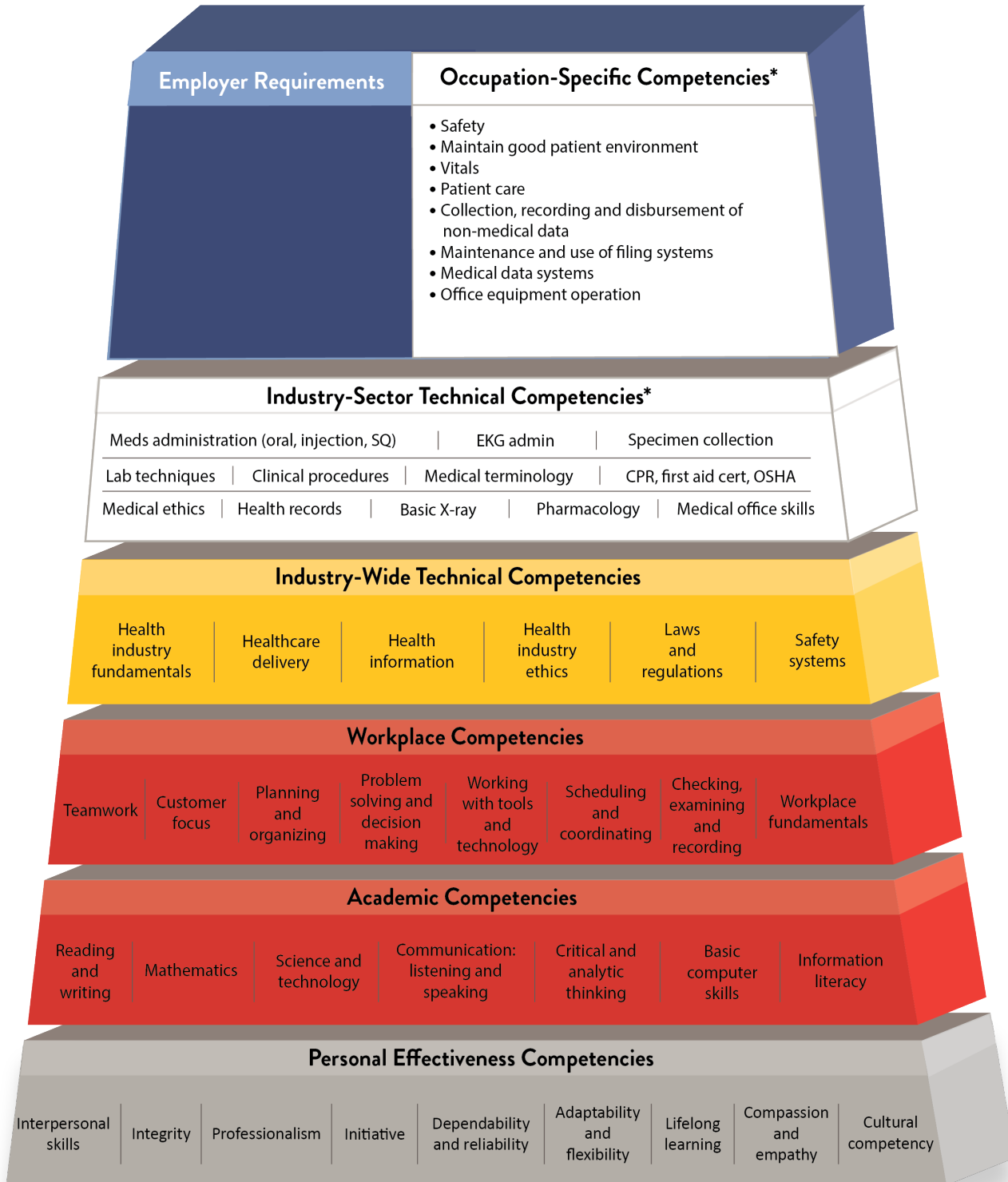


# Minnesota Dual-Training Pipeline Competency Model for Health Care Services Occupation: Medical Assistant



Based on: Health: Allied Health Competency Model Employment and Training Administration, United States Department of Labor, December 2011.

\* Pipeline recommends the Industry-Sector Technical Competencies as formal training opportunities (provided through related instruction) and the Occupation-Specific Competencies as on-the-job training opportunities.



## Competency Model for Medical Assistant

**Medical Assistant** – An individual who is cross trained to perform administrative and clinical duties, primarily in outpatient or ambulatory care facilities, such as medical offices and clinics.

### Industry-Sector Technical Competencies

**Related Instruction** for dual training means the organized and systematic form of education resulting in the enhancement of skills and competencies related to the dual trainee's current or intended occupation.

- **Medical terminology** – Knowledge of medical terms.
- **Meds administration (oral, injection, SQ)** – Understanding of medication classifications, usages, and side effects. Able to safely administer using various methods.
- **EKG admin** – Safely and accurately administer an EKG and record results.
- **Specimen collection** – Understand the process and procedures of collecting specimen samples.
- **Lab techniques** – Knowledge of sterile lab techniques and tests.
- **Clinical procedures** – Understanding of the processes and procedures of a medical clinic environment.
- **CPR/first aid cert/OSHA** – Obtain CPR/First Aid certification and OSHA/Regulations CLIA Standard Precautions Certificate.
- **Pharmacology** – Know how drugs and medications are used for treating patients and the effects of these substances.
- **Medical ethics** – Understand principles of medical ethics and how they apply in professional standards.
- **Health records** – Knows regulations around health records, how to use record software and record management.
- **Basic X-Ray** – Understand safe practices and procedures around X-ray machine operation.
- **Medical office skills** – Knowledge of procedures for running an efficient, functional medical office setting.

## Occupation-Specific Competencies

**On-the-Job Training (OJT)** is hands-on instruction completed at work to learn the core competencies necessary to succeed in an occupation. Common types of OJT include job shadowing, mentorship, cohort-based training, assignment-based project evaluation and discussion-based training.

- **Safety** – Understand importance of operating with attention to safety within a medical setting, as well as evacuation and safety plans.
- **Maintain good patient environment** – Practice infection control and hazard management. Clean and sterilize instruments and keep in orderly manner. Prepare treatment rooms for exams.
- **Vitals** – Accurately take and record vital information: temperature, height, weight, pulse, respiration, and blood pressure.
- **Patient care** – Assist with medical procedures, as well as scheduling, insurance forms and reports.
- **Collection, recording and disbursement of non-medical data** – Maintain inventory of office and clinical supplies and instruments. Prepare and distribute office communications as required.
- **Maintenance and use of filing systems** – Maintain medical records, process written communications, computers, scheduling and billing.
- **Medical data systems** – Able to use specific medical software, as well as manual charts and filing procedures.
- **Office equipment operation** – Demonstrate proficiency in computer systems, phones, copiers and other equipment used in office processes.

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