



**Medical Assistant  
Training Curriculum  
2019-2020**

## PURPOSE OF TRAINING PROGRAM

The purpose of this training program is to provide the necessary academic and clinical training to highly motivated certified nursing assistants who are interested in expanding their scope of practice to that of a medical assistant.

## PROGRAM DESCRIPTION

Piedmont Health Services (PHS) will provide academic and clinical training to help transition an individual from a certified nursing assistant or help refresh medical assistant training. The program will consist of 3 weeks of academic coursework followed by 3 weeks of clinical training at PHS PACE centers. Academic coursework will be a condensed form of Wake Technical Community College BIO161 Intro to Human Biology Course which is one of the required courses to be a Certified Medical Assistant (CMA). PHS will provide all the necessary materials and resources to complete both academic and clinical components of the curriculum. Trainees just need to bring a positive attitude, good demeanor and willingness to learn at a fast pace.

## TRAINING LOCATIONS

Academic	PHS Corporate Office	127 Kingston Drive Chapel Hill, NC, 27514 (919) 933 – 8494
Clinical	PACE Burlington	1214 Vaughn Road Burlington, NC 27217 (336) 532 - 2000
	PACE Pittsboro	163 Chatham Business Drive Pittsboro, NC, 27312 (919) 545 - 7337

## INSTRUCTOR CONTACT INFORMATION

Jan Lee Santos, MD MHA MA Academic/Clinical	127 Kingston Drive Chapel Hill, NC, 27514 (919) 933 – 8494	santosj@piedmonthealth.org
Crystal Torain, MPA-HCM, BSN RN Clinical	1214 Vaughn Road Burlington, NC, 27217 (336) 506 - 5824	torainc@piedmonthealth.org

## PACE CNA TO MA TRAINING CURRICULUM

Academic	Clinical
<ul style="list-style-type: none"> <li>• 3 Weeks</li> <li>• AM: Didactic Lecture/Activities</li> <li>• 50 mins followed by 10 min break for 3 hrs</li> <li>• PM: Clinical Site</li> </ul>	<ul style="list-style-type: none"> <li>• 3 Weeks</li> <li>• AM: PACE Burlington or Pittsboro</li> <li>• PM: PACE Burlington or Pittsboro</li> </ul>
<p><b>Topics to be covered:</b> (Introductory level only)</p> <p><b>Unit 1: Molecules to Tissues</b></p> <ul style="list-style-type: none"> <li>• Intro to Human Physiology</li> <li>• Chemical Basis of Life</li> <li>• Cells: The Basic Unit of Life</li> <li>• Tissues of the Human Body</li> </ul> <p><b>Unit 2: Support and Movement of the Body</b></p> <ul style="list-style-type: none"> <li>• Integumentary System</li> <li>• Skeletal System: Bone, Bone Tissue, Joints</li> <li>• Skeletal System: Axial Skeleton</li> <li>• Skeletal System: Appendicular Skeleton</li> <li>• Muscle and Muscle Tissue</li> </ul> <p><b>Unit 3: Control of the Human Body</b></p> <ul style="list-style-type: none"> <li>• The Nervous System (CNS, PNS, ANS)</li> <li>• The Endocrine System</li> </ul> <p><b>Unit 4: Maintenance and Homeostasis</b></p> <ul style="list-style-type: none"> <li>• Blood</li> <li>• Lymphatic and Immune System</li> <li>• Cardiovascular System</li> <li>• Respiratory System</li> <li>• Digestive System</li> <li>• Metabolism and Nutrition</li> <li>• Urinary System</li> </ul> <p>* Medical terminology associated with each topic will be covered.</p>	<p><b>Clinical Skillset Development</b> (Lab and In-House Training)</p> <ul style="list-style-type: none"> <li>• Vital signs (BP, HR, Temp, RR)</li> <li>• Skin checks</li> <li>• Weight checks</li> <li>• Hearing and Vision screening</li> <li>• Phlebotomy, IV Placement</li> <li>• Injections (Flu, Pneumovax, Prevnar)</li> <li>• Foley Catheter Placement</li> <li>• PEG Feeding Tube</li> <li>• EKG (Electrocardiogram)</li> <li>• ABI (Ankle Brachial Index)</li> <li>• Diabetic Monofilament Foot Tests</li> <li>• Falls assessment</li> <li>• Flu/Strep swab technique and testing</li> <li>• Urine analysis and Urine culture</li> <li>• Finger/Toenail clipping</li> <li>• Ear cleaning</li> <li>• Basic Wound Prep</li> <li>• Start PACE notes</li> </ul> <p><b>Laboratory Equipment Use</b></p> <ul style="list-style-type: none"> <li>• Autoclave</li> <li>• Glucometer</li> </ul> <p><b>Administrative Tasks</b></p> <ul style="list-style-type: none"> <li>• Centricity Training</li> <li>• Documentation in the medical record</li> <li>• Communication with team</li> <li>• Proper phone, email etiquette</li> <li>• PHS policies and Procedures</li> <li>• Medication administration and Patient Safety</li> <li>• Exam room preparation</li> </ul> <p><b>Team-Based Care</b></p> <ul style="list-style-type: none"> <li>• AIDET</li> <li>• Customer Service</li> </ul>

**COMMUNITY HEALTH CENTERS MA TRAINING CURRICULUM**

<b>Academic Refresher</b>	<b>Clinical Refresher</b>
<ul style="list-style-type: none"> <li>• 3 Weeks</li> <li>• AM: Didactic Lecture/Activities</li> <li>• 50 mins followed by 10 min break for 3 hrs</li> <li>• PM: Clinical Site</li> </ul>	<ul style="list-style-type: none"> <li>• 3 Weeks</li> <li>• AM: Clinical Site</li> <li>• PM: Clinical Site</li> </ul>
<p><b>Topics to be covered:</b> (Introductory level only)</p> <p><b>Unit 1: Molecules to Tissues</b></p> <ul style="list-style-type: none"> <li>• Intro to Human Physiology</li> <li>• Chemical Basis of Life</li> <li>• Cells: The Basic Unit of Life</li> <li>• Tissues of the Human Body</li> </ul> <p><b>Unit 2: Support and Movement of the Body</b></p> <ul style="list-style-type: none"> <li>• Integumentary System</li> <li>• Skeletal System: Bone, Bone Tissue, Joints</li> <li>• Skeletal System: Axial Skeleton</li> <li>• Skeletal System: Appendicular Skeleton</li> <li>• Muscle and Muscle Tissue</li> </ul> <p><b>Unit 3: Control of the Human Body</b></p> <ul style="list-style-type: none"> <li>• The Nervous System (CNS, PNS, ANS)</li> <li>• The Endocrine System</li> </ul> <p><b>Unit 4: Maintenance and Homeostasis</b></p> <ul style="list-style-type: none"> <li>• Blood</li> <li>• Lymphatic and Immune System</li> <li>• Cardiovascular System</li> <li>• Respiratory System</li> <li>• Digestive System</li> <li>• Metabolism and Nutrition</li> <li>• Urinary System</li> </ul> <p>* Medical terminology associated with each topic will be covered.</p>	<p><b>Clinical Skillset Development</b> (Lab and In-House Training)</p> <ul style="list-style-type: none"> <li>• Vital signs (BP, HR, Temp, RR)</li> <li>• Weight checks</li> <li>• Hearing and Vision screening</li> <li>• Phlebotomy</li> <li>• Injections (Flu, Pneumovax, Prevnar)</li> <li>• EKG (Electrocardiogram)</li> <li>• Diabetic Monofilament Foot Tests</li> <li>• Falls assessment</li> <li>• Urine analysis and Urine culture</li> <li>• Finger/Toenail clipping</li> <li>• Ear cleaning</li> <li>• Basic Wound Prep</li> </ul> <p><b>Laboratory Equipment Use</b></p> <ul style="list-style-type: none"> <li>• Autoclave</li> <li>• Glucometer</li> <li>• POC Tests</li> </ul> <p><b>Administrative Tasks</b></p> <ul style="list-style-type: none"> <li>• Centricity Training</li> <li>• Documentation in the medical record</li> <li>• Communication with team</li> <li>• Proper phone, email etiquette</li> <li>• PHS policies and Procedures</li> <li>• Medication administration and Patient Safety</li> <li>• Exam room preparation</li> </ul> <p><b>Team-Based Care</b></p> <ul style="list-style-type: none"> <li>• AIDET</li> <li>• Customer Service</li> <li>• Trauma-Informed Care</li> </ul>

**COHORT 2 ACADEMIC CALENDAR**

<b>Class</b>	<b>Date</b>	<b>Location</b>	<b>Unit</b>	<b>Topic</b>	<b>EBook Chapter/s</b>
1	2/4/2019 (9AM-12PM)	Corporate Office	1	<ul style="list-style-type: none"> <li>• Intro to Human Physiology</li> <li>• Chemical Basis of Life</li> </ul>	1, 2
2	2/5/2019 (9AM-12PM)	Corporate Office	1	<ul style="list-style-type: none"> <li>• Cells: The Basic Unit of Life</li> <li>• Tissues of the Human Body</li> </ul>	3, 4, 5
3	2/6/2019 (9AM-12PM)	Corporate Office	2	<ul style="list-style-type: none"> <li>• Integumentary System</li> <li>• Skeletal System: Bone, Bone Tissue, Joints</li> </ul>	6, 8
4	2/7/2019 (9AM-12PM)	Corporate Office	2	<ul style="list-style-type: none"> <li>• Skeletal System: Axial Skeleton</li> <li>• Skeletal System: Appendicular Skeleton</li> </ul>	7
5	2/8/2019 (9AM-12PM)	Corporate Office	2	<ul style="list-style-type: none"> <li>• Muscle and Muscle Tissue</li> </ul>	9, 10
6	2/11/2019 (9AM-12PM)	Corporate Office	3	<ul style="list-style-type: none"> <li>• The Nervous System (CNS, PNS, ANS)</li> </ul>	11, 12
7	2/13/2019 (9AM-12PM)	Corporate Office	3	<ul style="list-style-type: none"> <li>• The Endocrine System</li> </ul>	14
8	2/14/2019 (9AM-12PM)	Corporate Office	MidPoint Review		
9	2/15/2019 (8AM-11AM)	Corporate Office	4	<ul style="list-style-type: none"> <li>• Blood</li> <li>• Lymphatic and Immune System</li> </ul>	15, 16
10	2/15/2019 (9AM-12PM)	Corporate Office	4	<ul style="list-style-type: none"> <li>• Cardiovascular System</li> </ul>	18, 19
11	2/18/2019 (9AM-12PM)	Corporate Office	4	<ul style="list-style-type: none"> <li>• Respiratory System</li> </ul>	20, 21
12	2/19/2019 (9AM-12PM)	Corporate Office	4	<ul style="list-style-type: none"> <li>• Digestive System</li> <li>• Metabolism and Nutrition</li> </ul>	25, 26
13	2/20/2019 (9AM-12PM)	Corporate Office	4	<ul style="list-style-type: none"> <li>• Urinary System</li> </ul>	22, 23
14	TBA	Corporate Office	Exam Review		
15	TBA	Corporate Office	Final Exam		

## CLASS SCHEDULE AND TASKS

### Class 1: Unit 1 Molecules to Tissues

#### Pre-Class Activity:

- Browse through EBook chapters
- Read PPT Lecture
- Watch YouTube videos
  - Anatomical Terms Drawn and Defined <https://www.youtube.com/watch?v=kvHWNjWbKmo>
  - Biological Molecules
  - <https://www.youtube.com/watch?v=H8WJ2KENIK0>

#### In-Class Activity:

- Introductions
- P drive access, orientation, sign up for student presentations/led reviews
- Lecture 1:
  - Define anatomy and physiology.
  - Explain the relationship between anatomy and physiology.
  - Identify the levels of structural organization.
  - Identify the anatomical planes and sections, directional terms, and body regions of the human body.
  - Identify the body cavities and systems and the organs that are contained in each.
  - Define homeostasis.
  - Explain the two mechanisms that maintain homeostasis in our body.
  - Describe the components of a feedback system .
- Lecture 2:
  - Define the basic chemical levels of organization of the body.
  - Compare and contrast the major types of chemical bonding.
  - Identify the basic chemical elements and compounds and their role in homeostasis.
  - Identify and describe the four organic macromolecules and their role in homeostasis .

#### Post-Class Activity:

- Class 1 Self-review

### Class 2: Unit 1 Molecules to Tissues

#### Pre-Class Activity:

- Browse through EBook chapters
- Read PPT Lecture
- Watch YouTube videos
  - Interactive Cell Model (Choose animal cell)
  - [http://www.cellsalive.com/cells/cell\\_model\\_js.htm](http://www.cellsalive.com/cells/cell_model_js.htm)

#### In-Class Activity:

- Trainee led review (Anatomical planes, sections, directional terms and body regions)
- Lecture 1:
  - Identify the cellular level of organization.
  - Identify and discuss the structure and function of the three common parts found in all cells.

- Identify the structure and function of the major cell organelles.
- Discuss how substances move across cell membranes.
- Discuss the steps involved in gene expression.
- Trainee Led Review (Identify and describe the four organic macromolecules and their role in homeostasis)
- Lecture 2:
  - Identify the four tissue types found in the human body.
  - Compare and contrast the structure and functions of the four tissue types found in the human body.

Post-Class Activity:

- Class 2 Self-Review

### **Class 3: Unit 2 Support and Movement of the Body**

Pre-Class Activity:

- Browse through Ebook chapters
- Read PPT Lecture
- Watch YouTube videos
  - What is the skin?
  - <https://www.khanacademy.org/test-prep/mcat/organ-systems/integumentary-system/v/what-is-skin>
  - Skeletal Structure and Function
  - <https://www.youtube.com/watch?v=-lrKDRAbP38>

In-Class Activity:

- Student Led Review “Function of Cell Organelles
- Lecture 1:
  - Explain the functions of the integumentary system.
  - List the structural layers and functions of the epidermis, dermi and subcutaneous tissue layer.
  - List and describe each accessory organ of the skin.
  - Explain the basis of skin color.
- Trainee Led Presentation: Classify burns
- Group Activity
  - Skin Cases
- Lecture 2:
  - Describe the functions of the skeletal system.
  - Describe how bones may be classified by composition and shape.
  - List the gross structural parts of a typical long bone.
  - Explain the histological features of compact bone tissue.
  - Identify the two major subdivisions of the skeletal system.
  - Identify the bones of the skull, vertebral column, thorax, upper extremities, and lower extremities.
  - Identify the locations and functions of the paranasal sinuses.
  - List and compare the major types of joints in the body and give an example of each.
  - Define ligament and tendon.
  - Describe the types of joint movements.

### Post-Class Activity

- Class 3 Self Review

## **Class 4: Unit 2 Support and Movement of the Body**

### Pre-Class Activity:

- Browse through Ebook chapters
- Read PPT Lecture
- Watch YouTube videos
  - Anatomy of Axial Skeleton
  - <https://www.youtube.com/watch?v=IL6LMCG6Oxk>
  - Appendicular Skeleton
  - <https://www.youtube.com/watch?v=eZ4TydXGy9k>

### In-Class Activity:

- Lecture 1:
  - Identify the two major subdivisions of the skeletal system.
  - Identify the bones of the skull, vertebral column, thorax, upper extremities, and lower extremities.
- Group Activity
  - Bone labelling
  - Joint labelling

### Post-Class Activity:

- Class 4 Self-Review

## **Class 5: Unit 2 Support and Movement of the Body**

### Pre-Class Activity:

- Browse through Ebook chapters
- Read PPT Lecture
- Watch YouTube videos
  - Big Guns Muscle System
  - <https://www.youtube.com/watch?v=jqy0i1KXUO4>
  - Sliding Filament Model
  - <https://www.youtube.com/watch?v=ousflrOzQHc>

### In-Class Activity:

- Lecture 1:
  - Compare and contrast the structure and function of the three types of muscle tissue.
  - Identify the gross and microscopic structure of the three types of muscle tissue.
  - Describe the sliding filament model of muscle contraction.
  - Define terms, origin and insertion, motor unit and muscle stimulus, tetanus, fatigue, muscle tone.
  - Describe the types of skeletal muscle contraction.
  - Describe the functional role of prime movers, synergistic, and antagonistic muscles.
  - Describe the common types of movement produced by skeletal muscles.
  - Correctly identify the location and major function of the major skeletal muscles.



- Group Activity
  - Muscle Labelling

Post-Class Activity:

- Class 5 Self-Review

## **Class 6: Unit 3 Control of the Human Body**

Pre-Class Activity:

- Browse through Ebook chapters
- Read PPT Lecture
- Watch YouTube videos
  - Nervous System
  - [https://www.youtube.com/watch?v=qPix\\_X-9t7E](https://www.youtube.com/watch?v=qPix_X-9t7E)
  - Cranial Nerves
  - <https://www.youtube.com/watch?v=hDbWV0EZCAU>

In-Class Activity:

- Trainee Led Presentation: Identify and describe the function of the Lobes of the Cerebrum and Cerebellum
- Lecture 1:
  - Describe functions of the nervous system.
  - List the organs and divisions of the nervous system .
  - Identify the major types of cells in the nervous system and discuss the function of each.
  - Describe a synapse and discuss the transmission of an impulse across it.
  - Identify the parts of the nervous system into central and peripheral systems.
  - Identify major neurotransmitters and their effects.
  - Compare and contrast spinal nerves and cranial nerves.
  - Describe disorders associated with nervous system.
- Group Activity
  - Cranial Nerve Cases

Post-Class Activity:

- Class 6 Self-Review

## **Class 7: Unit 3 Control of the Human Body**

Pre-Class Activity:

- Browse through Ebook chapters
- Read PPT Lecture
- Watch YouTube videos
  - The Endocrine System
  - [https://www.youtube.com/watch?v=-S\\_vQZDH9hY](https://www.youtube.com/watch?v=-S_vQZDH9hY)
  - Diabetes Mellitus
  - <https://www.youtube.com/watch?v=ulxyWZf7BWc>

In-Class Activity:

- Lecture 1:

- Explain the relationship between endocrine and nervous systems.
- Distinguish between endocrine and exocrine glands.
- Explain how hormone secretion is regulated.
- Identify all the endocrine glands with respect to name, location, structure, hormone produced and function of that product.
- Describe disorders of the endocrine system.
- Group Activity
  - Endocrine Cases

Post-Class Activity:

- Class 6 Self-Review

### **Class 8: Mid-Point Review**

Pre-Class Activity:

- Review Selected Notes
- Review Selected Videos

In-Class Activity:

- Trainee Led Review: Axial and Appendicular Skeleton Labelling
- Trainee Led Review: Muscle Labelling and Function
- Trainee Led Review: Hormone Reviews

Post-Class Activity:

- Relax and Enjoy!

### **Class 9: Unit 4 Maintenance and Homeostasis**

Pre-Class Activity:

- Browse through Ebook chapters
- Read PPT Lecture
- Watch YouTube videos
  - True Blood, Crash Course
  - <https://www.youtube.com/watch?v=HQWlcSp9SIs>
  - Lymphatic System's Role in Immunity
  - <https://www.youtube.com/watch?v=kjLwVqxwaIM>
  - Cells of the Immune System
  - <https://www.youtube.com/watch?v=Bn5Rw16buSA>

In-Class Activity:

- Lecture 1:
  - Describe the primary functions of blood.
  - Describe the composition of blood.
  - List the formed elements of blood and identify their most important function of each.
  - Explain the steps involved in blood clotting.
  - Describe ABO and Rh blood typing.
  - Describe medical disorders of blood.
- Trainee Led Presentation: Anemia

- Lecture 2:
  - Describe the generalized functions of the lymphatic system and list the primary lymphatic structures.
  - Discuss and compare nonspecific and specific immunity, natural and artificial immunity, and active and passive immunity.
  - Discuss the major types of immune system molecules and how antibodies function.
  - Compare and contrast humoral and cell-mediated immunity.
  - Describe medical disorders associated with lymphatics and immunity.

Post-Class Activity:

- Class 9 Self Review.

### **Class 10: Unit 4 Maintenance and Homeostasis**

Pre-Class Activity:

- Browse through Ebook chapters
- Read PPT Lecture
- Watch YouTube videos
  - The Heart Part 1
  - <https://www.youtube.com/watch?v=X9ZZ6tcxArl>
  - The Heart Part 2
  - <https://www.youtube.com/watch?v=FLBMwcvOaEo>

In-Class Activity:

- Trainee Led Presentation: Major Structures of the Heart and Blood Flow
- Lecture 1:
  - Describe the functions of the cardiovascular system.
  - Identify the major structures of the heart.
  - Trace the flow of blood through the heart and to the heart muscle itself.
  - Describe the conduction system of the heart.
  - Describe the events represented by an ECG.
  - Explain the relationship between blood vessel structure and function.
- Trainee Led Presentation: Identifying Pulse Points
- Lecture 2:
  - Identify major blood vessels and their functions.
  - Identify the primary functions of the circulatory systems.
  - Define blood pressure and explain how it is regulated.
  - Define pulse and identify the pulse points.
  - Describe medical disorders associated with cardiovascular system.

Post-Class Activity:

- Class 10 Self Review.

### **Class 11: Unit 4 Maintenance and Homeostasis**

Pre-Class Activity:

- Browse through Ebook chapters
- Read PPT Lecture

- Watch YouTube videos
  - Respiratory System Part 1
  - <https://www.youtube.com/watch?v=bHZsvBdUC2I>
  - Respiratory System Part 2
  - <https://www.youtube.com/watch?v=Cqt4LjHnMEA>

#### In-Class Activity:

- Trainee Led Presentation: Structures of the Respiratory Tract
- Lecture 1:
  - Describe the functions of the respiratory system.
  - Identify the major organs of the respiratory system and describe the functions of each.
  - CXR readings
- Lecture 2:
  - Identify and discuss the mechanisms that regulate respiration.
  - List and describe the volumes of air exchanged during pulmonary ventilation.
  - Identify and discuss the mechanisms that regulate respiration.
  - Describe medical disorders associated with the respiratory system.

#### Post-Class Activity:

- Class 11 Self Review.

### **Class 12: Unit 4 Maintenance and Homeostasis**

#### Pre-Class Activity:

- Browse through Ebook chapters
- Read PPT Lecture
- Watch YouTube videos
  - Digestive System Part 1
  - <https://www.youtube.com/watch?v=yloTRGfcMqM>
  - Digestive System Part 2
  - <https://www.youtube.com/watch?v=pggcElaXGME>

#### In-Class Activity:

- Trainee Led Presentation: Structures of the Digestive Tract
- Lecture 1:
  - Identify and list the organs of the digestive system.
  - Identify the accessory organs of digestion and describe their functions.
  - Define and contrast mechanical and chemical digestion.
  - Discuss the basics of protein, fat, and carbohydrate digestion and give the end products of each process.
  - Describe the metabolic roles of carbohydrates, fats, proteins, vitamins, and minerals.
  - Describe medical disorders associated with the digestive system.

#### Post-Class Activity:

- Class 12 Self Review.

## Class 13: Unit 4 Maintenance and Homeostasis

### Pre-Class Activity:

- Browse through Ebook chapters
- Read PPT Lecture
- Watch YouTube videos
  - Urinary Part 1
  - <https://www.youtube.com/watch?v=l128tW1H5a8>
  - Urinary Part 2
  - <https://www.youtube.com/watch?v=DlqyyvTl3k>

### In-Class Activity:

- Trainee Led Presentation: Structures of the Urinary Tract
- Lecture 1:
  - Identify the major organs of the urinary system and give the generalized function of each.
  - Name the parts of a nephron and describe the role each component plays in the formation of urine.
  - Explain the importance of filtration, tubular reabsorption, and tubular secretion in urine formation.
  - Describe the mechanisms that regulate urinary functions.
  - Describe the composition of urine.
  - Describe medical disorders associated with the urinary system.
- Group Activity
  - Urine Cases
  - STD Cases

### Post-Class Activity:

- Class 13 Self Review

## Class 14 Exam Review

## Class 15 Exam

**Piedmont Health Services**  
**MEDICAL ASSISTANT I ORIENTATION/COMPETENCY CHECKLIST**  
 Revised 03/2010 Reviewed 04/2013 Reviewed 8/2014, Revised 6/2016

Name:	Start Date:	Site:
Required Skill or Knowledge	Date/Initials	Comments
<b>1. Electronic Health Record</b> <i>(Training of all elements below includes verbal instruction and return demonstration.)</i>		
Setting personal preferences		
Viewing Alerts/Flags of yourself and other users		
Converting Alerts/Flags to Phone Notes		
Initiating and Responding to Alerts/Flags		
Initiating and Responding to Phone Notes		
Differentiating between Phone Notes, Flags and Alerts and when to use each		
Starting a Patient Visits (i.e. Child, Adult, Nurse)		
Appending a Visit		
Vital Sign Entry Including Serial Vitals		
Entry of In-House Labs and Ordering		
Entering PCMH Documentation		
Utilizing Medication Administration Form and Documentation		
Utilizing Vaccine Administration Form and Documentation		
Adding Favorite Components (Demonstration)		
Adding Components to a Visit		
Development and Use of Quick Text		
Completing Orders (immunizations and labs)		
Recognizing and Maintaining Future Orders		
Documenting Patient Education within a form		
Printing Letters/Documents		
Creating, Printing and Documenting Letters or Educational Handouts		
Documentation of Patient Information Within Anticoagulation(INR) Form		
Instituting and Documenting Self- Management Goals		
<b>2. Triage/Schedule</b>		
Open Access Concepts		
Color Codes		
Changing Appointment Status		
Add On Column		
<b>3. Documentation/Check In</b>		
Eliciting Chief Complaint		
Screen for pain		
Commonly used Abbreviations		
Do not use Abbreviations		

Adult		
Child		
Prenatal		
Chronic Illness		
<b>4. Vital Signs – age appropriate</b>		
Blood Pressure (including proper cuff selection)		
Pulse (radial)		
Respiration		
Temperature – oral, rectal, axillary		
Pulse oximetry		
Peak/Flow measurement		
<b>5. Anthropometric Measures</b>		
Adult/Child greater than 2 years: obtain and chart		
Height		
Weight		
BMI		
Pediatric less than 2 years: obtain and chart		
Head Circumference		
Length		
Weight		
<b>6. Screening</b>		
Vision (Snellen/Stereopsis)		
Audiogram		
Developmental Screening		
<b>7. Procedures</b>		
EKG		
Ted Hose Measurement		
Use of Centrifuge		
<b>8. Procedures – set up</b>		
Sterile Technique		
Clean Technique		
Familiarity with equipment/instruments		
Procedure Set-up (clean)		
Pelvic		
Obtaining Cultures		
Pap Smear		
Wet prep		
Procedure Set-up (sterile)		
Endometrial Biopsy		
Incision/Drainage		
IUD Insertion/Removal		
Joint Aspiration/Injection		
Laceration		
Mole Removal		

Toenail Removal		
Wart Treatment		
<b>9. Communication</b>		
Standing Orders		
Incident/accident reporting		
Medication Incident Form		
Employee Occupational Exposure Incident Report		
Grievance procedure		
Inclement weather policy		
<b>10. Infection Control</b>		
Universal Precautions		
Infection Control Plan		
Cleaning/Disinfecting Rooms		
Exposure Control Plan		
Post exposure management		
PPE		
Infectious disease control		
<b>11. Clinical Emergencies</b>		
Paging System		
Code Blue procedure		
Code Yellow Procedure		
Dr Green Procedure		
Code Red Procedure		
AED training		
Emergency walk-ins and telephone calls		
Emergency patient transfer		
Emergency delivery		
<b>12. Hazardous Material Exposure Control</b>		
MSDS Online		
Spill Kits		
Eye Wash Station		
Biohazardous waste disposal		
<b>13. Clinic Administration</b>		
Provider Schedule		
Nursing assignments		
Patient Care Coordination (General Understanding)		
Registration		
Appointment scheduling		
Billing		
ADP Review		
PTO Request		
Email		



<b>14. Miscellaneous</b>		
Nursing Organizational Structure		
Policies and Procedures – review of manuals		
Joint Commission		
OSHA		
HIPAA		
<b>15. Autoclave</b>		
Overview		
Operation		
Quality Assurance Measures		
<b>16. PPD Skin Test</b>		
Placement		
Charting		
Reading		
<b>17. Procedures - Independent</b>		
Ear Irrigation		
Nebulizer Treatments		
Unna Boot Application		
<b>18. Medication Administration</b>		
Pediatric (<18 years)		
Inhaled		
Oxygen		
Albuterol		
Atrovent		
Oral		
Anti-Pyretics		
Rotavirus		
Intradermal		
Tuberculin Antigen		
Subcutaneous		
IPV		
MMR		
Varicella		
Intramuscular		
DtaP		
Dt		
Td		
Tdap		
Hib		
Hepatitis A		
Hepatitis B		
Human Papillomavirus Vaccine (HPV)		
Meningococcal		
Pneumococcal Conjugate (Prevnar)		

Influenza		
Adult (>18 years)		
Inhaled		
Oxygen		
Albuterol		
Atrovent		
Oral		
Anti-pyretics		
Intradermal		
Tuberculin Antigen		
Subcutaneous		
MMR		
Pneumovax		
Intramuscular		
Hepatitis A and B (Twinrix)		
Td/Tdap		
Influenza		
B12		
Depo-Provera		
<b>19. NCIR (NC Immunization Registry)</b>		
Overview		
Adding New Patients		
Vaccine Entry		
<b>20. Laboratory – POCT (Demonstrated Competency)</b>		
Hemoglobin (Hemocue)		
Quality Control		
Fingerstick Glucose (Hemocue)		
Quality Control		
Urinalysis		
Multistix		
Quality Control		
Clinitek Analyzer		
Quality Control		
Rapid HIV Testing		
Quality Control		
ICON Pregnancy Test		
Quality Control		
Rapid Strep test		
Quality Control		
Rapid Influenza test		
Quality Control		
Hemocult Test		
Location of Laboratory Manual		
Familiarity with Laboratory Manual		
Clia Laboratory Certification		

<b>21. Laboratory Procedures</b>		
Urine Culture Specimen Collection		
Specimen packing/transfer to reference lab		
Familiarity of Laboratory Computer System		
Use of Centrifuge		
Billing for laboratory tests		

**Supervisor/Manager Signature** \_\_\_\_\_ **Date Completed** \_\_\_\_\_