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

Sample Of Certification Medical Assistant Study Guide

David Kirk

Sample Of Certification Medical Assistant Study Guide:

Sample Of Certification Medical Assistant Study Guide Book Review: Unveiling the Magic of Language

In an electronic digital era where connections and knowledge reign supreme, the enchanting power of language has be much more apparent than ever. Its power to stir emotions, provoke thought, and instigate transformation is truly remarkable. This extraordinary book, aptly titled "Sample Of Certification Medical Assistant Study Guide," published by a very acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound effect on our existence. Throughout this critique, we shall delve in to the book is central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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