
Clinical Medical Assistant Certification

AMCA Study Guide

Communication Methods Ans- • Listening

- Face the person
- Have good eye contact
- Lean toward the person
- Respond to the person
- Paraphrasing- in your own words (shows you're really listening)
- Clarifying
- Silence- don't always have to say something

Nonverbal Communication Ans- 1.) Kinesics- study of nonverbal communication

a.) kinesic slip- where verbal and nonverbal messages do not match

Zones of Comfort Ans- • Intimate space (18 in or closer

- Personal space (18 in. to 4ft)
- Social space (4ft to 12ft)
- Public space (12ft or more)

Phone Etiquette Ans- • When speaking on the phone always identify yourself to the caller.

- Give your undivided attention and willingness to help.
- Listen w/o interrupting, provide reasonable alternatives and take a clear concise message in order for the call to be returned.

Answering the Phone Ans- • Answer promptly and kindly.

- NEVER ALLOW AN ANGRY OR AGGRESSIVE CALLER TO UPSET YOU; REMAIN CALM AND COMPOSED.
- Speak clearly and concisely
- Be sure to ask the callers permission before placing them on hold

Sample Of Certification Medical Assistant Study Guide

Janet Sesser, Deborah L. Westervelt



Sample Of Certification Medical Assistant Study Guide:

Unveiling the Power of Verbal Artistry: An Mental Sojourn through **Sample Of Certification Medical Assistant Study Guide**

In a world inundated with screens and the cacophony of quick interaction, the profound power and mental resonance of verbal art usually fade into obscurity, eclipsed by the continuous onslaught of noise and distractions. However, nestled within the musical pages of **Sample Of Certification Medical Assistant Study Guide**, a charming work of fictional elegance that pulses with natural feelings, lies an memorable trip waiting to be embarked upon. Published by a virtuoso wordsmith, that interesting opus guides readers on a mental odyssey, softly exposing the latent possible and profound impact stuck within the complex web of language. Within the heart-wrenching expanse with this evocative examination, we shall embark upon an introspective exploration of the book is key subjects, dissect its fascinating publishing style, and immerse ourselves in the indelible effect it leaves upon the depths of readers souls.

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