

Appendix A1

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**

Richard J. Williams, 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 MEDICAL ASSISTANT

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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 \$ 13.00 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 \$ 16.73. Wages will be based on regional ranges.

1-Year Term Example:

1st 12 months = \$13.00
Ending wage: \$16.73

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.

Appendix A1

WORK PROCESS SCHEDULE MEDICAL ASSISTANT

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

Apprenticeship Competencies – Technical

	APPROXIMATE HOURS
1. Receptionist Duties	200
a) Patient check in and checkout	
b) Incoming and outgoing telephone calls	
c) Schedule appointments and patients	
d) Handle cancellations and no shows	
e) Off the street customers	
f) Emergency patients	
g) Mail, fax, sales persons, and vendors	
2. Office Procedures	200
a) care and maintain standard office equip	
b) keep patient records updated	
c) filing, retrieving material, and records	
d) mailing list, tickler file, labels	
e) billing update, billing by mail	
f) typing	
g) proper use of zip codes	
h) use of proper inventory	
i) Prepare and deposit daily receipts	
j) check invoices received, compute extensions, and calculate discounts	
k) Process and write checks	
3. Medical Transcription	300
a) use of Medical terminology	
b) transcription of medical reports, case histories, operative reports	
c) use of medical abbreviations and symbols	
d) documentation of all patient communications	
4. Insurance	100
a) coding of insurance forms for medical treatments	
b) processing accurately and completely all insurance forms	
c) comprehend different types insurance coverage	
5. Safety	200
a) safety regulations in patient care	

<ul style="list-style-type: none"> b) proper handling of handicapped patients (wheel chair, crutches, canes etc.) c) proper disposal of contaminated equip. d) proper hygiene e) methods of infection control 	
6. Physical Measures	200
<ul style="list-style-type: none"> a) Knowledge of taking pulse, temperature, respiration, blood pressure, height, weight 	
7. Examinations	400
<ul style="list-style-type: none"> a) patient preparation for: <ul style="list-style-type: none"> 1. gather routine history and physical exam 2. pelvic, eye, ear, and rectal b) patient positioning sitting/lying sims, horizontal recumbent, prone, jackknife, dorsal recumbent, knee-chest fowlers, semi fowlers c) prepare equipment for procedures, tests, physical therapy 	
8. Basic Laboratory	100
<ul style="list-style-type: none"> a) Tests: labeling, transportation, collections of blood, urine etc. b) Instruct patients to collect and label specimens c) Give special instruction for diagnostic testing, x-ray procedures 	
9. Drugs and Medication	300
<ul style="list-style-type: none"> a) Understanding of: <ul style="list-style-type: none"> 1. commonly prescribed drugs 2. dosage, side effects, actions, contradictions and indications 3. medical abbreviations 4. system of measurement 5. drug classifications 6. methods of administering drugs and medication b) State, federal and local drug laws 	
TOTAL HOURS	2,000

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

**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 product. 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.

COURSE	HOURS
Clinical Medical Assistant (TMCC)	170 hours
<p>The accelerated program will train apprentices to assist physicians by performing functions related to the clinical responsibilities of a medical office. Instruction includes preparing patients for examination and treatment, routine laboratory procedures, diagnostic testing, the technical aspects of phlebotomy and the cardiac life cycle. Discussion topics include pharmacology, the proper use and administration of medications, taking and documenting vital signs, cardiology including proper lead placements, professional behavior, ethics and legal aspects. <i>Note: Upon successful completion of this program, apprentices will sit for the National Healthcareer Association Certified Clinical Medical Assistant national examination.</i></p>	
American Heart Association BLS/CPR	3 hours
Employer Specific Topics (Orientation, EPIC, etc)	20 hours
TOTAL HOURS	193 hours