



CMA (AAMA)

Certification/Recertification Examination Content Outline

I.A-F General

A. Medical terminology

1. Word building and definitions
 - a. Basic structure
 - (1) Roots or stems
 - (2) Prefixes
 - (3) Suffixes
 - (4) Abbreviations
 - b. Surgical procedures
 - c. Diagnostic procedures
 - d. Medical specialties
2. Uses of terminology
 - a. Spelling
 - b. Selection and use (e.g., data entry, reports, records, documents, patient education, correspondence, medicolegal documentation, letters, memos, messages, facsimiles)
 - c. Reference sources

B. Anatomy and physiology

1. Body as a whole, including multiple systems
 - a. Structural units
 - b. Anatomical divisions
 - c. Positions and directions
 - d. Body planes
 - e. Common diseases and pathology
2. Systems, including structure, function, related conditions and diseases, and their interrelationships
 - a. Integumentary
 - b. Musculoskeletal
 - c. Nervous
 - d. Cardiovascular, hematopoietic and lymphatic
 - e. Respiratory
 - f. Digestive
 - g. Urinary
 - h. Reproductive
 - i. Endocrine
 - j. Sensory

C. Psychology

1. Basic principles
 - a. Understanding human behavior
 - (1) Behavioral theories
 - (2) Death and dying
2. Developmental stages of the life cycle
 - a. Developmental theories used to explain behavior and development

b. Human growth and development

3. Defense mechanisms

- a. Recognition
- b. Management

D. Professionalism

1. Displaying professional attitude
 - a. Supporting professional organization
 - b. Accepting responsibility for own actions
2. Job readiness and seeking employment
 - a. Résumé and cover letter
 - b. Methods of job searching
 - c. Interviewing as a job candidate
3. Working as a team member to achieve goals
 - a. Member responsibility
 - b. Promoting competent patient care
 - c. Utilizing principles of group dynamics

E. Communication

1. Adapting communication according to an individual's needs
 - a. Blind
 - b. Deaf
 - c. Elderly
 - d. Children
 - e. Seriously ill
 - f. Mentally impaired
 - g. Illiterate
 - h. Non-English-speaking
 - i. Anxious
 - j. Angry/distraught
 - k. Culturally different
2. Recognizing and responding to verbal and nonverbal communication
 - a. Body language
 - b. Listening skills
 - c. Eye contact
 - d. Barriers to communication
 - e. Identifying needs of others
3. Professional communication and behavior
 - a. Professional situations
 - (1) Tact
 - (2) Diplomacy
 - (3) Courtesy
 - (4) Responsibility/integrity
 - b. Therapeutic relationships
 - (1) Impartial behavior
 - (2) Empathy/sympathy

(3) Understanding emotional behavior

4. Patient interviewing techniques

- a. Types of questions
 - (1) Exploratory
 - (2) Open-ended
 - (3) Direct
- b. Evaluating effectiveness
 - (1) Observation
 - (2) Active listening
 - (3) Feedback
- c. Legal restrictions

5. Receiving, organizing, prioritizing, and transmitting information

- a. Modalities for incoming and outgoing data (e.g., mail, fax, telephone, computer)
- b. Prioritizing incoming and outgoing data (e.g., importance, urgency, recipient availability)

6. Telephone techniques

- a. Incoming calls management criteria
 - (1) Screening
 - (2) Maintaining confidentiality
 - (3) Gathering data
 - (4) Multiple-line competency
 - (5) Transferring appropriate calls
 - (6) Identifying caller, office, and self
 - (7) Taking messages
 - (8) Ending calls
- b. Monitoring special calls
 - (1) Problem calls (e.g., unidentified caller, angry patient, family member)
 - (2) Emergency calls

7. Fundamental writing skills

- a. Sentence structure
- b. Grammar
- c. Punctuation

F. Medicolegal guidelines and requirements

1. Licenses
 - a. Medical practice acts
 - b. Revocation/suspension of license
 - (1) Criminal/unprofessional conduct
 - (2) Professional/personal incapacity
2. Legislation
 - a. Advanced directives
 - b. Anatomical gifts
 - c. Reportable incidences

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