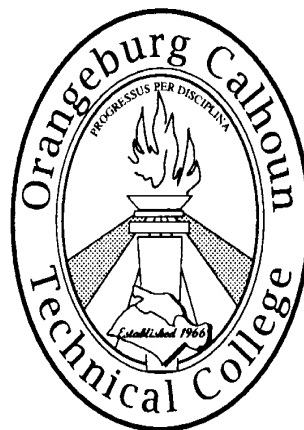


MEDICAL LAB OFFICE ASSISTING COMPETENCY PROFILE



ORANGEBURG-CALHOUN TECHNICAL COLLEGE

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MEDICAL LAB OFFICE ASSISTING COMPETENCY PROFILE

Medical Lab Office Assistant: A Medical Lab Office Assistant assists in business, medical procedures, and the general operations of the medical environment.

A. PERFORM BASIC OFFICE TECHNIQUES	A-1 DEVELOP POSITIVE CUSTOMER SERVICE SKILLS	A-2 PERFORM BASIC TYPING WITH SPEED & ACCURACY	A-3 OBSERVE OFFICE PROTOCOL	A-4 RESPECT PATIENT'S RIGHT TO PRIVACY (HIPAA)		A-5 RECEIVE PROPER AUTHORIZATION BEFORE RELEASING MEDICAL INFORMATION	
	A-6 RECORD/FILE CHART INFORMATION CORRECTLY & BRIEFLY	A-7 USE BRIEF/CLEAR NOTES IN CHARTING	A-8 ADHERE TO LEGALITIES OF CHARTING	A-9 GATHER ACCURATE REGISTRATION & INSURANCE INFORMATION	A-10 SCHEDULE APPOINTMENTS	A-11 MAKE REFERRALS WITH COMPLETE INFORMATION	
	A-12 PERFORM BILLING & COLLECTION TECHNIQUES	A-13 FILE <i>(Alpha, Numeric, & Color Code)</i>	A-14 UNDERSTAND ACCOUNTS RECEIVABLE, ACCOUNTS PAYABLE, & PAYROLL	A-15 COLLECT & HANDLE MONEY	A-16 PREPARE BANK DEPOSIT SLIPS AND MAKE DEPOSITS.	A-17 SPEAK TACTFULLY TO PATIENT ABOUT BILLS	
	A-18 INVENTORY & ORDER SUPPLIES <i>(Use FIFO/LIFO, Want Book, etc.)</i>		A-19 PERFORM MEDICAL TRANSCRIPTION	A-20 BECOME FAMILIAR WITH FAX MACHINE			
B. COMMUNICATE	B-1 SPELL & USE GRAMMAR CORRECTLY	B-2 APPLY TACTFUL CONVERSATIONAL SKILLS ON TELEPHONE	B-3 KEEP ACCURATE DOCUMENTATION OF CALLS	B-4 USE BASIC CONVERSATIONAL SKILLS	B-5 USE MEDICAL & PHARMACEUTICAL TERMINOLOGY/ABBREVIATIONS		B-6 USE BASIC WRITTEN SKILLS <i>(Letters, Memos, Minutes, Forms)</i>
	B-7 DEVELOP RAPPORT WITH VARIOUS PUBLIC AGENCIES, PATIENTS, CHILDREN, DOCTORS, ETC.	B-8 SHOW RESPECT TO EMPLOYERS, PATIENTS, AND EVERYONE IN THE OFFICE	B-9 DEMONSTRATE PROBLEM SOLVING TECHNIQUES	B-10 HANDLE PROBLEM SITUATIONS TACTFULLY	B-11 ASK QUESTIONS WHEN NECESSARY	B-12 ACCURATELY DOCUMENT IMPORTANT INFORMATION	B-13 DEVELOP INTERVIEWING TECHNIQUES, PREPARE RESUME & COVER LETTER

C. PRACTICE PATIENT CARE TECHNIQUES/ PROCEDURES	C-1 TAKE MEDICAL HISTORY	C-2 IDENTIFY CHIEF COMPLAINT	C-3 TAKE VITALS (PEDS & ADULTS)	C-4 SCREEN/ PRIORITIZE CHARTS & MESSAGES	C-5 RESPECT PATIENT'S PHYSICAL/VERBAL PRIVACY	C-6 APPLY STERILIZATION PROCEDURES	
	C-7 PREPARE PATIENT FOR EXAMINATION	C-8 FOLLOW & DOCUMENT STAT/ ROUTINE ORDERS	C-9 PREPARE SURGERY TRAYS APPROPRIATELY	C-10 PREPARE & ADMINISTER NON- CONTROLLED MEDICATIONS ORDERED BY THE PHYSICIAN/PROVIDER	C-11 DEMONSTRATE REFERENCE SKILLS IN USE OF MEDICAL REFERENCES		
	C-12 PROVIDE BASIC PATIENT EDUCATION	C-13 OBTAIN PRE- CERTS & MAKE REFERRALS	C-14 SCHEDULE SURGERY & SECURE PRE - CERTS.	C-15 OBTAIN PRE-AUTHORIZATION AND CALL IN PRESCRIPTION TO PHARMACY PER DOCTOR'S ORDERS & DOCUMENT	C-16 REPORT SUSPECTED ABUSE OF CHILD AND/OR ADULT		
	C-17 OBSERVE STANDARD PRECAUTIONS	C-18 PRACTICE OFFICE FOLLOW-UP PROCEDURES <i>(e.g. Hospital, Pap Smears, Lesion Removal, Surgical, and abnormal labs)</i>			C-19 BECOME FAMILIAR WITH PATIENT IN NEED PROGRAM FROM PHARMACETUTICAL COMPANY		
D. PERFORM LABORATORY TECHNIQUES/ PROCEDURES	D-1 INSURE CORRECT IDENTITY OF PATIENT	D-2 OBTAIN CONSENT FORMS FOR ALL TREATMENT	D-3 USE & MAINTAIN LAB EQUIPMENT & INSTRUMENTS	D-4 IDENTIFY APPROPRIATE SPECIMEN CONTAINER FOR BASIC LAB TESTS	D-5 CARRY OUT ORDERS, STAT & ROUTINE, & DOCUMENT		D-6 USE PROPER SPECIMEN COLLECTION TECHNIQUES
	D-7 PERFORM BASIC URINALYSIS TESTS	D-8 PERFORM BASIC HEMATOLOGY TESTS	D-9 PERFORM BASIC CHEMISTRY TESTS	D-10 PERFORM BASIC BACTERIOLOGY TESTS	D-11 PERFORM EKG & RHYTHM STRIP	D-12 APPLY HOLTER MONITOR	D-13 MAINTAIN LAB LOGS
	D-14 FILE LAB REPORTS CORRECTLY	D-15 EXPLAIN REASON FOR PROCEDURES TO PATIENTS	D-16 PERFORM BASIC SEROLOGY TESTS	D-17 FOLLOW INFECTION CONTROL PROCEDURES	D-18 PERFORM QUALITY CONTROL	D-19 ADHERE TO CLIA REGULATIONS	D-20 OBSERVE OSHA REGULATIONS
E. PROCESS INSURANCE	E-1 CORRESPOND WITH INSURANCE COMPANIES THROUGH WRITTEN, ORAL AND/OR ELECTRONIC TRANSMISSIONS		E-2 READ COMPUTER PRINTOUT (Medicaid, Medicare, Blue Cross-Blue Shield, & Private Insurance)	E-3 EXPLAIN COVERAGE TO PATIENTS TACTFULLY		E-4 USE ICD9/CPT4	E-5 RECOGNIZE/VERIFY BASIC INSURANCE COVERAGE (Group, Individual, Multi-Group, Managed Care, HMO, etc.)
	E-6 GATHER COMPLETE INSURANCE INFORMATION		3-7 COMPLETE ALL INSURANCE FORMS e.g. Hard & Electronic				

F. PRACTICE HUMAN RELATION SKILLS	F-1 SPEAK TACTFULLY	F-2 USE COMMON SENSE	F-3 DISPLAY COURTESY & SHOW EMPATHY FOR OTHERS	F-4 LISTEN & SERVE AS A SOUNDING BOARD	F-5 COMMUNICATE WITH CO-WORKERS	F-6 COMPROMISE	
	F-7 DEMONSTRATE A GOOD SENSE OF HUMOR	F-8 OBSERVE OFFICE ETIQUETTE	F-9 DEVELOP WORKING RELATIONSHIPS	F-10 CONTRIBUTE SUGGESTIONS FOR ENHANCING OFFICE PROCEDURES	F-11 DEVELOP CULTURAL & GENERATIONAL SENSITIVITY		
G. DEMONSTRATE PROFESSION- ALISM	G-1 DEMONSTRATE PRIDE IN WORK	G-2 PRACTICE PUNCTUALITY & REGULAR ATTENDANCE	G-3 SUPPORT POLICIES & PROCEDURES	G-4 OBSERVE CONFIDENTIALITY & PRIVILEGED COMMUNICATION	G-5 DEMONSTRATE COOPERATIVENESS	G-6 TAKE THE INITIATIVE	
	G-7 KNOW YOUR SCOPE OF PRACTICE	G-8 DEMONSTRATE A POSITIVE ATTITUDE & SELF-IMAGE	G-9 DEMONSTRATE PROFESSIONAL WORK ETHICS	G-10 PLAN/ORGANIZE WORK & SET PRIORITIES <i>(Patients Come First)</i>	G-11 PRESENT PROFESSIONAL PUBLIC IMAGE <i>(Speech, Mannerism, Dress)</i>	G-12 FOLLOW CHAIN OF COMMAND	G-13 ACQUIRE KNOWLEDGE OF LICENSURE/ CERTIFICATION
H. DEAL WITH STRESSFUL/ EMERGENCY SITUATIONS	H-1 RECOGNIZE LIFE THREATENING SITUATIONS	H-2 REMAIN CALM/ OBJECTIVE	H-3 THINK CRITICALLY AND USE GOOD JUDGMENT	H-4 FOLLOW DIRECTIONS QUICKLY & ACCURATELY	H-5 SPEAK WITH AUTHORITY WITHOUT BEING RUDE	H-6 PROVIDE PRIVACY FOR FAMILY MEMBERS	
	H-7 MAINTAIN A LINE OF COMMUNICATION WITH PATIENTS & THEIR FAMILIES		H-8 PERFORM CPR				
I. USE COMPUTER SKILLS	I-1 USE COMPUTER TERMINOLOGY	I-2 ENTER DATA ON COMPUTER SYSTEMS (MEDI- SOFT, MISYS, TIGER, ECT.)	I-3 IDENTIFY INFORMATION NEEDED TO ENTER DATA	I-4 MAKE PATIENT INQUIRIES	I-4 PRINT REPORTS		I-5 USE PROCEDURES MANUALS
	I-6 ACQUIRE KNOWLEDGE OF LAB COMPUTER OPERATIONS						

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