



Clinical Medical Administrative Assistant Certification (CMAAC) Exam Blueprint

Job Task List	Weight	# of Items
1. Anatomy & Physiology	10%	24
1.01 Describing the basic functions of each of the main body systems.		
1.02 Demonstrating knowledge of the circulatory system.		
1.03 Demonstrating knowledge of the urinary system.		
1.04 Other body systems necessary to perform collection.		
1.05 Identifying veins of arms and hands which phlebotomy is performed.		
1.06 Identifying veins of the legs and feet which phlebotomy is performed.		
1.07 Explaining the function of the major constituents of blood.		
1.08 Determining the difference between whole blood, serum and plasma.		
1.09 Defining homeostasis and explain the basic process of coagulation.		
1.10 Discussing the properties of arterial, venous and capillary blood.		
2. Phlebotomy	21%	50
2.01 Describing the legal importance of proper patient/sample identification.		
2.02 Describing the types of specimens analyzed in the clinical laboratory.		
2.03 Defining the phlebotomist's role in collecting specimens.		
2.04 Defining the phlebotomist's role in transporting specimens.		
2.05 Identifying the various types of additives used in blood collection		
2.06 Explaining the reasons for the additives used in blood collection		
2.07 Identifying the evacuated tube color codes associated with the additives		
2.08 Describing substances that can interfere in clinical analysis of blood		
2.09 Describing ways the phlebotomist can help to avoid these occurrences		
2.10 Listing and selecting equipment needed to collect blood by venipuncture		
2.11 Listing and selecting equipment needed to collect blood by capillary stick.		
2.12 Listing and selecting equipment needed to collect blood by arterial puncture.		
2.13 Identifying special precautions necessary during blood collections.		
2.14 Identifying sites for venipuncture, capillary, and arterial punctures.		
2.15 Differentiating between sterile and antiseptic techniques.		
2.16 Describing and demonstrating steps in the preparation of a puncture site.		
2.17 Listing the effects of hand squeezing and heat on capillary puncture.		
2.18 Listing the effects of tourniquet, hand squeezing on venipuncture.		
2.19 Recognizing proper needle insertion and withdrawal techniques.		
2.20 Performing correct procedures for capillary collection method on infants		
2.21 Performing correct procedures for capillary collection on adults		
2.22 Identifying alternate sites for arterial, capillary venipuncture.		
2.23 Naming and explaining frequent causes of phlebotomy complications.		
3. EKG	9%	22
3.01 Identifying the main artifacts and explaining cause for each.		
3.02 Identifying the electrical conduction of the heart		
3.03 Explaining the significance of the horizontal/vertical lines on ECG paper.		
3.04 Describing patient preparation		
3.05 Identifying contractions of heart to deflection on ECG tracing		
3.06 Recording a 12-lead ECG on a patient.		
3.07 Identifying the 12 leads recorded on an ECG		
3.08 Applying and connecting the Holter monitor		
4. OSHA/Infection Control	16%	39
4.01 Identifying policies and procedures for maintaining laboratory safety		
4.02 Identifying the modes of transmission and methods of prevention		
4.03 Identifying properly labeling biohazards specimens		
4.04 Defining and discussing the term nosocomial infections		
4.05 Complying with regulations regarding safety practices		
4.06 Using the OSHA Standards Precautions		

4.07 Demonstrating accepted practices for infection control		
4.08 Demonstrating accepted practices for isolation techniques		
4.09 Demonstrating accepted practices for disease prevention		
4.10 Performing proper infection control such as handwashing		
4.11 Performing proper infection control such as gowning and gloving		
4.12 Using prescribed procedures to handle biological and fire hazards		
4.13 Using prescribed procedures to handle electrical and radiation hazards		
4.14 Using appropriate practices as outlined in the OSHA Hazard Communication		
4.15 Using appropriate practices as in the Material Safety Data Sheet		
4.16 Demonstrating a technique used to insure patient safety inpatient setting		
4.17 Demonstrating a technique used to insure patient safety outpatient setting		
4.18 Demonstrating a technique used to insure patient safety in a pediatric setting		
5. Medical Law & Ethics	9%	22
5.01 Maintaining confidentiality of privileged information on individuals		
5.02 Valued diversity in the workplace		
5.03 Interacting appropriately and professionally with other individuals		
5.04 Discussing the major points of Patient's Bill of Rights		
5.05 Modeling professional appearance and appropriate behavior		
5.06 Following instructions in carrying out testing procedures		
5.07 Defining different terms used in the medicolegal aspect for phlebotomy		
5.08 Discussing policies and protocol designed to avoid medicolegal problems		
6. Medical Office/Patient Care Skills	12%	29
6.01 Identifying the health care providers in hospitals and clinics		
6.02 Describing the various hospital departments and their major functions.		
6.03 Describing the organizational structure of the clinical laboratory.		
6.04 Discussing the roles of the clinical laboratory personnel.		
6.05 Listing the types of laboratory procedures performed.		
6.06 Responding to and initiating written communication by using correct grammar		
6.07 Explaining general office procedures		
6.08 Performing quality procedures		
6.09 Identifying community resources and information for patient/employers.		
6.10 Projecting a positive attitude		
6.11 Documenting accurately/appropriately		
6.12 Receiving, organizing and prioritizing information appropriately.		
6.13 Identifying and responding to issues of confidentiality		
6.14 Using proper phone techniques		
6.15 Determining the needs for documentation		
6.16 Listing the cause of stress in the work environment		
6.17 Demonstrating the use of computer information systems		
7. Healthcare Systems	6%	14
7.01 Staff process and procedure		
7.02 Job tasks		
8. Medical Administrative & Electronic Health Records	17%	40
8.01 Petty Cash		
8.02 Accounts Payable		
8.03 Different mail classes (e.g., registered, certified, first-class, priority, FedEx, USPS)		
8.04 Types of Correspondences (e.g., fax, e-mail, mail)		
8.05 Banking		
8.06 Equipment and office maintenance		
8.07 Business letter preparation		
8.08 Telephone Etiquette		
8.09 Professional guidelines (customer service, conflict resolution, etc.)		
8.10 Basic computer operations		
8.11 File and records maintenance and storage		
8.12 Transcription and/or voice recognition software		
8.13 Charting and documentation		
8.14 Medical records release		
8.15 Proper use of Electronic Health Record		
8.16 Scanning processes		
8.17 Medical records are legal documents		
Total:	100%	240*

* This number indicates the number of scored items on the certification exam. All AMCA certification exams are subject to pilot testing, meaning that there could be additional unscored items on the exam. The scored items will be from a current operational form of our exam. The unscored items will be new items that data is being collected on. The unscored items will not have any effect on the candidate's score and/or their pass/fail decision.

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