National Certified Medical Assistant Detailed Test Plan

Effective: January 2024
EX-0508

NCMA Detailed Test Plan

This detailed test plan reflects the results of a national job analysis study that determined the critical job competencies to be tested by NCCT in this certification examination. It contains 125 scored items, 25 unscored pretest items, and candidates are allowed three (3) hours to complete the examination. This certification examination is comprised of 92% standard, 4-option multiple-choice items and 8% alternative items (e.g., Drag and Drop, Multi-Select, Hotspot).

Number of Scored Items	Content Categories
18	**1 Pharmacology and General Medical Knowledge**
	1 Apply basic knowledge of anatomy and physiology.
	2 Recognize and interpret commonly used medical terminology.
	3 Recognize common drug classifications (e.g., beta blockers, statins, diuretics).
	4 Identify commonly used medications by generic and brand names.
	5 Understand the "Rights" of medication use.
	6 Consult pharmaceutical desk references to check medications.
	7 Perform basic medication-related calculations.
	8 Recognize general indications for common therapeutic medications used (e.g., insulin for diabetics, etc.).
	9 Prepare and administer medication using various routes (e.g., subcutaneous, intramuscular, oral).
	10 Recognize common signs and symptoms of medical conditions (e.g., diabetes, hypertension).
72	**2 Clinical Medical Procedures**
15	A Infection, Exposure Control and Safety
	1 Follow CDC Standard Precautions and transmission precautions (e.g.,airborne, contact, droplet, hand hygiene).
	2 Implement cleansing, disinfection, and sterilization of exam rooms and equipment.
	3 Follow patient isolation procedures (e.g., radiation, reverse, TB).
	4 Use personal protective equipment (e.g., gloves, gown, mask).
	5 Practice safe patient handling/transfer procedures when using medical equipment and supplies (e.g., lock wheels, gait/transfer belts, exam table).
	6 Practice safe body mechanics and ergonomics to prevent injuries (e.g., lifting, sitting).
	7 Perform general medical and surgical asepsis.
	8 Handle and dispose of chemicals and biohazardous waste.
	9 Respond to emergency situations (e.g., fire, biological hazard).
	10 Recognize and respond to adverse reactions and medical events.
	11 Follow post-exposure guidelines (e.g., needlestick, bloodborne pathogens, bodily fluids).
32	B Patient Intake and Care
	1 Identify the patient.
	2 Adapt care to patients with special considerations (e.g., persons with physical and intellectual disabilities).
	3 Perform adult and pediatric height, weight, and BMI measurements (e.g., standing, wheelchair).

	4	Take a patient history.
	5	Document medically-relevant aspects of patient care in the patient record.
	6	Obtain patient vital signs.
	7	Recognize and report abnormal screening results (e.g., blood pressure, pulse oximetry).
	8	Perform vision screening tests (e.g., Snellen, Ishihara, Pelli-Robson).
	9	Position the patient for an exam or procedure (e.g., Fowler's, lithotomy).
	10	Assist the provider with patient examinations (e.g., physical, gynecological).
	11	Assist with minor surgical procedures (e.g., skin prep, laceration, cryotherapy).
	12	Perform basic wound care and dressing changes.
	13	Assist with immobility support/splint applications (e.g., elastic bandage, wrist splint, casting).
	14	Assist with respiratory tests and medication administration (e.g., oxygen therapy, spirometry, nebulizer).
	15	Demonstrate safe medication preparation, administration, and documentation (e.g., route, types of injections, injection sites).
	16	Perform suture and staple removal.
	17	Perform ear lavages and eye irrigations.
	18	Instruct patients in specimen collection (e.g., 24-hour urine, clean catch, stool, sputum).
	19	Perform CLIA-waived point of care testing (POCT) (e.g., urinalysis dip stick, strep, pregnancy test, glucose).
	20	Collect specimen cultures (e.g., wound, sputum, stool, throat).
	21	Provide basic patient instructions/education (e.g., hemoccult, breast/testicular self-exams, nutrition).
15	C Phlebotomy	
	1	Adhere to standards for patient introduction, identification, and order verification.
	2	Evaluate pre-test conditions for patient prior to collection (e.g., fasting, medications).
	3	Implement precautions for patient prior to collection (e.g., mastectomy, IV, burns, dementia, bleeding disorders).
	4	Select appropriate venipuncture equipment for the test ordered and type/age of patient.
	5	Select appropriate capillary puncture equipment for the test ordered and type/age of patient.
	6	Identify additives used for blood collection.
	7	Follow the correct order of draw for blood collection.
	8	Prepare the patient and the selected site for blood collection (e.g., micro-sampling, venipuncture, bacterial culture).
	9	Perform venipuncture.
	10	Perform capillary punctures (i.e., fingerstick, heelstick).
	11	Take appropriate action when blood return is not established (e.g., collapsed vein, missed vein).
	12	Recognize and respond to complications during blood collection (e.g., hematoma, excessive bleeding).
	13	Select appropriate bandaging supplies (e.g., age, allergy, skin type).
	14	Label specimens appropriately.
	15	Handle laboratory specimens per protocol (e.g., preservatives, light sensitivity, temperature).
10	D ECG	
	1	Explain the ECG procedure to the patient (e.g., movement, talking, electronics).

2 Adapt technique to patients with special considerations (e.g., amputee, right sided heart, pacemaker).
3 Prepare and position the patient for ECG testing (e.g., gowning, skin preparation).
4 Place electrodes on the patient appropriately for the ECG test.
5 Identify recording errors (e.g., improper tracing, standardization mark out of range, improper lead placement).
6 Identify causes of artifact (e.g., somatic tremor, patient movement, wandering baseline, AC interference, seizures).
7 Correct artifacts and recording errors (e.g., paper placement, lead reversal, power loss, remove electronic devices, calm the patient).
8 Distinguish between regular and irregular rhythms.
9 Capture and record ECG tracings on the patient.

3 Medical Administrative Duties

1 Direct patients and visitors to the appropriate team member or location (e.g., greet, screen, prioritize).
2 Answer, evaluate, and direct incoming calls to team members using effective telephone techniques.
3 Set up and manage appointments using scheduling techniques.
4 Manage medical office electronic data using devices other than computers (e.g., tablets, mobile phones, bar code scanners, card readers/scanners, kiosks).
5 Maintain electronic medical office data (e.g., data entry, retrieval, backup).
6 Use peripheral devices (e.g., printers, copiers, scanners, fax, digital cameras).
7 Use Current Procedural Terminology (CPT) and Health Care Financing Administration Common Procedure Coding System (HCPCS) codes to bill for services).
8 Use International Classification of Diseases (ICD) codes to bill for services.
9 Manage prior authorizations and pre-certifications (e.g., prepare, obtain, verify).

4 Law and Ethics

1 Recognize legal responsibilities and the scope of practice for the medical assistant.
2 Adhere to advance directives (e.g., power of attorney, living will, donor preferences).
3 Maintain confidentiality and comply with disclosure laws (e.g., HIPAA, HITECH, PHI).
4 Follow legal and regulatory requirements for the maintenance, storage, and disposal of medical records.
5 Make corrections and additions to medical records per state and federal guidelines.
6 Recognize unethical practices and respond accordingly.
7 Obtain patient consent for examinations and treatment (e.g., informed, implied).
8 Recognize and respond to violations of medical law.
9 Follow the protocol on terminating patient care (e.g., non-compliance, collections).
10 Adhere to state and federal guidelines regarding reportable incidents and communicable diseases.
11 Comply with Occupational Safety and Health Act (OSHA) guidelines and regulations (e.g., bloodborne pathogens, SDS, needlesticks, bodily fluids).
12 Comply with the Clinical Laboratory Improvement Act (CLIA) guidelines and regulations.
13 Comply with DEA and other regulatory agency guidelines for ordering, dispensing, documenting, and storing drugs.

Essential Knowledge Base:

Apply a working understanding of these integrated concepts:

1 Anatomy, Physiology, Pathophysiology, and Disorders
2 Pharmacology (e.g., administration, interactions, dosages, properties)
3 Medical terminology/abbreviations
4 Infection control (e.g., PPE, Biomedical Waste Handling)
5 Sterilization techniques
6 Quality assurance (e.g., process improvement)
7 Medical equipment quality control, operation, and maintenance
8 Emergency preparedness
9 Patient assessment and vital signs
10 Specialty examination preparation and assistance (e.g., pediatric, geriatric, reproductive)
11 Minor procedure assistance (e.g., surgical)
12 Specimen collecting, handling, and transporting (e.g., blood, urine, cultures)
13 Medical history
14 Therapeutic modalities (e.g., wound care, suture removal, crutch training, splinting, bandaging)
15 Patient safety and first aid
16 Patient education
17 Veniouncture techniques
18 Capillary techniques
19 ECG placement and preparation
20 ECG recording
21 ECG troubleshooting and maintenance
22 Customer service, complaint resolution, (e.g., de-escalation technique)
23 Administrative procedures (e.g., registration, payment, insurance, financial, mail processing)
24 Scheduling
25 Insurance and Coding
26 Office equipment and software
27 Advanced directives
28 Scope of practice
29 Patient safety regulations (e.g., HIPAA, Patient Bill of Rights)
30 Employee safety regulations (e.g., OSHA, CLIA)

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