



<b>NHA Certified Clinical Medical Assistant (CCMA)</b> <b>Detailed Test Plan*</b> <i>150 scored items, 10 pretest</i> <i>Exam Time: 2 hours 40 minutes</i>		# items
<b>1. Patient Care</b>		<b>70</b>
<b>A. General Patient Care</b>		<b>53</b>
1.	Identify patients before providing care.	
2.	Perform CLIA-waived laboratory procedures.	
3.	Monitor patient's environmental safety (e.g., fall precautions, faulty equipment, transmission precautions).	
4.	Dispose of biohazardous materials as dictated by OSHA (e.g., sharps containers, red bags).	
5.	Use universal, standard, and transmission-based precautions.	
6.	Identify abnormal patient values for triage purposes (e.g., laboratory results, vital signs, diagnostic tests).	
7.	Obtain patient vital signs using manual devices (e.g., pressure cuff, stethoscope).	
8.	Obtain patient vital signs using automatic devices (e.g., thermometers, pulse oximetry).	
9.	Perform adult anthropometric measurement.	
10.	Perform pediatric anthropometric measurement.	
11.	Perform measurement conversions (e.g., weight, height, medication).	
12.	Position patients according to care needs.	
13.	Maintain patient examination rooms.	

\*based on the results of the Job Analysis Study completed in 2011

14.	Assist healthcare providers during clinical procedures.	
15.	Provide medical instruments according to care needs (e.g., syringe for intramuscular injection, needle holder for suturing).	
16.	Administer oral medications.	
17.	Administer parenteral medications.	
	a) Topical	
	b) Transdermal	
	c) Intramuscular	
	d) Intradermal	
	e) Subcutaneous	
18.	Perform pulmonary function testing.	
19.	Perform visual acuity tests.	
20.	Perform suture removal.	
21.	Perform basic wound care (e.g., dressing changes, lavage).	
22.	Obtain and label specimens for diagnostic purposes.	
23.	Demonstrate correct body mechanisms in a healthcare setting (e.g., patient transfer, equipment moving, computer use).	
24.	Perform eye and ear irrigation.	
25.	Perform first aid, CPR, and rapid response procedures appropriately.	
26.	Perform appropriate aseptic technique for various clinical situations	
	a) Sterilization	
	b) Disinfection	
	c) Sanitization	
27.	Modify clinical responses with patients based on special considerations (e.g., pediatric, geriatric, disability, disease progression).	
28.	Manage inventory of clinical supplies.	

<b>B.</b>	<b>Patient Care and Preparation Related to Phlebotomy and EKG</b>	<b>17</b>
1.	Conduct appropriate introduction to the patient.	
2.	Explain the phlebotomy procedure to be performed to the patient.	
3.	Review the requisition for testing requirements and patient identity.	
4.	Determine venipuncture site accessibility based on patient age and condition.	
5.	Verify patient compliance with testing requirements (e.g., fasting, medication, basal state).	
6.	Prepare the patient	
	a) EKG monitoring (e.g., patient history, cardiac medications, patient positioning)	
	b) Holter monitoring	
	c) Telemetry monitoring	
7.	Apply electrodes on patients	
	a) EKG monitoring	
	b) Holter monitoring	
	c) Patients with special considerations (e.g., right-sided heart, posterior chest, amputations)	
8.	Respond to complications during stress testing.	
9.	Verify patient understanding of Holter monitor procedures.	

<b>2. Communication</b>	<b>15</b>
A. Document medical information using approved medical terminology.	
B. Communicate with other healthcare professionals using medical terminology.	
C. Adhere to HIPAA regulations regarding Protected Health Information (PHI).	
D. Reinforce patient understanding of medical information.	
E. Observe the chain of command in a healthcare setting.	
F. Report abnormal patient values to appropriate healthcare providers.	
G. Conduct written communication with patients and other healthcare professionals.	
H. Conduct communication with patients and other healthcare professionals using information technology (e.g., EPIC, EMR-EHR programs).	
I. Explain general office procedures to patients.	
J. Modify communication with patients based on special considerations (e.g., pediatric, geriatric, disability, disease progression).	
K. Locate community resources and information for patients/employers.	
<b>3. Office Administration</b>	<b>18</b>
A. Manage patient medical records.	
B. Obtain patient information (e.g., demographics, insurance, 3 <sup>rd</sup> party payer).	
C. Obtain patient consent for services.	
D. Schedule inpatient admissions and procedures.	
E. Schedule outpatient admissions and procedures.	
F. Manage appointment scheduling.	
G. Adhere to HIPAA regulations concerning insurance.	
H. Respond during patient refusal of treatment (e.g., against medical advice (AMA)).	
I. Perform office opening procedures (e.g., answering service, building security).	
J. Perform office closing procedures (e.g., answering service, data backup).	

K.	Manage physicians' professional schedules.	
L.	Maintain human resources documentation (e.g., licensure, training, CEUs).	
M.	Manage inventory of office supplies.	
N.	Perform basic diagnostic coding.	
O.	Perform basic procedural coding.	
<b>4. Medical Law and Ethics</b>		<b>10</b>
A.	Address patient concerns according to the Patient's Bill of Rights.	
B.	Maintain safety in the workplace according to regulatory standards (e.g., OSHA, Joint Commission, CLIA).	
C.	Follow chain of custody protocol (e.g., drug testing, rape kits).	
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).	
E.	Recognize and respond to emergency situations (e.g., fire, hostage, biological hazard).	
<b>5. Phlebotomy</b>		<b>25</b>
<b>A.</b>	<b>Collections</b>	<b>15</b>
1.	Demonstrate proper insertion and removal techniques for venipuncture.	
2.	Perform capillary collection method based on patient age and condition.	
3.	Ensure patient safety throughout the collection process.	
4.	Perform venipuncture steps in correct order (e.g., evacuated tube system, syringe, winged collection set).	
5.	Perform capillary (dermal) puncture steps in correct order.	
6.	Recognize common complications from primary collection (e.g., lack of blood flow, hematoma, petechiae, nerve injury).	
7.	Identify problematic patient signs and symptoms throughout collection (e.g., syncope, diaphoresis, nausea, seizure).	
8.	Follow order of draw for venipuncture.	

9.	Follow order of draw for capillary collection.	
10.	Ensure that tube additives are appropriate for testing requirements.	
11.	Assemble equipment needed for primary blood collections.	
12.	Invert evacuated tubes with additives after collection.	
13.	Verify quality of equipment (e.g., sterility, expiration date, manufacturer's defects).	
14.	Perform blood culture collections.	
15.	Assist other healthcare professionals with blood culture collections.	
16.	Collect blood samples for inborn errors of metabolism (e.g., PKU, galactosemia).	
<b>B.</b>	<b>Processing</b>	<b>10</b>
1.	Label all specimens.	
2.	Perform quality control for CLIA-waived procedures.	
3.	Transport specimens based on handling requirements (e.g., temperature, light, time).	
4.	Explain non-blood specimen collection procedures to patients (e.g., stool, urine, semen, sputum).	
5.	Handle patient-collected, non-blood specimen.	
6.	Avoid pre-analytical errors.	
7.	Adhere to chain of custody guidelines when required (e.g., forensic studies, blood alcohol, drug screen).	
8.	Prepare samples for transportation to a reference (outside) laboratory.	
9.	Coordinate communication between non-laboratory personnel for processing and collection.	
10.	Use technology to input and retrieve specimen data.	
11.	Report critical values to point of care testing.	
12.	Distribute laboratory results to ordering providers.	

<b>6. EKG Monitoring</b>	<b>12</b>
A. Calculate patient heart rate from the EKG tracing (e.g., 6-second method, R to R, sequencing).	
B. Identify artifacts from the tracing (e.g., wandering baseline, somatic, electrical).	
C. Resolve artifacts from the tracing (e.g., wandering baseline, somatic, electrical).	
D. Record 12-lead EKG on a patient.	
E. Verify the leads recorded on an EKG.	
F. Upload a completed EKG to a patient's electronic medical record.	
G. Mount a completed EKG for a patient's chart.	
H. Measure a patient's heart rhythm from the EKG tracing.	
I. Inspect the waveforms of a cardiac cycle for symmetry, direction, and amplitude (e.g., P waves, QRS complexes, ST segments, T waves).	
J. Measure a patient's heart conduction from the EKG tracing (e.g., PR-interval (PRI), QRS duration, QT-interval).	
K. Identify the major classifications of arrhythmias from the EKG tracing (e.g., sinus, atrial, ventricular, junctional).	
L. Identify the major variances to waveforms related to ischemia, injury, or infarction.	
M. Respond to potentially life-threatening arrhythmias.	
N. Verify EKG machine paper speed (e.g., 25mm, 50mm).	
O. Verify EKG machine sensitivity (e.g., h, 1, 2).	
P. Maintain EKG equipment and the work environment.	
Q. Recognize pacemaker spikes on an EKG tracing.	