
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

Mike Jess



Sample Of Certification Medical Assistant Study Guide:

This book delves into Sample Of Certification Medical Assistant Study Guide. Sample Of Certification Medical Assistant Study Guide is a vital topic that needs to be grasped by everyone, from students and scholars to the general public. The book will furnish comprehensive and in-depth insights into Sample Of Certification Medical Assistant Study Guide, encompassing both the fundamentals and more intricate discussions.

1. The book is structured into several chapters, namely:
 - Chapter 1: Introduction to Sample Of Certification Medical Assistant Study Guide
 - Chapter 2: Essential Elements of Sample Of Certification Medical Assistant Study Guide
 - Chapter 3: Sample Of Certification Medical Assistant Study Guide in Everyday Life
 - Chapter 4: Sample Of Certification Medical Assistant Study Guide in Specific Contexts
 - Chapter 5: Conclusion
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 6. In chapter 5, this book will draw a conclusion about Sample Of Certification Medical Assistant Study Guide. The final chapter will summarize the key points that have been discussed throughout the book.
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