## DACUM Competency Profile for Medical Assistant

A Medical Assistant (MA) is one who works under the direction of the healthcare provider (e.g., physician, NP, PA) to facilitate total patient care.

<table>
<thead>
<tr>
<th>Duties</th>
<th>Tasks</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Perform patient Intake</strong></td>
<td>A-1 Initiate first patient contact</td>
</tr>
<tr>
<td><strong>Manage Administrative Operations</strong></td>
<td>B-1 Perform routing triage to clinical personnel or support staff</td>
</tr>
<tr>
<td><strong>Maintain Patient Electronic Health Records</strong></td>
<td>C-1 Maintain system security</td>
</tr>
<tr>
<td><strong>Prepare Patient for Medical Appointment</strong></td>
<td>D-1 Verify patient identification</td>
</tr>
<tr>
<td></td>
<td>Maintain Standard Precautions</td>
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<tr>
<td>E</td>
<td>Adhere to hand hygiene policy</td>
</tr>
<tr>
<td>E</td>
<td>Perform Patient Clinical Procedures</td>
</tr>
<tr>
<td>F</td>
<td>Measure and record appointment-specific vital signs</td>
</tr>
<tr>
<td>F</td>
<td>Set up Holter Monitor</td>
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<tr>
<td>F</td>
<td>Adhere to clinical HIPAA policy</td>
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<td>G</td>
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<tr>
<td>H</td>
<td>Assist with Clinical Procedures</td>
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<tr>
<td>H-1</td>
<td>Assist with patient emergencies</td>
</tr>
<tr>
<td>H-2</td>
<td>Obtain completed clinical consent form</td>
</tr>
<tr>
<td>H-3</td>
<td>Prepare patient for procedure</td>
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<tr>
<td>H-4</td>
<td>Set up trays for various procedures</td>
</tr>
<tr>
<td>H-5</td>
<td>Assist with physical exam</td>
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<tr>
<td>H-6</td>
<td>Identify body site for procedure</td>
</tr>
<tr>
<td>H-7</td>
<td>Assist with catheter placement and removal</td>
</tr>
<tr>
<td>H-8</td>
<td>Assist with laceration repair</td>
</tr>
<tr>
<td>H-9</td>
<td>Assist with burn care</td>
</tr>
<tr>
<td>H-10</td>
<td>Assist with x-ray positioning</td>
</tr>
<tr>
<td>H-11</td>
<td>Assist with PAP test and pelvic exams</td>
</tr>
<tr>
<td>H-12</td>
<td>Assist with rectal exam</td>
</tr>
<tr>
<td>H-13</td>
<td>Assist with I &amp; D (incise and drain) abscess</td>
</tr>
<tr>
<td>H-14</td>
<td>Assist with diabetic nail care</td>
</tr>
<tr>
<td>H-15</td>
<td>Assist with toe nail removal</td>
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<tr>
<td>H-16</td>
<td>Assist with IVs</td>
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<tr>
<td>H-17</td>
<td>Assist with skin lesion treatment</td>
</tr>
<tr>
<td>H-18</td>
<td>Assist with removal of foreign body</td>
</tr>
<tr>
<td>H-19</td>
<td>Assist with specialty procedures</td>
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<tr>
<td>H-20</td>
<td>Assist with cardiac stress test</td>
</tr>
<tr>
<td>H-21</td>
<td>Assist with casting and orthotics</td>
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<tr>
<td>H-22</td>
<td>Assist with circumcisions</td>
</tr>
<tr>
<td>H-23</td>
<td>Assist with biopsy</td>
</tr>
<tr>
<td>H-24</td>
<td>Assist with colonoscopy</td>
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<tr>
<td>H-25</td>
<td>Assist with flexible sigmoidoscopy</td>
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<tr>
<td>H-26</td>
<td>Assist with pediatric exam</td>
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</tbody>
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<table>
<thead>
<tr>
<th>I</th>
<th>Administer Medications</th>
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<tbody>
<tr>
<td>I-1</td>
<td>Administer ophthalmic medications</td>
</tr>
<tr>
<td>I-2</td>
<td>Administer nasal medications</td>
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<tr>
<td>I-3</td>
<td>Administer otic medications</td>
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<tr>
<td>I-4</td>
<td>Administer oral medications</td>
</tr>
<tr>
<td>I-5</td>
<td>Perform nebulizer treatments</td>
</tr>
<tr>
<td>I-6</td>
<td>Administer therapeutic injections</td>
</tr>
<tr>
<td>I-7</td>
<td>Administer topical medications</td>
</tr>
<tr>
<td>I-8</td>
<td>Administer suppositories</td>
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<tr>
<td>I-9</td>
<td>Administer oxygen</td>
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<table>
<thead>
<tr>
<th>J</th>
<th>Provide Patient Education</th>
</tr>
</thead>
<tbody>
<tr>
<td>J-1</td>
<td>Review care plan with patient</td>
</tr>
<tr>
<td>J-2</td>
<td>Clarify medical terminology in laymen’s terms</td>
</tr>
<tr>
<td>J-3</td>
<td>Relay test results</td>
</tr>
<tr>
<td>J-4</td>
<td>Provide medication information</td>
</tr>
<tr>
<td>J-5</td>
<td>Follow-up with patient post appointment (after visit summary)</td>
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<tr>
<td>J-6</td>
<td>Provide vaccine information</td>
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<tr>
<td>J-7</td>
<td>Explain medical procedures</td>
</tr>
<tr>
<td>J-8</td>
<td>Provide wound care instruction</td>
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<tr>
<td>J-9</td>
<td>Provide adaptive equipment instruction</td>
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<table>
<thead>
<tr>
<th>K</th>
<th>Facilitate Operational Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>K-1</td>
<td>Perform operational huddle</td>
</tr>
<tr>
<td>K-2</td>
<td>Perform clinical huddle</td>
</tr>
<tr>
<td>K-3</td>
<td>Maintain internal electronic messaging</td>
</tr>
<tr>
<td>K-4</td>
<td>Manage incoming and outgoing patient messaging</td>
</tr>
<tr>
<td>K-5</td>
<td>Coordinate communication with external providers/ancillary services</td>
</tr>
<tr>
<td>Manage Clinical Operations</td>
<td>L-1 Follow up on referrals</td>
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</tr>
<tr>
<td>M-1 Maintain ethical standards</td>
<td>M-2 Adhere to current documentation standards</td>
</tr>
<tr>
<td>N-1 Achieve “Super User” status for electronic health records</td>
<td>N-2 Become a “Train-the-Trainer” for new technologies</td>
</tr>
<tr>
<td>N-10 Assist with patient navigation</td>
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</tr>
</tbody>
</table>
DACUM Competency Profile for

MEDICAL ASSISTANT

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Produced by:
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**Acronyms/Abbreviations Used**

ACLS: Advanced Cardiac Life Support  
AED: Automatic External Defibrillator  
BiPAP: Biphasic Positive Airways Pressure  
BLS: Basic Life Support  
CAIR: California Immunization Registry  
CDP: Cancer Detection Program  
CHDP: Child Health and Disability Prevention  
CLIA: Clinical Laboratory Improvement Amendments  
COI: Certificate of Insurance  
CMA: Certified Medical Assistant  
CPAP: Continuous Positive Airway Pressure  
CPR: Cardiopulmonary Resuscitation  
CPT: Current Procedural Term  
CPT: Certified Phlebotomy Technician  
CV: Cardiovascular  
DHS: Department of Health Services  
DPH: Department of Public Health  
EHR: Electronic Health Record  
EKG: Electrocardiogram  
EMR: Electronic Medical Record  
FAM PACT: Family Planning Access to Care and Treatment  
HCG: Human Chronic Gonadotropin (pregnancy test)  
HIPAA: Health Insurance Portability and Accountability Act  
HIT: Health Information Technology  
HIV: Human Immunodeficiency Virus  
HMO: Health Maintenance Organization  
HTN: Hypertension  
ICD: International Classification of Diseases  
INR: International Normalized Ratio  
IPA: Independent Practice Association  
IV: Intravenous  
LEEP: Loop Electrosurgical Excision Procedure  
LVN: Licensed Vocational Nurse  
MA: Medical Assistant  
Medi-Cal: Medicaid program in California  
MI: Myocardial Infarction  
MSDS: Material Safety Data Sheets  
OSHA: Occupational Safety & Health Administration  
PALS: Pediatric Advanced Life Support  
PCMH: Patient Centered Medical Home  
PCP: Primary Care Provider  
PFT: Pulmonary Function Test  
PICC: Peripherally Inserted Central Catheter  
POCT: Point of Care  
PPO: Preferred Provider Option  
PPE: Personal Protective Equipment  
PT/INR: Prothrombin Time/International Normalized Ratio  
RMA: Registered Medical Assistant  
RN: Registered Nurse  
SBAR: Situation-Background-Assessment-Recommendation  
SCA: Sudden Cardiac Arrest  
TAR: Treatment Authorization Request  
TB: Tuberculosis/PPD (Purified Protein Derivative)  
VFC: Vaccine For Children
**Worker Characteristics and Behaviors**

Accountability  
Anticipatory vision  
Caring  
Change agent  
Community outreach  
Compassionate  
Conscientious  
Disciplined  
Doesn’t set limits on self (willing to jump in)  
Emotional intelligence  
Empathy  
Enjoy what they do  
Ethical  
Family-centered  
Flexible  
Forward-thinking  
Good communicator at various levels  
Good time management skills  
Hardworking  
Holistic approach  
Honest  
Innovative  
Integrity  
Knows boundaries  
Knowledgeable  
Leadership  
Listening skills  
Marketing/selling services  
Motivated  
Multi-tasker  
Open partnering with providers/ MD Patient  
Patient-centered  
Patient/Staff Advocate  
Positive role model  
Proactive, action-oriented  
Problem-solver  
Professional  
Reliability  
Respectful  
Responsible  
Self-motivated  
Sense of humor  
Staff motivator  
Teacher  
Team player  
Trustworthy  
Visionary  
Wanting and doing more than is expected  
Willing to learn  
Willing to teach  
Work ethic  

**Future Trends**

Increased technology  
More office procedures vs. hospital  
Multi-lingual offices  
Flexible office hours  
Increase of government control of healthcare cost  
Increased educational requirements of Medical Assistants  
Mandatory certification  
Team-based care  
Shift to preventive medicine/treatment  
Increased use of complementary care  
Return/different strains of pathogens  
Changes in antibiotic use/misuse/overuse  
More computerized medical records  
Concierge medicine/ more accessibility  
More patient education  
Holistic care  
ICD-10  
Changes in pharmacology  
Interfacing EHR  
Increased computer skill level  
Increased number of patients  
PCMH  
Increased number of standardized procedures  
Open/advanced access  
Patient Navigation Center  
Implementation of Affordable Care Act
Tools, Equipment, Supplies, and Materials

**Business & Front Offices**
Alphabetical/Numerical sorter
Answering Service
Appointment Book
Appointment Cards
Calculator
Charts/dividers/labels
Clipboard
Clock
Computer
Credit Card Machine
Date stamper
Daysheets (If office not computerized)
Dictaphone
Emergency lighting
Envelopes (various sizes)
Fax
File Cabinets
Flash Light
Forms (HCFA billing/health history/new patient)
General Ledger (If office not computerized)
HIPPA Form
Internet Access
Labels
Letterhead
Manila file folders
Markers
MSDS (material safety data sheets)
Office Furniture
Paper
Paper Clips
Paper Cutter
Paper Punch
Paper Shredder
Pens
Pencils
Pencil Sharpener
Photocopier
Policies and Procedure manual
Post-it-notes
Postal Machine and Meter

Printers
Reference Books:
- Gray’s Anatomy
- ICD-10-CM (International Classification of Diseases, 10th Revision Clinical Modification)
- CPT (Current Procedural Terminology)
- HCPCS (Healthcare Common Procedure Coding System)
- HCFA (Health Care Financing Administration)
- PDR (Physician’s Drug Reference)
- Medical Dictionary
Scissors
Software (Billing, AP/AR, Word Processing)
Stapler/staples
Tacks
Tape
Telephone
Telephone directory
Telephone message pads

**General Housekeeping Supplies**
Bleach
Broom
Cleaning supplies
Disinfectant
Dust pan
Dust cloth
Lotion
Mop
Paper towels
Scrub brushes
Soap
Sweeper
Toilet brush
Toilet paper
Toilet seat covers
Back Office
Ace bandages
Alcohol
Alcohol wipes
Ambu-Bag
Anal basins
Anal scope & Supplies
Audiometry equipment
Autoclave/tape/bags
Band-aid
Bedpan
Betadine
Bio-hazardous/hazardous waste containers
Blood glucose monitor/Test strips
Breathalyzer
Butterfly needles
Casting materials
Cast removal machine
Catheters/urinary
Centrifuge
Chemical sterilant
Chemical/thermal packs
Chux
Circumcision board
Colonoscope
Cotton balls
Cotton tip applicators
Crash cart
Crutches
Culturettes (bacterial/viral)
Dermabond
Diapers
Digital camera
Diluent solution
Diluent water
Doppler Monitor
Dosimeter
Drainage tube
Drapes/gowns/capes
Dressing supplies/wound packing supplies
Drugs & solutions
Drug screening equipment
Dysol (Aluminum Chloride)
EKG machine/supplies
Electro-cautery
Emergency lighting
Emesis basin
Endocervical curettes
Examination table/chair
Eye occluders
Flash light
Fleet enemas
Foot cradle
Formalin
Gauze/tube/pads/sterile
Germicide solution
Gloves/sterile/utility
Gram stain supplies
Gurney
Head/hand mirror
Fecal occult blood test supplies
Hemoglobin A1C machine/kit
Highlighters
Hot packs
Hydrogen peroxide
Ice packs
Irrigation tray
Ishihara color plates
Lab slides/cover slips
Labels
Lancet
Laryngeal mirror
Lights
Linens
Lubricant
Kidney basin
Marking pens for skin
Masks/caps
Medication cups
Microcapillary hematocrit tubes
Microscope
Mono Spot Test Kits
MSDS (Material Safety Data Sheets)
Nasal scopes
Non-rebreather mask
Normal saline
Ophthalmoscope
Otoscope/otoscope sheaths
Oxygen/tank/masks/tubing
Pap light
Pap smear fixative
Pap smear kit
Paper
Paper clips
Paper punch
Paper sheeting for exam table
Patient gowns
Peak flow meter
Pencils
Pens
Phenol solution
Pillows/pillow case covers
Back Office (continued)

Pipette
Pocket mask
Podophyllin solution
Polaroid camera
Policies & procedures manual
Post-it-notes
Potassium hydroxide
Pregnancy test kits
Prescription pads
Protective wear (gowns/masks/face shields/goggles)
PT INR machine
Pulmonary nebulizer
Pulse oximeter
Punch biopsy kit
Rapid strep kit
 Razors
Reference books
Reflex hammer
Refrigerator/freezer
Refrigerator thermometer
Sanitary napkins
Scale adult & baby
Scissors
Secure shredder container
Sharps container
Sigmoid scope
Silvadene
Slings
Snellen chart/ eye chart
Speculums
Sphygmomanometer
Spirometer
Splints/braces
Staples/staple remover

Sterile water
Sterile wrap (autoclave)
Steristrips
Stethoscope
Suction equipment/instruments
Surgical instruments
Surgical tape
Suture removal equipment
Sutures
Syringes/needles
Tape measure
Telephone
Telephone directory
Telephone message pads
Thermometer (Toral/rectal/aural/temporal)
Thermometer sheaths
Timer
Tincture of Benzoin
Tongue depressors
Tourniquets
Towels
Trach tubes
Trash cans
Tube gauze and applicator
Tubex syringe holders
Tympanometer
Urinalysis dipstick machine
Urine cups
Urine dipstick
Vacutainer (needles/tubes)
Walkers
Watch
Waterpik/ear syringe
Wheel chair
### General Knowledge and Skills

#### Skills/Knowledge
- Accounts Payable
- Accounts Receivable
- Anatomy and Physiology
- Available healthcare resources
- Banking/check writing
- Basic math skills
- Basic computer skills
- Basic psychology
- Bookkeeping skills
- CLIA (Clinical Laboratory Improvement Amendment) regulations
- Clinical procedures
- Critical thinking
- CPR- BLS
- Documentation/forms
- Durable power of attorney
- Electronic medical billing
- Emergency protocols
- Ethics
- Gender/cultural diversity
- HCPCS common procedure coding system
- HCFA’s Health Care Financing Administration
- HIPAA
- ICD-10-CM (International Classification of Diseases, 10th Revision Clinical Modification)
- Insurance
- Insurance terminology
- Joint Commission
- Leadership skills
- Legal issues/aspects of healthcare
- Mandated reporting
- Medical terminology
- New equipment
- Organization principles
- OSHA regulations
- Pathophysiology
- Patient education skills
- PDR (Physicians’ Desk Reference)
- Pharmacology
- Policies and procedures
- Problem-solving
- Scheduling
- Scope of practice/state regulations
- Standard procedures of infection control
- Sterile technique
- Stress management
- Telephone and email etiquette
- Time management skills

#### Specialties
- Internal Medicine
- Cardiology
- Drug and Alcohol
- Sports Medicine
- Gastroenterology
- Occupational medicine
- Physical Therapy
- Neurology
- Pediatrics
- Women’s Health
- Endocrinology
- Oral Surgery
- Urology
- Ophthalmology
- Orthopedics
- Plastic surgery
- Podiatry
- Ear Nose Throat
- Nephrology
- Corrections/ prison healthcare
- Infectious Disease
- Minor Surgery
- General Surgery
- Breast Care
- OB/GYN
- Dermatology
- Geriatrics
- Oncology
- Pulmonology

#### Certifications
- CPR-Cardiac Life Support
- CCMA- California Certified Medical Assistant
- CMA (AAMA) – Certified Medical Assistant
- RMA- Registered Medical Assistant
- PFT- Pulmonary function testing
- Phlebotomy