

Medical Assistant - Ambulatory Care

Name _____ Telephone _____ Who is your recruiter? _____ Date _____

Instructions: This checklist is meant to serve as a general guideline for our client facilities as to the level of your skills within your nursing specialty. Please use the scale below to describe your experience/expertise in each area listed below.

Proficiency :- 1 = Never Performed **2 = Limited Experience** **3 = Comfortable Performing** **4 = Proficient**
Frequency :- 1 = Never **2 = Sometimes** **3 = Often** **4 = Always**

Age Specific

Age Specific:	Proficiency				Frequency			
Infant (Birth to 1 year)	1	2	3	4	1	2	3	4
Toddler (1–3 years)	1	2	3	4	1	2	3	4
Pre-school (3–6 years)	1	2	3	4	1	2	3	4
School Age (6–12 years)	1	2	3	4	1	2	3	4
Adolescent (12–18 years)	1	2	3	4	1	2	3	4
Young Adult (18–30 years)	1	2	3	4	1	2	3	4
Mature Adult (30–60 years)	1	2	3	4	1	2	3	4
Elderly (>60 years)	1	2	3	4	1	2	3	4

CLINICAL SKILLS

PATIENT INTAKE AND ASSESSMENT:	Proficiency				Frequency			
Proper hand hygiene	1	2	3	4	1	2	3	4
Proper identification of patient using at least two identifiers	1	2	3	4	1	2	3	4
Proper use of personal protective equipment (PPE)	1	2	3	4	1	2	3	4
Perform manual and automatic blood pressure	1	2	3	4	1	2	3	4
Obtain temperature	1	2	3	4	1	2	3	4
Obtain pulse	1	2	3	4	1	2	3	4
Obtain respirations	1	2	3	4	1	2	3	4
Obtain height	1	2	3	4	1	2	3	4
Obtain weight (infant and adult)	1	2	3	4	1	2	3	4
Obtain length and head circumference (infant)	1	2	3	4	1	2	3	4
Perform visual acuity screening	1	2	3	4	1	2	3	4
Perform hearing acuity screening	1	2	3	4	1	2	3	4
Educate the patient and initiate spirometry	1	2	3	4	1	2	3	4
Perform pulse oximetry	1	2	3	4	1	2	3	4
Check patients in/out of appointments	1	2	3	4	1	2	3	4
Room patients	1	2	3	4	1	2	3	4

Gather patient history (e.g., medical, social, psychosocial, cultural, surgical)	1	2	3	4	1	2	3	4
Perform basic physical assessment (e.g., inspection of skin condition)	1	2	3	4	1	2	3	4
MEDICAL TERMINOLOGY:	Proficiency				Frequency			
Recognize and understand anatomical and physiological terminology	1	2	3	4	1	2	3	4
Recognize and understand medical abbreviations/symbols	1	2	3	4	1	2	3	4
Communicate effectively with patients and providers	1	2	3	4	1	2	3	4
Communicate medical care and procedures to patients	1	2	3	4	1	2	3	4
Recognize and understand terminology specific to outpatient settings	1	2	3	4	1	2	3	4
PATIENT CARE SKILLS :	Proficiency				Frequency			
Assist in patient positioning and mobility	1	2	3	4	1	2	3	4
Perform basic wound care (e.g., cleaning, bandaging)	1	2	3	4	1	2	3	4
Perform sterile dressing changes	1	2	3	4	1	2	3	4
Dress wound after removal of staples or sutures	1	2	3	4	1	2	3	4
Assist in physical and wellness exams	1	2	3	4	1	2	3	4
Assist in minor surgical procedures (e.g., biopsies, excisions)	1	2	3	4	1	2	3	4
Perform electrocardiography (EKG)	1	2	3	4	1	2	3	4
Remove catheters	1	2	3	4	1	2	3	4
Appropriate use of suction	1	2	3	4	1	2	3	4
Appropriate use of speculum	1	2	3	4	1	2	3	4
Administer oxygen	1	2	3	4	1	2	3	4
Change linens in patient exam rooms	1	2	3	4	1	2	3	4
Maintain Basic Life Support (BLS) Certification	1	2	3	4	1	2	3	4
Perform saline lock removal	1	2	3	4	1	2	3	4
Assess IV sites	1	2	3	4	1	2	3	4
LABORATORY SKILLS:	Proficiency				Frequency			
Perform specimen collection (e.g., blood, stool, urine, cultures)	1	2	3	4	1	2	3	4
Label specimens	1	2	3	4	1	2	3	4
Send specimens to laboratory for testing	1	2	3	4	1	2	3	4
Perform beta HCG testing	1	2	3	4	1	2	3	4
Prepare slides for microscopic examination	1	2	3	4	1	2	3	4

Assist in pap smear procedure and collection	1	2	3	4		1	2	3	4
Perform rapid laboratory testing (e.g., influenza A/B, Strep, COVID)	1	2	3	4		1	2	3	4
Administer injections (e.g., intramuscular, subcutaneous, intradermal)	1	2	3	4		1	2	3	4
Phlebotomy (e.g., intravenous/capillary puncture)	1	2	3	4		1	2	3	4
Perform blood glucose testing	1	2	3	4		1	2	3	4
Perform and review hemoglobin A1C and hematocrit testing	1	2	3	4		1	2	3	4
Perform and review international normalized ratio (INR) and prothrombin time (PT) testing	1	2	3	4		1	2	3	4
Document lab results and relay results to providers	1	2	3	4		1	2	3	4
Run quality control measures on laboratory tests	1	2	3	4		1	2	3	4
Sterilize instruments and equipment	1	2	3	4		1	2	3	4
Use of autoclave for sterilization	1	2	3	4		1	2	3	4
Perform proper biohazard disposal (e.g., sharps, regulated, wastes)	1	2	3	4		1	2	3	4

MEDICATION ADMINISTRATION :

Proficiency

Frequency

Verify the six rights of medication administration	1	2	3	4		1	2	3	4
Administer medications via multiple routes (e.g., oral, intramuscular, subcutaneous) using proper technique	1	2	3	4		1	2	3	4
Perform vaccination administration	1	2	3	4		1	2	3	4
Provide vaccination education	1	2	3	4		1	2	3	4
Calculate medication dosages	1	2	3	4		1	2	3	4
Educate patients on medication usage	1	2	3	4		1	2	3	4
Maintain medication inventory	1	2	3	4		1	2	3	4

ADMINISTRATIVE SKILLS

MEDICAL RECORD MANAGEMENT:

Proficiency

Frequency

Verify patient demographics	1	2	3	4		1	2	3	4
Confirm patient insurance information	1	2	3	4		1	2	3	4
Enter data into the electronic medical record (EMR) or medical chart	1	2	3	4		1	2	3	4
Explain office policies to patients	1	2	3	4		1	2	3	4
Ensure confidentiality and security of patient records	1	2	3	4		1	2	3	4
Understand and adhere to HIPAA regulations	1	2	3	4		1	2	3	4
Collect and witness informed consent	1	2	3	4		1	2	3	4

Retrieve records from other healthcare providers	1	2	3	4		1	2	3	4
Coordinate, schedule, and cancel appointments for multiple providers	1	2	3	4		1	2	3	4
FINANCIAL MANAGEMENT:	Proficiency					Frequency			
Demonstrate understanding of ICD-10 and CPT codes for procedure and diagnoses	1	2	3	4		1	2	3	4
Process payments and co-pays	1	2	3	4		1	2	3	4
Balance financial transactions and receipts	1	2	3	4		1	2	3	4
Explain an Explanation of Benefits (EOB)	1	2	3	4		1	2	3	4
Resolve patient billing discrepancies and inquiries	1	2	3	4		1	2	3	4
OFFICE MANAGEMENT:	Proficiency					Frequency			
Perform an inventory of office and medical supplies	1	2	3	4		1	2	3	4
Order and stock office/medical supplies	1	2	3	4		1	2	3	4
Clean shared spaces and patient rooms	1	2	3	4		1	2	3	4
Follow OSHA standards for workplace safety	1	2	3	4		1	2	3	4
Participate in compliance training and audits	1	2	3	4		1	2	3	4
COMMUNICATION AND INTERPERSONAL SKILLS									
CUSTOMER SERVICE:	Proficiency					Frequency			
Provide supportive environment for patients	1	2	3	4		1	2	3	4
Address patient concerns with empathy and professionalism	1	2	3	4		1	2	3	4
Demonstrate active listening and understanding during patient interactions	1	2	3	4		1	2	3	4
Maintain professional telephone etiquette	1	2	3	4		1	2	3	4
Manage multi-line phone system	1	2	3	4		1	2	3	4
Follow up with patients	1	2	3	4		1	2	3	4
Facilitate referrals according to provider orders	1	2	3	4		1	2	3	4
TEAMWORK AND PROBLEM-SOLVING:	Proficiency					Frequency			
Collaborate with healthcare providers	1	2	3	4		1	2	3	4
Participate in team meetings	1	2	3	4		1	2	3	4
Identify issues impacting patient care and office operations	1	2	3	4		1	2	3	4

Develop and implement solutions to address challenges	1	2	3	4	1	2	3	4
Manage multiple tasks and shift priorities	1	2	3	4	1	2	3	4

ETHICAL AND CULTURAL CONDUCT:	Proficiency				Frequency			
Recognize and respect cultural differences in healthcare practices	1	2	3	4	1	2	3	4
Communicate effectively with patients from diverse backgrounds	1	2	3	4	1	2	3	4
Record patient sexual orientation and gender identity	1	2	3	4	1	2	3	4
Uphold professional standards and ethical guidelines	1	2	3	4	1	2	3	4
Report unethical behavior and violations of policy	1	2	3	4	1	2	3	4

Work History

Years Experience in Clinical Specialty:

Most recent facility worked at:

I hereby certify that ALL information I have provided to Clover Health Services, on this skills checklist and all other documentation, is true and accurate.
I understand and acknowledge that any misrepresentation or omission may result in disqualification from employment and/or immediate termination.