



CRANSTON RIDGE MEDICAL CLINIC



COMPETENCY INDICATORS DOCUMENT FOR MEDICAL OFFICE ASSISTANT STUDENT

CRMC MOA Diploma Student's Name: _____

Date by when proficiency must be attained: _____

Please, signify level of contractor's attainment in each area by crossing out 1, 2, or 3.

1 = Less than Satisfactory; 2 = Barely Sufficient / Needs Improvement; 3 = Optimal.

Level 3 in all indicators is required by deadline date to achieve the CRMC MOA Diploma

CLINICAL SKILLS FOR MEDICAL OFFICE ASSISTANT	1	2	3	Comments
Telephone Technique				
Answers using proper greeting				
Determines the reason for the call				
Determines the appropriate actions based on reason				
Taking Telephone Messages				
Records date and time				
Records caller's name on message				
Records proper message and return phone number				
Appointment Scheduling				
Ability to determine the reason for the appointment				
Determines the length of the appointment				
Appointment changes				
Patient Charts				
Updates existing patient registration information				
Obtains new patient registration information				
Chart documentation				
Organizes patient's medical chart				
Colour-coding and filing				
Deals with requests to release patient's information from CRMC				
Filing lab results etc.				
Billing				
Diagnostic coding				
Enters charges into a billing system				
Medical/Nursing Assisting				
Stocking up examination rooms				
Setting up for procedures (pap, etc.)				
Vital signs				
Urinalysis				
Universal blood and bodily fluids precautions				
Communication				
Communicates in a professional manner				
Uses problem-solving techniques to resolve conflicts				
Demonstrates sensitivity to cultural diversity				
Demonstrates coping techniques during stressful situations				
Professional Standards				
Arrives on time prepared to work				
If unable to attend due to illness notifies clinic by time				
Takes assigned breaks without exceeding time				
Conforms to dress code including name tag				
Attitude toward work				
Accepts constructive criticism				
Is focused and organized				
Security				
Complies with security requirements				

Lead/Senior MOA's Signature _____

Clinical Manager's Signature _____

Date _____