Description: Learn to accurately measure and record patient vital signs.

Medical Administration

Course Description: Gain expertise in administering medications and injections safely.

Medical Record Keeping

Course Description: Develop skills for maintaining accurate and up-to-date patient records.

Specimen Preparation

Course Description: Understand how to prepare specimens for laboratory testing.

Patient Preparation

Course Description: Discover best practices for preparing patients for examinations and treatments.

Diagnostic Testing

Course Description: Acquire knowledge in diagnostic procedures and testing.

Plebotomy

Course Description: Learn the techniques of drawing blood for testing.

Pharmacology

Course Description: Explore the fundamentals of medications and their uses.

Cardiovascular

Course Description: Study the essentials of the cardiac system and its functions.

SECTION 27 - OFFICIAL ADOPTION OF APPRENTICESHIP STANDARDS

Nevadaworks hereby adopts these standards of apprenticeship.

Sponsor(s) designate the appropriate person(s) to sign the standards on their behalf.

Signature of Sponsor (*designee*)

Date:_____
