

2024

Medical Assistant Certification

# Candidate Handbook

Contains information for candidates preparing for a MedCA Medical Assistant exam



# MedCA

Medical Career Assessments

[www.medca.us](http://www.medca.us)

516-868-6800

## **Candidate Handbook**

### **Medical Assistant Certification**

*This guide is for Medical Assistant Certification Candidates only.*

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### Candidate Handbook

### Medical Assistant Certification

#### Introduction

This candidate handbook provides information about:

MedCA allied health Certification exams and registration fees for the Medical Assistant Certification exam.

Eligibility requirements for the Medical Assistant Certification exam.

Applying and sitting for the MedCA Medical Assistant Certification exam.

What to expect after sitting for the Medical Assistant Certification exam.

The medical assistant certification differs from other MedCA certifications because it has been developed especially for graduates of medical assistant courses and medical assistants with two years of work experience.

#### Purpose of MedCA

The purpose of a MedCA is to provide competency exams to allied health care professionals to enhance and demonstrate the knowledge and professionalism required by employers and patients; protect allied health care professionals' right to practice; and promote effective, efficient health care delivery through optimal use of multiskilled certified health care professionals. The medical assistant certification differs from other MedCA certifications because it has been developed especially for graduates of medical assistant courses and medical assistants with two years of work experience except for medical assistants in the state of South Carolina which cannot test by work experience.

### **Responsibilities of a Medical Assistant:**

It is the responsibility of the Medical Assistant to know the laws and policies concerning a Medical Assistant's scope of practice in the state and facility in which they work.

### **Administrative Responsibilities of a Medical Assistant**

(Included, but not limited to these responsibilities):

- Scheduling patient appointments
- Using computer for various applications
- Answering telephone lines
- Greeting patients and assisting them to exam rooms
- Filing patient medical records
- Entering patient information on records and charts
- Helping with insurance forms
- Setting up lab tests and procedures
- Arranging for hospital admissions
- Sorting mail

### **Clinical Responsibilities of a Medical Assistant**

(Included, but not limited to these responsibilities):

- Taking of patient medical history
- Explaining procedures to patients
- Collecting blood and urine samples
- Preparing exam room
- Preparing patients for examination
- Assisting the physician and or nurse during an exam
- Informing patients about medication and diets
- Preparing and administering medications as directed by a physician (this may vary according to state laws and hospital policy)
- Drawing blood by needle and collection tubes
- Taking EKG's
- Removing sutures



### **Patient Communication and Contact Responsibilities:**

Help patients relax in the physician's office and often explain the physician's instructions. The medical assistant may act as an interface in conveying messages from the physician to the patient.

MedCA corporate office is located at 376 S Bayview Ave, 2<sup>nd</sup> Fl. Freeport, NY. MedCA was established to provide allied healthcare professionals certification exams that endorse the knowledge of professionals in their field. In support of these goals, MedCA developed the Medical Assistant Certification, which has been administered to 9,437 candidates total as the end of 2022 of which 8684 passed (92%) pass rate. More current information of total candidates is on page 21 of this handbook. Medical Assistants are medical professionals who perform administrative and clinical tasks to assist physicians in providing patient care. The Medical Assistant Certification exam provides the public and employers with assurance that a Medical Assistant Certificant has the knowledge to perform those tasks, including drawing blood, taking vitals, taking a patient history, and respecting patient confidentiality. Additionally, MedCA collaborates and actively participates in the allied healthcare industry to serve as a support network for allied healthcare professionals. MedCA has obtained membership in various organizations to strengthen its ties to the industry.

### **Required Knowledge, Certificate Name and Mark**

MedCA develops, administers certification exams to the allied healthcare industry through schools and testing sites. The candidates that are being trained as Medical Assistants are our specific target audience. The name and acronym (mark) used for the MedCA Medical Assistant Certification program is Certified Clinical & Administrative Medical Assistant (MA1). This name and acronym accurately reflects the clinical as well as the administrative responsibilities of the medical assistant. The function of the Medical Assistant Certification exam is to verify that each successful exam candidate has proven that they are knowledgeable in the following domains:

- Pharmacology
- Medical Procedures
- Patient Care
- Phlebotomy
- EKG
- Other Diagnostic Tests
- Law and Ethics
- Administrative Duties

These areas of knowledge make up the content framework for the MedCA Medical Assistant Certification exam. It is through a set of standards that MedCA has developed in each of its exams. The Medical Assistant Certification demonstrates an individual's minimum competency in his/her professional job role.

Each Medical Assistant exam is developed by a team of Subject Matter Experts (SMEs) who have years of experience in their chosen field.

### **Target Audience**

The target audience for the MedCA Medical Assistant certification is entry-level medical assistant professionals who perform routine administrative and clinical tasks in various practice settings under the

direction of a physician, a physician's assistant and/or a nurse. In addition, a medical assistant with two years of verifiable employment as a medical assistant can take a MedCA medical assistant certification test, this option does not apply in the state of South Carolina. This is a regulation of South Carolina (Bill 613).

A work experience form is available to be downloaded at our website [www.medca.us](http://www.medca.us)

This form can be returned to us by fax, email, or postal mail. Please see our contact information. According to the U.S. Bureau of Labor Statistics there are 727,760 medical assistants employed in the U.S. in May of 2021 with a mean annual wage of \$38,190.

## Certification

Certification is a voluntary process designed to establish that a person has met professional standards of education, training, and experience. A Certification attests to the fact that the person has met the standards of a credential organization and is entitled to make the public aware of his or her professional competence.

## MedCA's Vision

The vision of MedCA is to be the premier provider of credentials that contribute to the development of allied healthcare professionals and provide them with pathways to lifelong learning and quality, patient- centered healthcare.

## MedCA's Core Values

**Service** – MedCA's customer service is of paramount importance. MedCA prides itself by providing customer service that is based upon respect, speed and efficiency.

**Advancement** – We are advocates for the allied health industry. By supporting Continuing Education opportunities, MedCA is helping to provide a well-rounded employee capable of providing quality patient care.

**Respect** – The Certification Board agrees to respect state and federal laws and stay abreast of industry changes and report on those changes as deemed necessary. All employees of MedCA show respect for the rights of all members of society and to safeguard confidence and privacy within the constraints of the law. It is important for MedCA employees to be aware that all people have differences and to respect everyone.

**Quality** – MedCA places an emphasis on quality on all things, from the quality of the paper we use to the development of our exams, you can be assured that MedCA focuses on quality.

## The MedCA Certification Board

The MedCA Certification Board was established in 2006 to be an autonomous board of MedCA. The MedCA Certification Board is comprised of five to seven elected voting members plus the Executive Director, who is a nonvoting moderator. The stakeholder groups represented are the public, MedCA certified Medical Assistants, allied healthcare instructors, MedCA, the healthcare industry.

The purpose of the Board is to develop policies that ensure that a MedCA Certification exam is up to date and a trustworthy credential. In addition, the certification board ensures the autonomy of the board.

The Certification Board operates in the best interests of the public, the industry, and certified members of MedCA by establishing clear guidelines, quality exam materials, and policies and procedures. All activities of the Certification Board are fully funded by MedCA.

### **Code of Ethics**

All MedCA certificate holders must acknowledge and follow MedCA code of ethics:

- I will uphold high standards of professional behavior at all times.
- I will respect the cultural differences of all people.
- I will always pursue continuing education to develop my skills and professionalism.
- I will seek to achieve excellence in my profession.
- I will respect the rights of all people and respect HIPAA laws and regulations.
- I will respect and obey all state and federal laws, and all regulations within the law.

### **Suspension and Revocation**

The MedCA Certification Board reserves the right to suspend/revoke a Medical Assistant Certification or act for the following reasons:

The report of inappropriate behavior at your place of employment toward a patient.

Cheating of any kind. If someone is suspected of cheating, they will forfeit their right to retake the exam.

Any violation of state or federal law as it pertains to that individual. Any individual that has been convicted of a felony and wishes to sit for an exam or renewal of their Certification can contact MedCA for consideration.

Dissemination of MedCA materials inconsistent with the actual purpose of testing.

Fraudulent statements regarding MedCA in any form.

### **Special Accommodations**

MedCA declares to comply with the provisions of the Americans with Disabilities Act, as amended (42 USC Section 12101, et. Seq.), and with Title VII of the Civil Rights Act, as amended (42 U.S.C. 2000e, et seq.), to the best of their capability and capacity. All requests for accommodation will follow the appropriate jurisdictional laws and regulations. Please use the Special Accommodations form if you have a disabling condition and require special accommodations.



The Special Accommodations form can be found on MedCA’s website ([www.medca.us](http://www.medca.us)), under the Forms tab. All requests are handled on an individual basis.

If you are requesting special accommodations, you must submit a letter from an appropriate healthcare professional who is licensed to evaluate the disability. The letter must be written on the healthcare professional’s letterhead and include the professional’s title, address and telephone number, and the date. The letter must also include a diagnosis of the disabling condition and explain why special testing accommodations are necessary.

The letter must have an original signature from the professional and be dated no more than two years prior to the exam date.

### **Statement of Nondiscrimination**

MedCA does not discriminate or support the discrimination of or against any individual based on gender, ethnicity, political affiliation, age, religion, marital status, national origin, disability, sexual orientation, or veteran status.

### **MedCA Certification Exams and Registration Fees**

The following lists MedCA Certification exams addressed in this handbook and associated fees: Medical Assistant Certification, \$149

Information about location of testing sites is available by calling our office at 516 868 6800.

### **Practice Settings**

Medical Assistants can perform a wide variety of functions as well as work in a multitude of settings. The following are settings in which they could possibly work:

- Doctor’s office
- Surgical center
- Clinic
- Nursing home
- Long-term care facility
- Acute-care facility
- Ambulatory clinic
- Rehabilitation facility





## **The Role of a Medical Assistant**

The role of a Medical Assistant is vital to today's allied healthcare field. You will be entering a field that has a great need for trained professionals. You will also meet many mental and physical obstacles and challenges. Maintaining high ethical standards is extremely important in the medical field.

Administrative duties include telephone coverage, scheduling, maintenance of medical records and the management of all correspondence. Clinical duties vary according to state law, and you should only perform those duties that are within the scope of your practice.

## **Candidate Application and Eligibility Requirements**

MedCA certifications are intended for medical assistants who seek employment in the U.S. and its possessions. Medical facilities will not hire people without a high school diploma or the equivalent. This is why the minimum education requirement is a high school diploma or the equivalent.

The population eligible to sit for MedCA exams must be 18 years of age, to obtain the required maturity to be a medical assistant, possess a high school diploma or equivalent, and meet one of the following requirements:

Graduate from medical assistant training program (proof of completion is required)

Graduates must apply within five (5) years after completion of a medical assistant course if taking the MedCA medical assistant test by this method. The period of five years is based upon expert recommendation from subject matter experts.

Or have two or more years of medical assistant work experience and be currently working in that field – Academically accepted principles of adult education have demonstrated that adults often learn well outside the traditional classroom setting. For this reason, MedCA includes eligibility route outside the typical academic path of post-secondary education and training programs. Candidates who qualify by virtue of work experience must pass the same written test as candidates who qualify via their education, which serves as an independent outcome measure of whether they possess the same knowledge to meet established criteria. The two-year requirement of work experience was established by subject matter expert's recommendations.

Candidates must provide proof of employment/experience in the form of a Qualification by Experience form, which can be found on the MedCA website ([www.medca.us](http://www.medca.us)), and a high school diploma or equivalent. A Qualification by Experience form can be faxed or emailed to us. Our contact information is located on page 20 of this handbook.

Candidates in the state of South Carolina cannot be eligible for work experience and must complete a medical assistant training course. This is a regulation of South Carolina (Bill 613).

The laws and regulations pertaining to minimum requirements and the allied health industry vary by state. It is highly recommended that exam candidates familiarize themselves with their state's rules and regulations regarding Medical Assistant Certification requirements.

Information about location of testing sites is available by calling our office at 516 868 6800.

### **Online Registration**

If online testing is available at the school you wish to test at, the test candidate must make an appointment with the school. Then on the day of the exam, the candidate must register on MedCA 's website ([www.medca.us](http://www.medca.us)) on the testing computer at the school. This is done by using a test voucher provided by the school or by going directly to the testing website to complete registration. The school test proctor will explain which option to use and provide step-by-step instructions to the test candidate.

Customer Service at MedCA can assist you with any questions you may have. Please call: 516 868 6800 Monday through Friday, 10:00am to 5:00pm EST.

### **Cancellation Policy/Refund Policy**

If any exam is cancelled or closed, exam fees will be refunded. No exam fee will be refunded for any other reason on or after the scheduled exam date. A candidate may cancel an exam by contacting Customer Service via telephone (516-868-6800), email ([info@medcainc.com](mailto:info@medcainc.com)), fax (516-442-3222) or postal mail (376 S Bayview Avenue, Freeport, NY 11520) no later than one business day in advance of the original exam date in order to receive a refund.



## Exam Information

### General Exam Information

Exams are offered as either paper/pencil or online through a proctored exam site. The test is a 100 question, 4 option multiple choice. MedCA's medical assistant exam is a knowledge base test.

The medical assistant certification exam covers the following eight domains:

#### Actual Number of Questions on Test

1) Pharmacology	11
2) Medical Procedures	9
3) Patient Care	26
4) Phlebotomy	24
5) EKG	8
6) Other Diagnostic Tests	6
7) Legal and Ethical Issues	7
8) Administrative Duties	9

### Study Material

Candidates are strongly encouraged to prepare for the Medical Assistant Certification exam in advance. A list of materials that candidates may use to prepare for the exam is available from MedCA by emailing a request to [info@medcainc.com](mailto:info@medcainc.com). These materials are not intended to replace classroom learning.

MedCA's study material is optional and does not have to be purchased or used and the test candidates may use any study material of their choice. MedCA's study material can be purchased and downloaded from our website, [www.medca.us](http://www.medca.us) or can be ordered by calling our office at 516 868 6800. Purchase or use of MedCA's study materials is not required to sit for an exam or to obtain a passing score.

### Exam Format and Administration

MedCA Certification Exams are administered via paper/pencil or through the Internet at any exam site. The MedCA Medical Assistant exam consists of One Hundred (100), 4-option multiple-choice questions, and candidates have two hours in which to complete the exam.

All testing sites have a dedicated MedCA proctor who will set up your exam date and time. Information about location of testing sites is available by calling our office at 516 868 6800.

## **Reciprocal Recertification**

MedCA does not offer Reciprocal Recertification from other agencies at this time.

## **Retaking the Exam**

To allow test takers additional opportunities to display their competency, retesting will be allowed. If a candidate initially fails a medical assistant exam, they have two more opportunities to retake the exam. However, to protect the interests of candidates as well as test content, candidates will take the test no more than three times before having to wait a year. Candidates will be required to wait no less than 30 days between exams. When additional forms of the exam are available, preference will be given to alternating among forms from retest to retest.

MedCA will provide all failing candidates with information as to which domains they did poorly in and require additional study. Upon the third unsuccessful attempt, a candidate must wait one year before being eligible to sit for the examination again. This is to allow sufficient time to do additional study and/or return to a medical assistant training program or school.

## **What to Bring to the Testing Site**

Candidates will be expected to validate their identity with a current government-issued photo ID. A copy of the ID may be kept. Candidates who are paying for an exam, must bring the exam fee payment by money order to the testing site. If they do not bring a money order they must reschedule the exam.

## **What to Expect at the Testing Site**

Upon arrival at the testing site and verification of current photo ID, candidates can expect a designated proctor to administer the online or paper/pencil exam in an appropriate format.

## **The Exam Proctor**

All testing sites have a dedicated MedCA proctor. The exam proctor will:

- Read aloud the rules and regulations to the examinees
- Reinforce the rules to ensure uniform testing conditions
- Verify the identity of all applicants, via photo ID
- Maintain a strictly enforced timed period for the exam

- Maintain order in the seating of all examinees
- Prohibit cell phone use and any/all electronics
- Ensure that all examinees used the lavatories prior to the start of the exam
- Not answer questions after testing has begun

## General Testing Guidelines for Paper/Pencil Exams

Tests are delivered to the school a few days before the actual exam date. Each exam site proctor must sign a Proctor's Oath that indicates the school's agreement to keep the exams secure until the scheduled exam date. Please follow the instructor's directions carefully before and during the exam.

## General Testing Guidelines for Online Exams

If online testing is available at the school you wish to test at, the test candidate must make an appointment with the school. Then on the day of the exam, the candidate must register on MedCA's website ([www.medca.us](http://www.medca.us)) on the testing computer at the school. This is done by using a test voucher provided by the school or by going directly to the testing website to complete registration. The school test proctor will explain which option to use and provide step-by-step instructions to the test candidate.

Customer Service at MedCA can assist you with any questions you may have. Please call: 516 868 6800 Monday thru Friday, 10:00am to 5:00pm EST

The candidate has the same amount of time to complete the online Medical Assistant exam as the paper/pencil candidate does.

As an additional security measure, the online exam does not have printing capabilities.

## Exam Development

MEDCA Medical Assistant exams are developed in accordance with generally accepted psychometric and testing practices, and national accreditation standards for Certification programs, as described below:

**Job Task Analysis (JTA) Study.** Content for this exam was established through a job task analysis (JTA) study, methodology aligning with industry standards and best practices. JTA studies rely on a team of trained and qualified subject matter experts (SMEs) who are Certified Medical Assistants or Certified Medical Assistant educators who have previously worked as Certified Medical Assistants. Ideally, participating SMEs have a minimum of 3 years and a maximum of 8 years of experience in the profession in order to ensure adequate experience and knowledge of an entry-level professional. SMEs were asked to define the essential tasks performed by an entry-level Medical Assistant and the necessary knowledge for competent performance of each task. These tasks were then validated using a survey of nationally representative certified Medical Assistants who were asked to rate the importance of each task for competent job performance.

**Establishment of Test Blueprints.** Based on results of the JTA, a formal set of exam specifications, also known as an exam blueprint, was established. Important ratings from the survey were used to establish content weights for each domain and task area. Weights were then used to determine the number of exam questions included in each section of the exam. The final blueprint was approved by the MEDCA Certification Board (Board).

**Item Development.** Test items were written and reviewed by SMEs under the guidance of a psychometrician. All exam items underwent multiple levels of review and editing. Test items were assembled into an exam form using the detailed exam plan specifications contained in the blueprint. According to industry standards, an operational field exam was conducted in order to evaluate the quality of the exam items and form under actual exam conditions as well as provide evidence of score reliability.

**Standard Setting/Determining the Passing Score.** MEDCA used the modified Angoff technique to set the cut score (passing score) for the 2016 Medical Assistant Certification exam. This method links exam performance to an objective criterion that represents the minimum level of competence of a qualified, Certified Medical Assistant professional. The standard of proficiency needs to reflect current practice. Accordingly, when the examination blueprint is revised nontrivially to reflect current practice, a new standard-setting exercise shall be undertaken on the first new form of the test. The passing score for subsequent forms shall be determined using statistical equating when possible. The blueprint is considered to have been revised nontrivially if more than 15 percent of items must be reclassified. Statistical equating is deemed possible if no fewer than 30 candidates each have taken the reference form and the new form.

**Ongoing Development.** MEDCA has conducted a job task analysis (JTA) studies at least every seven years to ensure exam specifications were current and relevant. Additionally, new forms of the exam are developed when necessary to ensure security. In 2015, MEDCA conducted a JTA. In 2016, Talley Consulting reanalyzed the JTA data to update the 2015 Medical Assistant Certification exam blueprint in accordance with best practices and a new exam form was developed. As of 2024, in order to make sure the certification reflects current practice, a job analysis update will be undertaken at least every five years. A job analysis can be undertaken early if there are indications that a significant aspect of practice has changed since the last job analysis. A subject-matter expert will review the blueprint every two years to determine whether it indicates changes in practice that would make the current blueprint obsolete.

## Exam Scoring

MEDCA Medical Assistant exams were designed to test the knowledge necessary for competent performance of medical assistants in today's work environment.

Paper-and-pencil exams are collected and scored by the latest version of a SCANTRON System and online exams are scored electronically, immediately after the exam is submitted via DigitalChalk, which provides candidates with notice of their score. Based on the cut score 70%, candidates who answer less than 70 questions correctly fail the Medical Assistant exam, whereas candidates who score 70 or more questions correctly pass. All scores are stored on MEDCA's server and are backed up daily.

Medical Assisting exam results are reported within 14 days of MedCA receiving the candidate's test.

Three types of feedback reports are generated and sent directly to the institutions and/or candidates:

1. Schools are provided with score reports for the test group, indicating the percentage of exam questions answered correctly by domain. Since the purpose of the credential is to identify qualified medical assistants rather than select medical assistants from a pool of applicants, the rank order or relative test performance of different candidates is irrelevant and therefore not reported.
2. Failing candidates are sent a letter indicating their overall score (percentage correct). To help candidates who fail to prepare for retaking the exam, they also are provided with areas of deficiency, by domain. Failing candidates also receive instructions on how to register for a retake.
3. Passing candidates receive a certificate and wallet-sized card indicating that they have passed the Medical Assistant Certification exam.

## **Disciplinary Standards and Procedures**

Following are the grounds for denial of eligibility for the Certified Allied Health Professional credential, or for discipline of the Certified Allied Health professional.

Obtaining or attempting to obtain certification, or recertification of the Certified Allied Health credential, by fraud or deception.

Knowingly assisting another to obtain or attempt to obtain certification or recertification by fraud or deception.

Misstatement of material fact or failure to make a statement of material fact in application for certification or recertification.

Falsifying information required for admission to the Allied Health Certification/Recertification Examination, impersonating another examinee, or falsifying education or credentials.

Copying answers, permitting another to copy answers or providing or receiving unauthorized advice about examination content during the Allied Health Care Certification Exam.

Unauthorized possession or distribution of examination materials, including copying and reproducing examination questions and answers.

Found guilty of a felony or pleaded guilty to a felony. However, the Certification Board may grant a waiver based upon mitigating circumstances, i.e. participation in a workforce program for known felons.

Following are the procedures for adjudicating alleged violations of Disciplinary Standards:

The CERTIFIED ALLIED HEALTH PROFESSIONAL or applicant for the CERTIFIED ALLIED HEALTH credential shall be informed in writing of the basis for denial of eligibility for the CERTIFIED ALLIED HEALTH credential, or for discipline of the CERTIFIED ALLIED HEALTH PROFESSIONAL.

The CERTIFIED ALLIED HEALTH PROFESSIONAL or applicant shall be given the opportunity to submit written evidence regarding the alleged violations.

The CERTIFIED ALLIED HEALTH PROFESSIONAL or applicant shall be given the opportunity to appeal against the decision of the Certification Board to an appeals panel established by the Certification Board.



Possible sanctions:

Denial of eligibility for the CERTIFIED ALLIED HEALTH PROFESSIONAL Exam

Scores invalidated, scores withheld, or scores recalled.

Probation

Reprimand

Temporary revocation of the CERTIFIED ALLIED HEALTH credential

Permanent revocation of the CERTIFIED ALLIED HEALTH credential

## Appeals Policy

Appeal forms are available to be downloaded from our website at [www.medca.us](http://www.medca.us) under the dropdown Forms in the toolbar.

Forms can be mailed to our postal address, faxed, or emailed.

Fax: 516 442 3222

Email: [admin@medca.us](mailto:admin@medca.us)

Postal address: MedCA

376 S. Bayview Ave Freeport, NY 11520

## Exam Appeals

A candidate may contact MedCA to challenge an exam score. Exam challenges can be regarding content and/or scoring. These challenges are reviewed by the Compliance Department, which will decide as to the validity of the challenge. Exam challenges and adverse recertification decisions must be submitted in writing within 14 days of the original exam or recertification exam date. A MedCA Appeal Form can be found on the MedCA website ([www.medca.us](http://www.medca.us)) under the Forms tab.

## Eligibility Appeals

Individuals must meet the Medical Assistant eligibility requirements set forth by the Certification Board. Appeals to a denied registration can be submitted in writing to the Board within 30 days of the denied application. All appeals will be reviewed by the Board and responded to within 30 days of Appeal Form submission. Appeals may be filed by submitting a MedCA Appeal Form, which can be found on the MedCA website ([www.medca.us](http://www.medca.us)) under the Forms dropdown tab.

## **Disciplinary Action Appeals**

MedCA reserves the right to deny or remove a Medical Assistant Certification based on a disciplinary action taken against an individual. It is the responsibility of the candidate/certificant to submit an Exception Request/Appeal Form and supporting documentation in the event he/she wishes to challenge the disciplinary action. Appeals received will be reviewed by the MedCA Certification Board. Appeals may be filed by submitting a MedCA Certification Appeal Form, which can be found on the MedCA website ([www.medca.us](http://www.medca.us)) under the Forms tab.

Once the Appeal form is received by MedCA, candidates/certificants can expect a written response in approximately 30 days.

Appeal decisions by the Certification Board are final and are not subject to further appellate review.

## **Confidentiality Policy**

To protect MedCA's database, personal information, which comprises nonpublic information including, but not limited to, name, address, certification number, etc., is accessible only by designated staff and contractors operating under a nondisclosure agreement, unless required by law. This database may also be used for the purpose of research reports and other published data (such as pass rates, numbers of certificants, score trends, etc.).

Candidate information will remain confidential, with the exclusion of whether a candidate has a current/active certification. Unless required by law, written authorization by the candidate is needed to release exam score information.

If a test candidate does not want their test information to be released to the school, they are able to place that into effect that when they sign their registration form.

Additionally, exam scores or pass/fail status will not be provided over the phone.

If a healthcare professional wishes to verify any individual's Medical Assistant Certification, they can do so by phone 516.868.6800. A MedCA representative will request that the caller provide the last name of the certificant, certificate number and expiration date. MedCA will verify whether the information is correct. If needed, candidates can request a transcript form for employment purposes. Likewise, verification of Certification can be performed on MedCA's website ([www.medca.us](http://www.medca.us)) by clicking on Verify Certification.

## Keeping Certification Current by Recertification

The purpose of recertification is to maintain and promote continuing competence by reviewing and demonstrating understanding of evolving knowledge, methods, and technology throughout the individual's professional career. MedCA defines continuing competence as the ongoing knowledge necessary to deliver designated services safely and effectively in the context of an individual's role and environment. It is dynamic, fluid and impacted by many factors as the individual enters new roles and situations.

MedCA and its subject matter experts attempt to stay abreast of current events affecting the Medical Assistant profession; therefore, they review continuing education credits based on current events, industry mandates and relevance to the field.

Medca Certificate holders must recertify every two years. This two-year time frame accomplishes the following:

- Makes certain that certificants advance their education within a reasonable period relative to changes in the profession and/or technology.

- Assures that the certificate holder has ample time to study and further their knowledge, as well as keep abreast of changes in their field.

- Establishes a standard of continuing education and advancement for the certificate holder.

MedCA Medical Assistant Certification is effective for two years from the date of testing. MedCA requires nine Continuing Education credits every two years. The Continuing Education requirement through MedCA is satisfied by studying the recertification materials, which consists of three continuing education studies, each of which corresponds to three Continuing Education Units (CEUs), supplied by MedCA, that are consistent with state-of-the-art professional requirements, and answering a series of questions about each. Those who answer a minimum of 70% correctly are recertified. Policies for Continuing Education are established by the MedCA Certification Board. CEU Units can be requested by emailing MedCA at: [info@medcainc.com](mailto:info@medcainc.com)

Continuing Education can also be achieved by obtaining outside credits, meaning you do not need to go through MedCA to obtain continuing education credits. You must have at least nine (9) credits of outside study to obtain recertification by MedCA. For outside credits to be accepted the certificate holder must submit the course they attended, the name of the facility attended, the dates and attendance record which shows the number of hours. At least nine hours of continuing education is needed to be accepted by MedCA for outside credits. Please allow 30 days' review time for a decision by MedCA on the acceptability of outside credits.

The allied healthcare field is in constant change and all healthcare professionals must stay current with those changes. Education taken outside of MedCA or through MedCA are both convenient ways to keep the Medical Assistant Certification current.

Continuing Education through MedCA is available in paper/pencil by mail format or online. Certificate holders should contact MedCA via phone or email the month prior to the expiration date of their certificates to request a (CE) recertification packet.

The fee for recertification is \$149. If a Certification is expired for one year or more, the candidate must pay an additional \$35 to have their Certification reinstated. If the certification is expired for more than three years, the individual must retake the certification exam.

### **Record Retention**

All electronic records, such as certificant information, personal information and exam results, are housed at MEDCA's business headquarters, located at 376 South Bayview Ave. Freeport, NY 11520, which is monitored with video surveillance. All paper records, such as certificant information, personal information and exam results, are kept in double locked rooms and a secure storage facility until the required amount of time (10 years) has lapsed, so they can safely be destroyed via shredding.

Electronic records, such as certificant information, personal information and exam results, are kept on file (database) indefinitely and are not destroyed. The database is backed up daily. The item pool and master electronic exam forms are stored on password protected MEDCA servers and are accessible to the Certification Board, the Director of Compliance and the Director of Operations. Printed exams are shredded after use.

### **Violation of Examination Procedures**

The MedCA Certification Board has the right to invalidate Medical Assistant exam scores upon receipt of bona fide proof that irregularities or deviations from standard testing policies may have occurred during the administration of an exam. This includes but is not limited to testing irregularities involving the candidate, exam or agents administering the exam (proctor or exam administrator). Medical Assistant Certification candidates may appeal an invalidation of an exam score using the Appeals procedure noted in the Appeals section.

### **Credential Use**

Candidates who pass a MedCA medical assistant certification test will receive a certification designating them as a **Certified Clinical & Administrative Medical Assistant (MA1)**

Candidates who have achieved a passing score on the exam and have a current valid credential may include the certification designation MA1 behind their name. The use of the MA1 designation should only be used in a context consistent with demonstrating professional credentialing.

MedCA will take all appropriate steps, including legal action, to protect its rights in the mark from unauthorized use.

### **Finding a MedCA Testing Site**

MedCA has testing sites throughout the U.S.

A MedCA testing site can be found by calling MedCA at 516 868 6800 or by contacting us by email at [admin@medca.us](mailto:admin@medca.us)

Be sure to state the city and state in which you are looking for a testing site.

## Medical Assistants Certified by MedCA Statistics

Medical Assistants Certified by MedCA Statistics are as follows:

As of 12/31/23, the **total number** of MedCA Medical Assistant test candidates is **10,996**.  
The total number of Medical Assistants certified by MedCA as of 12/31/23 is **9,986**.

In 2022, 1,992 Medical Assistant test candidates took the Medical Assistant Certification exam, 1,876 passed. **Pass rate of 94.17%**

In 2023, 1537 Medical Assistant test candidates took the Medical Assistant Certification exam, 1394 passed. **Past rate of 90.69%**



# **MedCA Medical Assistant Test Specifications**

## **Objective of Certification Program**

The Certified Clinical & Administrative Medical Assistant (MA1) credential represents a medical assistant who has been credentialed through the Certification Board of MedCA. The credential is awarded to candidates who pass MedCA's certification or recertification exam indicating that the candidate has demonstrated the minimum knowledge necessary for competent performance as an entry-level Medical Assistant. Certificants must be recertified every two years through a re-examination that evidences continued knowledge, and thus contributes to quality patient care.

## **Exam Format**

Number of scored items 100  
Duration 2 hours  
Item type(s) 4-option MC  
Mode 1 Paper and pencil  
Mode 2 Online

## **Exam Blueprint**

The MedCA Medical Assistant Certification exam was constructed based on the 2016 job analysis study (Talley, 2016a, pp. 18-19). The table includes both the rounded blueprint weight as well as the actual number of items on the form. Any future exam forms, including field test forms, will be constructed based on this exam blueprint. Future forms may include non-scored field test items in addition to the 100 scored items.

## **Form Analysis**

There is only one form of the MedCA Medical Assistant certification exam. The items and form were analyzed using a Classical Test Theory model and classical reliability analysis. These data are reported in the field test report (Talley, 2017). Exam forms are evaluated annually for consistent exam form performance.

## **Cut Score**

The cut score for the Medical Assistant exam was set using a Modified Angoff Yes/No method. The cut score for this exam is a raw score of 70 or 70% (Talley, 2016b).

## **Scoring**

The MedCA MA examination is scored using classical number correct scoring, with one point assigned to each correct answer. Scores are reported as number correct and a pass/fail designation. In addition, failing candidates receive a summary of performance across domains to assist in preparing to retake the test.

## **Domain Blueprint Actual**

### **Pharmacology 11 11**

D1T1 2 1  
D1T2 2 2  
D1T3 2 2  
D1T4 2 1  
D1T5 1 1  
D1T6 2 4

### **Medical Procedures 8 9**

D2T1 2 2  
D2T2 2 1  
D2T3 2 2  
D2T4 2 4

### **Patient Care 27 26**

D3T1 2 3  
D3T2 2 1  
D3T3 2 2  
D3T4 2 4  
D3T5 1 1  
D3T6 2 2  
D3T7 2 2  
D3T8 0 0  
D3T9 2 2  
D3T10 2 2  
D3T11 3 2  
D3T12 2 1  
D3T13 3 1  
D3T14 2 3

## **Phlebotomy 24 24**

D4T1 2 1  
D4T2 2 3  
D4T3 2 3  
D4T4 2 1  
D4T5 2 2  
D4T6 2 1  
D4T7 2 2  
D4T8 2 1  
D4T9 2 4  
D4T10 2 2  
D4T11 2 2  
D4T12 2 2

## **EKG 8 8**

D5T1 2 2  
D5T2 2 2  
D5T3 2 2  
D5T4 2 2

## **Other Diagnostic Tests 6 6**

D6T1 2 3  
D6T2 2 2  
D6T3 2 1

## **Legal and Ethical Issues 8 7**

D7T1 2 2  
D7T2 2 2  
D7T3 2 2  
D7T4 2 1

## **Administrative Duties 8 9**

D8T1 2 2  
D8T2 2 3  
D8T3 2 2  
D8T4 2 2



# Medical Assistant Certification Examination Blueprint

Topic	Item Count
<b>Domain I. Pharmacology</b>	<b>11</b>

**Task 1: Handle drugs in a manner that complies with regulatory agency guidelines (i.e., DEA) in order to ensure proper ordering, documenting, and storing of drugs in a medical facility.** **2**

Knowledge of:

- 1.1.1 Regulatory agency guidelines (DEA, FDA)
- 1.1.2 Procedures for handling drugs
- 1.1.3 Side effects, adverse drug interactions, indications, and contraindications
- 1.1.4 Principles of drug storage (i.e., temperature) and disposal
- 1.1.5 Frequency of dosage for drugs
- 1.1.6 Drug record keeping (i.e., drugs received, destroyed, or administered to patients)
- 1.1.7 Physician's Desk Reference

**Task 2: Complete prescriptions and authorizations of drug refills following legal requirements in order to ensure proper use of medication and patient confidentiality.** **1**

Knowledge of:

- 1.2.1 Regulatory agency guidelines (DEA, FDA)
- 1.2.2 Guidelines for dispensing medications
- 1.2.3 Patient safety procedures (i.e., keep medical prescriptions pads safe from patients, verify D.O.B. and age, keep office door closed, ensure privacy)

**Task 3: Identify commonly used medications by generic and brand names to facilitate communications with pharmacies and patients.** **2**

Knowledge of:

- 1.3.1 Names of medications (generic and brand)
- 1.3.2 Function of the medication (what diagnosis it is treating)
- 1.3.3 Forms of medication (i.e., pill, capsule, cream, ointment, liquid)

**Task 4: Perform basic medication-related calculations using appropriate references and tools (i.e., calculator) in order to determine proper dosage.** **2**

Knowledge of:

- 1.4.1 Drug interactions
- 1.4.2 Names of medications (generic and brand)
- 1.4.3 Function of the medication (what diagnosis it is treating)
- 1.4.4 Procedures for referencing (Physician's Desk Reference/medical dictionary)

Topic	Item Count
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1.4.5 Patient history and current medication verification processes

**Task 5: Crosscheck medications for possible interactions using pharmaceutical references (i.e., Physician’s Desk Reference) in order to prevent adverse drug reactions.**

0

Knowledge of:

1.5.1 Procedures for referencing (Physician’s Desk Reference/medical dictionary)

**Task 6: Recognize general indications (i.e., sweats, non-responsive behavior) for common therapeutic medications (e.g. insulin for diabetics, etc.) using knowledge of medical conditions and their treatments in order to properly respond to patient indications.**

4

Knowledge of:

1.6.1 Common medical conditions (i.e., diabetes, high blood pressure)

1.6.2 Symptoms of common medical conditions

1.6.3 Treatments of common medical conditions

**Domain II. Medical Procedures**

9

**Task 1: Use safety techniques (i.e., cleansing, disinfecting, sterilizing, medical asepsis) when handling and discarding chemicals and biohazardous waste using protective equipment (i.e., gown, gloves, mask) and established procedures in order to ensure personal and patient safety.**

2

Knowledge of:

2.1.1 Chemical and biohazardous safety techniques (i.e., cleansing, disinfecting, sterilizing, medical asepsis)

2.1.2 Patient safety techniques

2.1.3 Proper chemicals/biohazard waste disposal protocols

2.1.4 Protective equipment (i.e., gown, gloves, mask)

2.1.5 Procedures for using protective equipment

**Task 2: Comply with regulations (i.e., OSHA and CDC) when handling patients and chemical and biohazardous waste (i.e. airborne, droplet, hand hygiene, etc.) in order to prevent transmission of diseases.**

1

Knowledge of:

2.2.1 OSHA regulations related to proper handling

2.2.2 CDC regulations related to proper handling

2.2.3 Procedures for preventing transmission of disease when handling patients and waste

Topic	Item Count
<p><b>Task 3: Use safety procedures when handling patients with infectious diseases using protective equipment (i.e., mask, gown, protective goggles, gloves) and established procedures (i.e., isolation) in order to ensure personal, patient, and medical facility safety.</b></p> <hr/> <p>Knowledge of:</p> <ul style="list-style-type: none"> <li>2.3.1 Safety procedures</li> <li>2.3.2 Isolation procedures</li> <li>2.3.3 Infectious diseases</li> </ul>	<b>2</b>
<p><b>Task 4: Handle emergency situations in office or by phone (i.e., high levels of blood, creatinine in urine, pregnancy-related) using appropriate standards and established procedures in order to protect personal, patient, and medical facility safety.</b></p> <hr/> <p>Knowledge of:</p> <ul style="list-style-type: none"> <li>2.4.1 Applicable test result ranges and acceptable levels</li> <li>2.4.2 Procedures for documentation</li> <li>2.4.3 Procedures for handling emergencies</li> </ul>	<b>4</b>
<p><b>Domain III. Patient Care</b></p> <hr/>	<b>26</b>

**Task 1: Obtain patient vital signs using appropriate instruments (i.e., scale, stethoscope, blood pressure cuff, thermometer, pulse oximetry) in order to establish baseline health information.**

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- Knowledge of:
- 3.1.1 Normal to critical values for vital signs
  - 3.1.2 Proper procedures for obtaining vitals (i.e., obtaining blood pressure, temperatures, oxygen levels )
  - 3.1.3 Instruments necessary for obtaining vitals (i.e., scale, stethoscope, blood pressure cuff, thermometer, pulse oximetry)

**Task 2: Record patient vital signs and patient medical/family history (surgeries, illnesses, medications) using the applicable EMR/EHR or paper-based system in order to establish and maintain patient documentation.**

---

- Knowledge of:
- 3.2.1 Purpose of functions of EMR/EHR systems
  - 3.2.2 Entering and filing information
  - 3.2.3 Information necessary to establish medical/family history

**Task 3: Identify the correct position for a patient given the exam or procedure (i.e., laying patient down for a blood culture to avoid patient passing out) in order to properly and safely prepare the patient.**

---

2

Knowledge of:

- 3.3.1 Correct positions given patient condition
- 3.3.2 Procedures for placing patients in correct positions
- 3.3.3 Patient safety procedures

**Task 4: Transfer patient using correct body mechanics (i.e., bending correctly, pulling patient with an assistant, using a Hoyer lift to transfer) in order to ensure patient and medical staff safety.**

---

4

Knowledge of:

- 3.4.1 Correct body mechanics when transferring patients
- 3.4.2 Procedures for using equipment such as a Hoyer lift or wheel chair
- 3.4.3 Proper patient communication when transferring
- 3.4.4 Anatomy of the muscular system
- 3.4.5 Anatomy of the skeletal system

**Task 5: Perform patient vision screening using appropriate materials (i.e., eye chart) and procedures in order to evaluate patient condition.**

---

1

Knowledge of:

- 3.5.1 Materials (i.e., eye chart, otoscope)
- 3.5.2 Proper vision screening procedures

**Task 6: Assist physician with patient procedures using appropriate tools (i.e., scissors, tweezers, gauze pads, slings, saline solutions) and processes (i.e., remove bandages, set out tools) in order to provide patient care.**

---

2

Knowledge of:

- 3.6.1 Role of MA in assisting physician with patient procedures
- 3.6.2 Proper tools for a given procedure
- 3.6.3 Procedures for bandage removal
- 3.6.4 Proper communication with physician or other medical staff

**Task 7: Assess patient pain level using a pain scale in order to determine patient's current physical comfort level.**

---

2

Knowledge of:

- 3.7.1 Different types of pain scales
- 3.7.2 Proper patient communication for determining accurate pain level

**Task 8: Perform ear irrigation on a patient using appropriate tools and solutions (i.e., otoscope, small syringe, saline) in order to remove wax buildup or foreign materials from the ear.** **0**

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Knowledge of:

- 3.8.1 Ear irrigation procedures
- 3.8.2 Ear wax buildup
- 3.8.3 Ear irrigation tools (i.e., otoscope, small syringe, saline)
- 3.8.4 Anatomy of the ear

**Task 9: Recognize abnormal measures from screening results in order to inform appropriate medical staff for follow-up with the patient.** **2**

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Knowledge of:

- 3.9.1 Screening procedures
- 3.9.2 Applicable indexes and their ranges for each procedure
- 3.9.3 Proper communication methods with physician or other medical staff and patient

**Task 10: Maintain patient exam rooms including appropriate supplies (i.e., disinfecting wipes, gloves, bandages) and applying appropriate cleaning procedures (i.e., disinfecting room and tools, storing materials) in order to maintain and clean a safe patient environment.** **2**

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Knowledge of:

- 3.10.1 Appropriate exam room supplies
- 3.10.2 Cleaning procedures
- 3.10.3 Storage procedures

**Task 11: Review basic instructions related to medications, treatments (i.e., insulin, respiratory, blood pressure), devices (i.e., crutches), and equipment (i.e., oxygen tank) using appropriate procedures in order to ensure safe patient use.** **2**

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Knowledge of:

- 3.11.1 Medications
- 3.11.2 Treatments
- 3.11.2 Devices
- 3.11.3 Equipment
- 3.11.4 Procedures used with equipment
- 3.11.5 Procedures used to review/communicate with patients

**Task 12: Respond to patient with trouble breathing using oxygen-related equipment (i.e., mask, machines, pulse oximetry) and appropriate procedures (oxygen therapy) in order to alleviate patient condition.** **1**

---

Knowledge of:

3.12.1 Oxygen-related equipment (pulse oximetry, masks, oxygen tanks/machines)

3.12.2 Patient breathing conditions

3.12.3 Procedures for assisting patients with oxygen-related equipment (i.e., placing mask on patient)

**Task 13: Treat patient wounds (i.e., open wound, scrape, burn) using appropriate cleaning and bandaging techniques.**

**1**

Knowledge of:

3.13.1 Open/closed wounds

3.13.2 Appropriate cleaning solutions and materials

3.13.3 Bandaging techniques

**Task 14: Perform necessary tests and screenings (i.e., EKG, blood cultures, CPR, vital signs) on a patient in critical condition using appropriate procedures in order to support medical staff in patient treatment.**

**3**

Knowledge of:

3.14.1 Critical verse stable condition

3.14.2 Appropriate tests to perform based on patient condition

3.14.3 Blood culture procedures

3.14.4 EKG procedures

3.14.5 Procedures for checking vital signs

3.14.6 CPR procedures

**Domain IV. Phlebotomy**

**24**

**Task 1: Verify patient identification and order verification (i.e. requisition form, bracelet, patient ID wristband, date of birth, first and last name) using standards in order to ensure patient safety.**

**1**

Knowledge of:

4.1.1 Proper identification procedures

4.1.2 Order verification procedures

**Task 2: Verify patient followed correct procedures (i.e. fasting,) before testing to evaluate pretest conditions prior to collection of specimen.**

---

**3**

Knowledge of:

4.2.1 Correct procedures that patients must follow for a given test (provide examples)

4.2.2 Proper patient communications (written and verbal) for a given test

**Task 3: Select appropriate equipment (i.e., needle gauge, correct tube,) given the blood test ordered and type/age of the patient to ensure proper collection and accurate result.**

---

**3**

Knowledge of:

4.3.1 Equipment purpose and use

4.3.2 Impact of patient characteristics on blood testing

**Task 4: Prepare the patient and site for blood collection using appropriate procedures (i.e., locate vein, apply tourniquet, cleansing with alcohol pad, venipuncture, select bandaging) in order to ensure safe collection.**

---

**1**

Knowledge of:

4.4.1 Proper positioning (i.e. lying down, seated)

4.4.2 Impact of patient history on blood collection procedures

4.4.3 Proper tourniquet use

4.4.4 Screening of skin prior to blood collection

4.4.5 Procedures for identifying and cleaning blood draw site

4.4.6 OSHA standards for biohazardous waste disposal

4.4.7 Hematomas

4.4.8 Procedures for proper bandaging

4.4.9 Anatomy of the vascular system

**Task 5: Perform blood draw using appropriate procedures (i.e., correct order) to ensure proper collection storing and accurate result of the sample.**

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**2**

Knowledge of:

4.5.1 Procedures for obtaining blood draw

4.5.2 Procedures for handling (i.e., anticoagulant to prevent clotting, centrifuge) and storing specimen (i.e., proper tubes and temperatures)

**Task 6: Identify additives in evacuated blood collection tubes to check proper inversion and filling technique based on laboratory manual requirement.**

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**1**

Knowledge of:

4.6.1 Additives needed in evacuated blood

4.6.2 Proper inversion and filling techniques

4.6.3 Potential problems with inversion and filling

**Task 7: Fill blood collection tube correctly (i.e., appropriate levels/ratio, tube inversion) following manufacturer recommendations in order to ensure proper protocol for filling each tube and the number of inversions for each tube.**

**2**

Knowledge of:

4.7.1 Correct procedures for filling blood collection tubes (i.e., appropriate levels/ratio, tube inversion) based on manufacturer recommendations

**Task 8: Screen patient history before performing venipuncture to ensure patient does not develop any reaction (i.e. nervousness, excessive sweat, fainting)?**

**1**

Knowledge of:

4.8.1 Procedures for screening patients (i.e., medical history, medications) prior to venipuncture

**Task 9: Perform capillary punctures with patients who have small veins using finger stick method ( i.e. hemoglobin, hematocrit, blood glucose, cholesterol) in order to obtain a specimen.**

**4**

Knowledge of:

4.9.1 Capillary method

4.9.2 Procedure for positioning the finger

4.9.3 Applying method to different demographics (i.e., infants, children, and adults)

4.9.4 Anatomy of vascular system (veins/capillary system)

**Task 10: Respond to complications (i.e. hematoma, patient fainting) using appropriate methods (i.e., apply pressure to prevent hematoma) in order to ensure patient safety.**

**2**

Knowledge of:

4.10.1 Causes of complications in blood draw (i.e., venipuncture, capillary)

4.10.2 Symptoms related to reactions to a blood draw

4.10.3 Procedures for managing reactions to venipuncture

**Task 11: Recognize preanalytical errors and complications (i.e. inadequate collection amount, wrong order of draw) in order to obtain a sufficient quantity of specimen.**

**2**

Knowledge of:

4.11.1 Preanalytical errors and complications

4.11.2 Sufficient specimen for a particular blood draw



Topic	Item Count
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**Task 12: Process specimens (i.e., handle, label, transport, storing, patient misidentification) according to appropriate methods in order to ensure accurate results.** **2**

4.12.1 Procedures for processing specimens

4.12.2 Potential errors in processing (i.e., labeling, transporting, storing)

**Domain V. EKG** **8**

**Task 1: Explain the EKG procedure to the patient using appropriate language (i.e., nontechnical terms) in order to ensure patient understands procedure.** **2**

Knowledge of:

5.1.1 Procedures for performing EKG

5.1.2 Purpose of an EKG

5.1.3 Proper communication with physician or other medical staff and patient

**Task 2: Prepare patient for EKG testing using appropriate procedures (i.e., shave, position, clean affected area) based on the specific patient (i.e., age, special needs) in order to complete testing.** **2**

Knowledge of:

5.2.1 Procedures for preparing (i.e., shaving, cleaning, positioning) the patient

5.2.2 Performing EKG with different types of patients (i.e., pediatric/adult, ethnicity)

5.2.3 Anatomy of the heart

5.2.4 Impact of patient age on heart condition and EKG procedures

**Task 3: Place electrodes on the patient using appropriate procedures and placement in order to complete testing.** **2**

Knowledge of:

5.3.1 Appropriate placement of leads

5.3.2 Electrode labeling

**Task 4: Record EKG tracings, vitals, and tolerance on a patient using appropriate resources (blood pressure cuff, treadmill, pulse oximetry) and techniques depending on patient's medical condition (i.e., amputee, pacemaker) in order to accurately complete test.** **2**

Knowledge of:

5.4.1 Resources used to obtain test (blood pressure cuff, treadmill, pulse oximetry)

5.4.2 Procedures for obtaining EKG recording

5.4.3 Medical conditions that are impacted by EKG testing

Topic	Item Count
<b>Domain VI. Other Diagnostic Tests</b>	<b>6</b>

**Task 1: Obtain specimen (i.e. urinalysis, hemoglobin, glucose, pregnancy) in correct form (i.e. tube, cup, guaiac card, specimen hat) to complete the point of care test ordered by the physician.** **3**

Knowledge of:

6.1.1 Procedures for obtaining specimens or cultures

6.1.2 Renal anatomy

**Task 2: Instruct patients in specimen collection (i.e. clean catch urine, bowl, glucose, hemoglobin) or screening procedure (i.e., colonoscopy, endoscopy, spirometry, Pulmonary Function Testing, home sleep test) using applicable pre-collection procedures and materials in order to ensure an accurate screening or collection.** **2**

Knowledge of:

6.2.1 Prescreening procedures

6.2.2 Procedures for instructing patients in specimen collection/screening procedure

6.2.3 Procedures for obtaining specimens or cultures

**Task 3. Manage medical instrument/machinery maintenance and calibration by identifying and recording hazards or maintenance issues and then implementing and logging quality control procedures in order to ensure a safe medical facility.** **1**

Knowledge of:

6.3.1 Safe medical facility

6.3.2 Procedures for maintaining facility's instrument/machinery

6.3.3 Instruments and machinery (i.e., usage, calibration)

6.3.4 Quality control procedures

6.3.5 Potential hazards

6.3.6 Potential maintenance issues

<b>Domain VII. Legal and Ethical Issues</b>	<b>7</b>
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**Task 1: Recognize legal responsibilities and scope of practice for medical assistants using standards in order to ensure patient fairness and safety.** **2**

Knowledge of:

7.1.1 Basic description of a medical assistant

7.1.2 Scope of practice

Topic	Item Count
<b>Task 2: Recognize applicable ethical standards in order to ensure patient and professional fairness and safety.</b>	<b>2</b>
Knowledge of:	
7.2.1 Code of ethics	
<b>Task 3: Comply with HIPAA laws to ensure patient confidentiality.</b>	<b>2</b>
Knowledge of:	
7.3.1 HIPPA laws	
7.3.2 Patient confidentiality according to HIPPA	
<b>Task 4: Follow proper procedures for handling reportable incidents (e.g., HIV, human bodily fluids, Hepatitis B or C) using OSHA standards in order to maintain patient confidentiality.</b>	<b>1</b>
Knowledge of:	
7.4.1 OSHA requirements for identifying reportable incidents	
7.4.2 OSHA procedures for reporting incidents	
<b>Domain VIII. Administrative Duties</b>	<b>9</b>
<b>Task 1: Schedule appointments using applicable office software in order to accurately manage patient care.</b>	<b>2</b>
Knowledge of:	
8.1.1 Scheduling considerations such as length of time needed for certain types of appointments (i.e., new patients, follow-ups)	
<b>Task 2: Handle patient records using procedures for updating, recording procedures and test results (i.e., EMR/EHR or paper), and filing in order to ensure accurate and confidential patient records.</b>	<b>3</b>
Knowledge of:	
8.2.1 Patient confidentiality standards (HIPAA)	
8.2.2 Purpose and characteristics of EMR/EHR systems	
8.2.3 Methods of filing (i.e., alphabetical, dates)	
<b>Task 3: Stock medical office (i.e., medical supplies, office supplies) using appropriate procedures and vendors in order to support the function of the medical facility.</b>	<b>2</b>
Knowledge of:	
8.3.1 Ordering procedures	
8.3.2 Necessary medical supplies to support proper functioning of a medical facility	

**Task 4: Obtain medication prior authorizations, patient outreach for health care maintenance and wellness exams, referrals and authorizations for specialists or special screening (i.e., MRI, CAT scan) using appropriate procedures in order to ensure patient care.**

---

**2**

Knowledge of:

8.4.1 Types of managed care (HMO/PPO)

8.4.2 Procedures for authorizations/referrals

8.4.3 How authorizations are affected by type of medications (i.e., iron deficiency, blood pressure, blood thinners)

8.4.4 Names and functions of medical specialties (for handling referrals)

## Job Task Analysis Summary

A Job Task Analysis study for the MedCA Medical Assistant (MA) certification was conducted in order to update the testing program to reflect the current MA profession. A task inventory method was used to determine the essential tasks, and knowledge necessary to perform these tasks, for an entry-level Medical assistant working across multiple practice settings (i.e., physician’s office, clinic, hospital, nursing home). The study was conducted in three phases, beginning the summer of 2015.

In Phase 1, four subject matter experts (SMEs) representative of the MA profession developed an inventory of tasks performed by an entry-level MA. These tasks were then placed on a survey and sent to 450 credentialed Mas representing the broader professional population. Mas were asked whether they perform each task at least three times per week. Seventy-four Mas responded to the survey (16.4%). Based on the results of this first phase, a second phase was designed to combine and refine the original list of 90 tasks across 8 domains. These domains included: Pharmacology, Medical Procedures, Patient Care, Phlebotomy, EKG, Other Diagnostics, Legal and Ethical Issues, and Administrative Duties.

Phase 2 of the study was conducted in the summer of 2016. The focus of this phase of the study was to refine the original list of 90 tasks. The final inventory, developed by a group of six credentialed, experienced Mas, included 51 tasks across the 8 domains defined in Phase I of the study. In addition to these tasks, 160 knowledge statements were identified as important to the role of an entry-level MA.

In Phase 3, a second survey was administered to 1060 credentialed Mas. One hundred and eight responded (10.1% response rate). Only participants who rated all 51 tasks were retained for analysis (n=74, 6.9%). Survey participants represented credentialed Mas, primarily full time employed, working across multiple practice settings and specialty areas. Participants indicated a high level of experience, with more than 80% indicating 4 or more years of experience.

In participating in this survey, Mas were asked to indicate how important each task was to the job of an entry-level MA on a scale of 0-5. Cronbach’s Alpha of 0.965 was reported to demonstrate the reliability resulting data. Mean, SD and frequency of each response to tasks was reported. From these data, an exam blueprint was developed that would indicate the weight of each domain and task on the new MedCA MA certification exam. This blueprint was reviewed and approved by the MedCA MA Advisory Board.

To keep the credential current, MedCA in June 2023 initiated the present job-task analysis. The job-task analysis produced a revised, updated blueprint for the Certified Medical Assistant credential. The blueprint calls for 100 items in the following eight content domains, allocated as shown.

Domain	Items
I. Pharmacology	9
II. Medical Procedures	13
III. Patient Care	28
IV. Phlebotomy	19
V. EKG	4
VI. Other Diagnostic Tests	6
VII. Legal and Ethical Issues	13
VIII. Administrative Duties	8

The full blueprint completed in 2023 appears on the following page  
**Certified Medical Assistant Exam Blueprint 8/2/23.**

### **New Exam Development**

MedCA is in the process of developing a new medical assistant test which we plan to implement in May of 2024. On the next page is the Medical Assistant Exam Blueprint which was developed based upon the Job Task Analysis Report of 8/2/23.

## Certified Medical Assistant Exam Blueprint 8/2/23

Topic	Items
<b>I Pharmacology</b>  1 Handle drugs in a manner that complies with regulatory agency guidelines (i.e., DEA) in order to ensure proper ordering, documenting, and storing of drugs in a medical facility.  2 Complete prescriptions and authorizations of drug refills following legal requirements in order to ensure proper use of medication and patient confidentiality.  3 Identify commonly used medications by generic and brand names to facilitate communications with pharmacies and patients.  4 Perform basic medication-related calculations using appropriate references and tools (i.e., calculator) in order to determine proper dosage.  5 Crosscheck medications for possible interactions using pharmaceutical references (i.e., Physician’s Desk Reference) in order to prevent adverse drug reactions.  6 Recognize general indications (i.e., sweats, non-responsive behavior) for common therapeutic medications (e.g., insulin for diabetics, etc.) using knowledge of medical conditions and their treatments in order to properly respond to patient indications.	<b>9</b>
<b>II Medical Procedures</b>  1 Use safety techniques (i.e., cleansing, disinfecting, sterilizing, medical asepsis) when handling and discarding chemicals and biohazardous waste using protective equipment (i.e., gown, gloves, mask) and established procedures in order to ensure personal and patient safety.  2 Comply with regulations (i.e., OSHA and CDC) when handling patients and chemical and biohazardous waste (i.e. airborne, droplet, hand hygiene, etc.) in order to prevent transmission of diseases.	<b>13</b>

Topic	Items
<ul style="list-style-type: none"> <li>3 Use safety procedures when handling patients with infectious diseases using protective equipment (i.e., mask, gown, protective goggles, gloves) and established procedures (i.e., isolation) in order to ensure personal, patient, and medical facility safety.</li> <li>4 Handle emergency situations in office or by phone (i.e., high levels of blood, creatinine in urine, pregnancy-related) using appropriate standards and established procedures in order to protect personal, patient, and medical facility safety.</li> </ul>	
<b>III Patient Care</b>	<b>28</b>
<ul style="list-style-type: none"> <li>1 Obtain patient vital signs using appropriate instruments (i.e., scale, stethoscope, blood pressure cuff, thermometer, pulse oximetry) in order to establish baseline health information.</li> <li>2 Record patient vital signs and patient medical/family history (surgeries, illnesses, medications) using the applicable EMR/EHR or paper-based system in order to establish and maintain patient documentation.</li> <li>3 Identify the correct position for a patient given the exam or procedure (i.e., laying patient down for a blood culture to avoid patient passing out) in order to properly and safely prepare the patient.</li> <li>4 Transfer patient using correct body mechanics (i.e., bending correctly, pulling patient with an assistant, using a Hoyer lift to transfer) in order to ensure patient and medical staff safety.</li> <li>5 Perform patient vision screening using appropriate materials (i.e., eye chart) and procedures in order to evaluate patient condition.</li> <li>6 Assist physician with patient procedures using appropriate tools (i.e., scissors, tweezers, gauze pads, slings, saline solutions) and processes (i.e., remove bandages, set out tools) in order to provide patient care.</li> <li>7 Assess patient pain level using a pain scale in order to determine patient's current physical comfort level.</li> </ul>	



Topic	Items
	<ol style="list-style-type: none"> <li data-bbox="375 327 1240 436">8 Perform ear irrigation on a patient using appropriate tools and solutions (i.e., otoscope, small syringe, saline) in order to remove wax buildup or foreign materials from the ear.</li> <li data-bbox="375 474 1240 583">9 Recognize abnormal measures from screening results in order to inform appropriate medical staff for follow-up with the patient.</li> <li data-bbox="375 621 1240 802">10 Maintain patient exam rooms including appropriate supplies (i.e., disinfecting wipes, gloves, bandages) and applying appropriate cleaning procedures (i.e., disinfecting room and tools, storing materials) in order to maintain and clean a safe patient environment.</li> <li data-bbox="375 831 1240 978">11 Review basic instructions related to medications, treatments (i.e., insulin, respiratory, blood pressure), devices (i.e., crutches), and equipment (i.e., oxygen tank) using appropriate procedures in order to ensure safe patient use.</li> <li data-bbox="375 1020 1240 1167">12 Respond to patient with trouble breathing using oxygen-related equipment (i.e., mask, machines, pulse oximetry) and appropriate procedures (oxygen therapy) in order to alleviate patient condition.</li> <li data-bbox="375 1209 1240 1272">13 Treat patient wounds (i.e., open wound, scrape, burn) using appropriate cleaning and bandaging techniques.</li> <li data-bbox="375 1314 1240 1461">14 Perform necessary tests and screenings (i.e., EKG, blood cultures, CPR, vital signs) on a patient in critical condition using appropriate procedures in order to support medical staff in patient treatment.</li> <li data-bbox="375 1503 1240 1604">15 Take precautions to protect the health and safety of medical staff and patients, including protection from airborne diseases (e.g., masks, face shields), use of gloves, and the like.</li> </ol>
<b>IV Phlebotomy</b>	<b>19</b>
	<ol style="list-style-type: none"> <li data-bbox="375 1713 1240 1856">1 Verify patient identification and order verification (i.e. requisition form, bracelet, patient ID wristband, date of birth, first and last name) using standards in order to ensure patient safety.</li> </ol>

Topic	Items
2	Verify patient followed correct procedures (i.e., fasting) before testing to evaluate pretest conditions prior to collection of specimen.
3	Select appropriate equipment (i.e., needle gauge, correct tube) given the blood test ordered and type/age of the patient to ensure proper collection and accurate result.
4	Prepare the patient and site for blood collection using appropriate procedures (i.e., locate vein, apply tourniquet, cleansing with alcohol pad, venipuncture, select bandaging) in order to ensure safe collection.
5	Perform blood draw using appropriate procedures (i.e., correct order) to ensure proper collection storing and accurate result of the sample.
6	Identify additives in evacuated blood collection tubes to check proper inversion and filling technique based on laboratory manual requirement.
7	Fill blood collection tube correctly (i.e., appropriate levels/ratio, tube inversion) following manufacturer recommendations in order to ensure proper protocol for filling each tube and the number of inversions for each tube.
8	Screen patient history before performing venipuncture to ensure patient does not develop any reaction (i.e., nervousness, excessive sweat, fainting)?
9	Perform capillary punctures using finger stick method ( i.e. hemoglobin, hematocrit, blood glucose, cholesterol) in order to obtain a specimen.
10	Respond to complications (i.e. hematoma, patient fainting) using appropriate methods (i.e., apply pressure to prevent hematoma) in order to ensure patient safety.
11	Recognize preanalytical errors and complications (i.e. inadequate collection amount, wrong order of draw) in order to obtain a sufficient quantity of specimen.

Topic	Items
<ul style="list-style-type: none"> <li>12 Process specimens (i.e., handle, label, transport, storing, patient misidentification) according to appropriate methods in order to ensure accurate results.</li> <li>13 For patients who have small or hard-to-reach veins, use butterfly needles to obtain a specimen.</li> </ul>	
<b>V</b>	<b>EKG 4</b>
<ul style="list-style-type: none"> <li>1 Explain the EKG procedure to the patient using appropriate language (i.e., nontechnical terms) in order to ensure patient understands procedure.</li> <li>2 Prepare patient for EKG testing using appropriate procedures (i.e., shave, position, clean affected area) based on the specific patient (i.e., age, special needs) in order to complete testing.</li> <li>3 Place electrodes on the patient using appropriate procedures and placement in order to complete testing.</li> <li>4 Record EKG tracings, vitals, and tolerance on a patient using appropriate resources (blood pressure cuff, treadmill, pulse oximetry) and techniques depending on patient's medical condition (i.e., amputee, pacemaker) in order to accurately complete test.</li> </ul>	
<b>VI</b>	<b>Other Diagnostic Tests 6</b>
<ul style="list-style-type: none"> <li>1 Obtain specimen (i.e., urinalysis, hemoglobin, glucose, pregnancy) in correct form (i.e. tube, cup, guaiac card, specimen hat, or nasal swab) to complete the point of care test ordered by the physician.</li> <li>2 Instruct patients in specimen collection (i.e. clean catch urine, bowl, glucose, hemoglobin) or screening procedure (i.e., colonoscopy, endoscopy, spirometry, Pulmonary Function Testing, home sleep test) using applicable pre-collection procedures and materials in order to ensure an accurate screening or collection.</li> </ul>	

Topic	Items
<ol style="list-style-type: none"> <li>3 Manage medical instrument/machinery maintenance and calibration by identifying and recording hazards or maintenance issues and then implementing and logging quality control procedures in order to ensure a safe medical facility.</li> </ol>	
<b>VII Legal and Ethical Issues</b>	<b>13</b>
<ol style="list-style-type: none"> <li>1 Recognize legal responsibilities and scope of practice for medical assistants using standards in order to ensure patient fairness and safety.</li> <li>2 Recognize applicable ethical standards in order to ensure patient and professional fairness and safety.</li> <li>3 Comply with HIPAA laws to ensure patient confidentiality.</li> <li>4 Follow proper procedures for handling reportable incidents (e.g., HIV, human bodily fluids, Hepatitis B or C) using OSHA standards in order to maintain patient confidentiality.</li> <li>5 Flag and show respect for patient preferences in gender identification.</li> </ol>	
<b>VIII Administrative Duties</b>	<b>8</b>
<ol style="list-style-type: none"> <li>1 Schedule appointments using applicable office software in order to accurately manage patient care.</li> <li>2 Handle patient records using procedures for updating, recording procedures, vaccinations, and test results (i.e., EMR/EHR or paper), and filing in order to ensure accurate and confidential patient records.</li> <li>3 Stock medical office (i.e., medical supplies, office supplies) using appropriate procedures and vendors in order to support the function of the medical facility.</li> <li>4 Obtain medication prior authorizations, patient outreach for health care maintenance and wellness exams, referrals and authorizations for specialists or special screening (i.e., MRI, CAT scan) using appropriate procedures in order to ensure patient care.</li> </ol>	



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