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 AND ANGRY OR AGGRESSIVE CALLER TO UPSETYOU; RMAIN CALM AND COMPOSED.
- Speak clearly and concisely
- . Be sure to ask the callers permission before placing them on hold

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Table of Contents Sample Of Certification Medical Assistant Study Guide

- 1. Understanding the eBook Sample Of Certification Medical Assistant Study Guide
 - The Rise of Digital Reading Sample Of Certification Medical Assistant Study Guide
 - Advantages of eBooks Over Traditional Books
- 2. Identifying Sample Of Certification Medical Assistant Study Guide
 - Exploring Different Genres
 - $\circ\,$ Considering Fiction vs. Non-Fiction
 - $\circ \ \ Determining \ Your \ Reading \ Goals$
- 3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Sample Of Certification Medical Assistant Study Guide
 - User-Friendly Interface
- 4. Exploring eBook Recommendations from Sample Of Certification Medical Assistant Study Guide
 - Personalized Recommendations
 - Sample Of Certification Medical Assistant Study Guide User Reviews and Ratings

- Sample Of Certification Medical Assistant Study Guide and Bestseller Lists
- 5. Accessing Sample Of Certification Medical Assistant Study Guide Free and Paid eBooks
 - Sample Of Certification Medical Assistant Study Guide Public Domain eBooks
 - Sample Of Certification Medical Assistant Study Guide eBook Subscription Services
 - $\circ \ \ Sample \ Of \ Certification \ Medical \ Assistant \ Study \ Guide \ Budget-Friendly \ Options$
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 - Sample Of Certification Medical Assistant Study Guide Enhanced eBook Features
- 7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Sample Of Certification Medical Assistant Study Guide
 - Highlighting and Note-Taking Sample Of Certification Medical Assistant Study Guide
 - Interactive Elements Sample Of Certification Medical Assistant Study Guide
- 8. Staying Engaged with Sample Of Certification Medical Assistant Study Guide
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Sample Of Certification Medical Assistant Study Guide
- 9. Balancing eBooks and Physical Books Sample Of Certification Medical Assistant Study Guide
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Sample Of Certification Medical Assistant Study Guide
- 10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
- 11. Cultivating a Reading Routine Sample Of Certification Medical Assistant Study Guide
 - Setting Reading Goals Sample Of Certification Medical Assistant Study Guide
 - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Sample Of Certification Medical Assistant Study Guide
 - Fact-Checking eBook Content of Sample Of Certification Medical Assistant Study Guide
 - Distinguishing Credible Sources

- 13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
- 14. Embracing eBook Trends
 - Integration of Multimedia Elements
 - Interactive and Gamified eBooks

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