**Registered Medical Assistant Technical Standards**

**Purpose Statement**

All students in the Registered Medical Assistant program are expected to meet certain technical standards essential for successfully completing all program phases and reflecting industry requirements and standards. To verify the student’s ability to perform these essential functions, students may be required to demonstrate the technical standards below.

Meeting these technical standards does not guarantee employment in this field upon graduation. The ability to meet the program’s technical standards does not guarantee a student’s eligibility for any certification exams or successful program completion.

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| Technical Standard | Definition of Standards | Examples |
| Critical Thinking/Problem Solving Skills | Ability is sufficient for clinical judgment. | * Prepare and maintain medical records. * Schedule and monitor appointments. * Recognize emergencies. * Apply principles of aseptic technique and infection control. * Prioritize tasks. |
| Interpersonal Skills | Abilities are sufficient to interact with individuals, families, and groups from a variety of social, emotional, cultural, and intellectual backgrounds. | * Respect, and care for residents whose appearance, race, ethnicity, gender, sexual orientation, condition, beliefs, and values may conflict with your own. * Establish rapport with residents, instructors, staff, colleagues, and groups. * Instruct patients with special needs. |
| Communication Skills | Abilities are sufficient for interaction with others in verbal or written form. | * Speak and write English. * Communicate effectively and sensitively, both orally and in writing, with all members of the healthcare team and/or patients. * Read and comprehend written material such as textbooks, test materials, procedure manuals, instrument manuals, and safety/personnel policies. * Receive, organize, prioritize, and transmit information clearly, accurately, and efficiently. * Explain treatment procedures. * Interview patients effectively. * Document procedures and patient responses, verbally, written, and electronically. * Adapt communication to individuals’ abilities to understand |
| Coping Skills | Possess coping skills sufficient to maintain composure in stressful situations. | * Adapt rapidly to changing environments and/or stress. |
| Mobility/Motor Skills | Physical abilities are sufficient to move in one’s environment with ease and without restriction.  Gross and fine motor abilities are sufficient to provide safe and effective Medical Assisting. | * Perform moderately taxing continuous physical work, including prolonged standing. * Perform medical scribing. * Prepare and administer medications as directed by a physician. * Operate equipment safely. * Assist physician with examinations and treatment, position and transport patients, possess the ability to maneuver (lift, push, and pull), 50 lbs daily Physical abilities that are sufficient to move from treatment room to treatment room and maneuver in these small rooms. * Be able to stand, sit, and walk. * Prepare and maintain examination and treatment area. * Perform First Aid and CPR. * Prepare and position patients for procedures. * Assist the physician with physical examinations and surgeries. * Maintain balance in multiple positions. * Assist residents to stand, ambulate, and sit. * Use healthcare equipment such as; wheelchairs, vital sign equipment. * Be able to access patients in beds or seated in chairs. * Reposition immobile clients. * Lift/move heavy objects up to 50 pounds. * Twist, bend, stoop/squat. * Move quickly (e.g. response to an emergency). |
| Ethical Standards: | Possess belief in ethical, legal, and professional behavior consistent with laws and regulations. | * Demonstrate professional demeanor and behavior. * Demonstrate honesty and integrity. * Be willing to admit to mistakes and take responsibility for one’s own actions. * Perform in an ethical manner in dealing with peers, faculty, staff, and residents. |
| Sensory  Auditory, Observation, and Tactile: | Auditory abilities are sufficient to monitor and assess health needs.  Visual ability is sufficient for observation and assessment is necessary for nursing.  Tactile ability is sufficient for physical assessment.  Ability to visually observe patients, read records and patient charges and read equipment.  Able to visually monitor patients during day and evening lighting.  Adequate sense of touch to monitor patients and detect health needs/abnormalities.  Adequate sense of touch to monitor patients and detect health needs/abnormalities. | * Actively participate in all classroom and laboratory sessions including demonstrations, lectures, student laboratory, and clinical practicums. * Recognize alarms, both visual and auditory. * Observe resident responses and see changes in conditions. * Read vital sign equipment and medical records. * Hear cries for help. * Palpate pulses. * Detect skin and environmental temperatures. * Detect odors. * Receive, organize, prioritize, and transmit information. * Explain treatment procedures. * Interview patients effectively. * Differentiate urine colors, read a scale on a syringe, change in skin color, and read on a blood pressure cuff. * Performs palpation techniques (EO/IO exam), functions of a medical exam, an/or those related to therapeutic intervention. * Answering and use of proper telephone equipment. * Perform medical scribing. * Interview and take a patient history and listen to the patient. * Hear and correctly record heart and breath sounds. |
| Intellectual, Conceptual, Integrative, and Quality Skills: | Possess the intellectual abilities to be skilled in clinical reasoning and problem-solving. | * Be able to prioritize based on the needs of the patient and/or situation. * Be able to determine when to seek supervisory help in a clinical setting. * Deal simultaneously with several problems * identify and communicate the limits of their knowledge to others when appropriate. |
| Environmental | Possess the ability to tolerate environmental stressors. | * Practice standard precautions in lab and clinical settings. * Anticipate exposure to communicable diseases, body fluids, and toxic substances. * Tolerate exposure to allergens. * Safely work with potentially harmful chemicals used in healthcare settings. * Detect odors (e.g. foul-smelling drainage, smoke). * Work in areas that are close, crowded, noisy, and full of distractions, |
| Emotional/Behavioral | Possess emotional stability sufficient to assume responsibility/accountability for actions. | * Possess the emotional health skills required to fully utilize intellectual abilities to include: exercising sound judgment, recognizing emergency situations, working in a changing and stressful environment, and functioning independently in the face of uncertainties. * Demonstrate the ability to follow directions with accuracy and precision. * Demonstrate the ability to maintain intellectual and emotional stability and maturity. * Possess the ability to manage time and organize workload * Practice discretion and confidentiality. * Adhere to safety guidelines to ensure safety of themselves and others. * Function independently as well as part of a team. * Be prepared to give and receive constructive feedback. * Possess the ability to be respectful to instructor and peers. * Maintain personal hygiene and professional appearance. * Cope with your emotions. * Perform multiple responsibilities concurrently. |

In the case of an otherwise qualified individual with a documented disability, appropriate and reasonable accommodations will be made unless doing so would fundamentally alter the essential training elements, cause undue hardship, o produce a direct threat to the safety of the patient or student.

Beaufort County Community College is dedicated to providing equal opportunities to all individuals regardless of race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation, gender identity or other legally protected categories. The College will provide all qualified individuals with reasonable accommodations in the work and educational environment and ensure equal access to all College programs, activities and facilities. The College does not discriminate in admissions, educational programs, or employment on the basis of any factor outlined above or prohibited under applicable law. The College is committed to creating and maintaining an environment free of discrimination that is unlawful or prohibited by College policy. For detailed information or to request accommodations visit Support Services at <https://www.beaufortccc.edu/student-life/accessibility-services>. An appointment is recommended before enrollment to discuss any special concerns.

Revised: 07/11/2023